INS. CASE OWNE	stacu-	CC (AXA1801	5514,	- LPDA/L LIKE	
Surveyor	Enlan	DOI: ASSIGN	Y STIK	Date / Time : 14	18/18
Pre-assign / CCU Insured Vehicle N Name of Insured Insured Tel No. Excess Sec II :SS Is driver the owne If NO. Driver Na Driver Te	TYES NOW THE TOTAL	HP: D.O.A: 75 8 18 Nature of Accident: VIL YES/NO)	Claim No. Policy No. Make / Model Place of Accide Of GIA REPOI	RT: YES NO. TP GIA REPO	
INSRS	UN INS	P: othry:	INSRS WSP: Tel: Liability: RMKS:	D4 - 10	P.
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9/14/19 -	Reduct Thele	Per helen	ysac Try	PIR: Mandate/Reject Instruction:	
PRELIMINARY ADVIC	E Dute/Time:	Sent By:	21/11/19	Post-Repair Photos: Others:	
FINALIZATION	Date/Time:	Contirm with:		Confirm by:	
Repair Cost:	S5 (days) Reduction	9	Email _	Call
FINAL SETTLEMENT	Date/Time:	Confirm with		Email Cal	
Final Liability:		ed / Assessed) BOLA S/N No.		If NO or B 28, Ass. Liu:	
Repair Cost: Loss of Rental (LOR):	SS 1	days)			
Loss of Use (LOU):	55 (5	x days)	(0	ININY GENE	2
Loss of Income (LOI):	55 (5	n days)		10 10 19	
LOR only LOU on		LOR + LO Tick only o	ne]	000	
GIA/LTA Search	\$5			1 12	1
Medical:	55			1) Claim stana: Normal/Reje	h/Private Settle
Disbursement:	S\$	(e.g. Tow/ Independe	nt)	2) Report Formul:	2
Legal Cost	55			3) Survey fee: 3 35	ww
Total:	SS .	Global Sum SS:		40 34 1 24 4	
FINAL PAYMENT	Date/Time:	Confirm with:		15mail Cal	
Payee 1:	SS	Name 1:			
Payee 2: (Strike if N.A.)	SS	Name 2:			
Payee 3: (Strike if N.A.)	SS	Name 3:			

Bineya: Kolvin

		ASSIC	NMENT		0	
From:	Date:	2.7	Veh No:	SHD 676	ByrRegnt 8Apr	216
Estimated Cost			Type: M.Car / N		orry To Prime Move	
OD/TP/WS/TPRES	/ OD RES / EVA / INV / MV		Truck / 1	Trailer or		
To Inspied Vehicle No.		8	Make:	Newso Bri	E72 00	2/83
at Workstop m/s			Colour	Chile	A/C: Inst O d/St	ANTINA
of		1.65	Sp.Reading	3 82824	T/Radio: Intend / St	MINITA
Insured:			Eng/No:			
Policy No.			C/No:	LP021	1001283072	14
Claims No.			Gen. Cond: G	ood Fb Poor Butt	nt	
Suminswed: .	Excess:		Steering: Incr	fr / Jammed / Leaker	d / Burnt or	
(Client's Record)		U.	Brake: Inor	er / Jammed / Leaker	d / Burnt of	
Make of Veh;			Modi: Nil	S/Rim / SOD A/Rim	00	
			Tyre Size;	F: 2	25/55 116	
(Policy Condition)				R:	-1	
Remark: The veh ha	d commenced Its	N/S O/S	BS/DUH/8		A/MIC/OHTSU/PIR/	SUMI! w
repair at th	he time of Inspection.		TOYOTYO	KO or	Werlike.	
Ball or Market Value	4		Front	4	Rear	
IDAC Accident Rpor	Consistent?: Yes	or No	R/Bal,	4 mm	R/Bal, 3	mm .
GIA / PR Seens	Consistent?: Yes	or No	L/Bal.	}mm	LIBall +	mm
Est Repairs:	24 days Res.: Yes	or No	D.O.A. 2		0.0.1. 27/5	
Lum Sunc	% 3 Val.; Yes	or No	Survey held	lat C	DhE (Loyan	9)
CA'I REV I R	ED / 2/UDS		Des. of Dar	mages: Frt / Rear / O	IS I NIS I UIC I Rooff	lop or
DATE BEY LIK	Er. 1 24 HRS	Vehicle: IN / OU	T	H1	12 min more	
Dalic	Person Contacted:	2,710-03,1290000	The U/O	C / Chassis frame / B	lody Structure affected	due to collision.
Dale / Time	Action / Instruction			1 200	AxA	
	110 N 124	11/2	. 1 145	Min	PIP	
	11/ db 1330	. will	er B	ro/(U/y	1.7	
		*				
-						
		74.				1
Dale/Type, File Face	6 H		Davis Off	Zamale:		
Comment of the	Them Report		Days Of I		Survey Feet	
1)	: Final Report		Kesurve	No. of Trip:	Transportations	
DeleTine, File Reh	41h 40/	Add	Fae: Tis	ite insp (\$)_3+RS_3I	
2)		- New		terview (\$) Photos	
A 100 CO 100 CO				ech: Invs (\$	Others	
Report Form		V		Veekend (\$		
Lump Sum /	140-1- (4)				TOTAL	



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

^ V ^	INSURANCE PTE	LTD	Ref : CC4/ASM1801	5514/K1ph3
MAM	INSURANCE PTE	LID	No. Commontoo	5514111100
	ENTON WAY #24- TOWERSINGAPO		Date: 27-08-2018	
			Code: ASM	***************************************
1.		Policy Parti	culars :- THIRD PARTY CLA	IM
	Insured Veh.	PC 2425P	Veh. Inspected	SHD 6763B
	Policy No.		Coverage (\$)	0.00
	Claim No.		Excess (\$)	0.00
	Assign From		Assign Date	27/08/2018
2.		Vehicl	e Particulars & Condition	
	Make & Model		c.c	0
	Engine No.	HIDDEN	Year of Reg.	
	Chassis No.		Colour	
	Odometer		Steering	
	Brakes		Modification	
	General			
3.			Conditions of Tyres	
		Size	Make	Balance
	R/H Front Tyre			mm
	L/H Front Tyre			mm
	R/H Rear Tyre			mm
	L/H Rear Tyre			mm
4.		De	escription of Damages	
5.			General Information	
	Accident Date	25/08/2018	Inspection Date	27/08/2018
	Survey held at	COMFORTDELGRO EN	NGINEERING PTE LTD	
		59 LOYANG DRIVE SINGAPORE 508969		
5a.			Remarks	

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

MAKE

VEHICLE NO ' : SHD6763B

: MERCEDES

: E220 (E6) MODEL

27. Aug. 2018 DATE:

AXA 25. Aug. 2018 DOA:

Qty	Parts Description/ Labour	Туре	Unit Price	Amount
	1 Side Mirror Housing with Signal Lamp – RH /	とから		\$414.00
	1 Side Mirror Motor – RH			\$860.00
	1 Side Mirror Glass – RH – M.753)			\$230.00
	1 Side Mirror Cover – RH / Aus			\$70.00
	SUB TOTAL LESS 20% DISCOUNTED TOTAL			\$1,574.00 \$314.80 \$1,259.20
				\$-
	Labour Charge			50
	Panel Beating	1		\$190.00
	Spray Painting Charge	1		\$100.00
	Wiring Charge LKK Auto I the Repair * To resurver * To display	er of the low percelaters comages costs	hence natily owing: owy painting of during resurvey	\$50.00
	2 7/8/5 TOTAL LABOUR	3	and the second second	\$250.00
arry N3	FIP // Signature:	god by Pispairo	Contraction Company	\$1,509.20
	This is an initial estimate based on a visual inspection of the prepared after the vehicle is surveyed by a motor Surveyed.			5.5

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHD6763B

MAKE : MERCEDES

DATE:

27. Aug. 2018

EL	: E220 (E6)	DOA:	25. Aug. 2018	AXA
Qty	Parts Description/ Labour	Туре	Unit Price	Amount
	1 Side Mirror Housing with Signal Lamp – RH /			\$414.00
	1 Side Mirror Motor – RH /			\$860.00
	1 Side Mirror Glass – RH			\$230.00
	1 Side Mirror Cover – RH			\$70.00
	SUB TOTAL LESS 20% DISCOUNTED TOTAL			\$1,574.00 \$314.80 \$1,259.20
	Labour Charge Panel Beating Spray Painting Charge Wiring Charge			\$100.00 \$100.00 \$100.00 \$50.00
110	Spray Painting Charge Wiring Charge Kaka (ClCk) 2 7/8/8 TOTAL LABOUR 1 1 1 1 ESTIMATE TOTAL	irer of the to	mence notify	\$250.00 \$1,509.20
NO 143	Refore Para photo	1,000	of conditions and	

Signature Dalif

COMFORTDELGRO ENGINEERING

A member of COMFORIDELGRO

ComfortDelGro Engineering Pte Ltd

208 Breddell Road Singapore \$79701 Maintee - 68 6363 8085 Facebook - 68 6380 9755

Workshops

58 Loveng Drive Singapore \$75717 383 Bin Ming Drive Singapore \$75717 24 Seroks Loop Singapore 738758 7 Sungel Kadul Way Singapore 728761 801 Yanun Industry Park A Singapore 788701

Date/Time: 27.08.2018 11:17

Page : 1

JOB CARD Team: ARC Repair TP(CLSO)1 Sales Order: JO NO. 305204651 REGN NO.: SHD6763B MILEAGE ITOMER COMFORT TRANSPORTATION PTE LTD MAKE: FUEL MERCEDES BENZ 7010045 STOMER NO. 383 SIN MING DRIVE 25.08.2018 13:25 **IRESS** MODEL Singapore SINGAPORE 575717 E220CDI(E6) 65508755 YR OF MANU. 08.04.2016 (FI) TARGET DATE (P) COMPLETION DATE/TIME: WDD2120012B307284 DOUNT CARD NO.

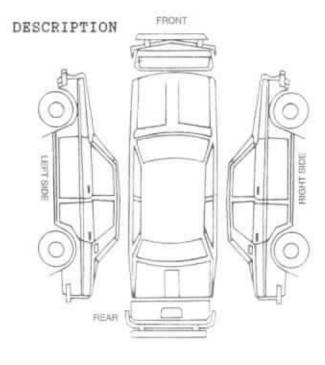
JOB DESCRIPTION

Accident Date: 25.08.2018

S/NO

NATURE: 3P 25.08.2018 (C)

AXA- Right Side Mira



CKED & PASSED OUT BY:			
SERVICE ADVISOR			CUSTOMER'S SIGNATURE
wledgement Slip		Exit Pass	
No.: SHD6763B	LARRY	Vehicle No.: SHD6763B	
FBU3 44.			
of Service Advisor	Signature/Date	Name of Service Advisor	Date
returned to Service Reception upon collect	don	To be kept by Security Guard	

COMFORTDELGRO

	lab Ref		04651			
Date		: 29. Au	ig. 2018		59 Loya	DelGro Engineering Pte Ltd ng Drive Singapore 508969
FINA	LIZATI	ON FORM			Fax: 65	46 8156
То	9	L	KK		Fax:	
Attn	S	K	ALVIN			
/ehi	de Reg	No. : SHD67	763B	Date	e of Accident:	25. Aug. 2018
The	enevev	and estimates of th	ne renairs of the a	hove-mentioner	t vehicle are as	follows:-
					a formers and ass	
6	The r	epair job shall bill t	0;	AXA		PC2425P
2.	The f	inalized amount sh	nall be:			
	(a)	Spare Parts after	List discount			\$1,259.20
	(b)	Labour Charges				\$100.00
		Total for Part-B	y-Part Repair Co	st		\$1,359.20
	(c.)	Lumpsum Repair	r (if applicable) im repair cost afte	rless		
		Final Lumpsum				
	Wes		ve amount as Co	10 1000 00		s no reply from you
4.	We s withi		ve amount as Co	orrect and Conf		E455 Pa
4.	We s withi	shall treat the abo in 7 working days	ve amount as Co	orrect and Conf	firmed if there is	E455 Pa
4.	We s within	shall treat the abo in 7 working days	stance.	w fin	firmed if there is	timates and
4.	We s within Than Signa Nam	shall treat the about 7 working days ask you for your assistant :	stance.	w fin	firmed if there is e confirm the es alized amount	timates and
4.	We s within	shall treat the abo in 7 working days ak you for your assi ature :	stance.	w fin	Firmed if there is e confirm the es alized amount gnature :	timates and
1.	We s within Than Signa Nam	shall treat the about 7 working days ask you for your assistant :	stance.	w fin	e confirm the es alized amount gnature :	timates and
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4.	We s within Than Signal Nam Tel Fax	shall treat the about 7 working days sk you for your assistature : 6214 8316	stance.	w fin	e confirm the es alized amount gnature :	timates and
1. 5.	We s within Than Signa Nam Tel Fax	shall treat the about 7 working days sk you for your assistance: 6214 8316 6546 8156	stance.	w fin	e confirm the estalized amount gnature :	Kalun 21/8/-8
1. For	We s within Than Signal Nam Tel Fax Official	shall treat the about 7 working days ak you for your assistance: 6214 8316 6546 8156	stance.	Prect and Conf	e confirm the estalized amount gnature :	Kalun 21/8/-8
For 1. F	We s within Than Signal Nam Tel Fax Official	shall treat the aborin 7 working days sk you for your assistance: 6214 8316 6546 8156 Use Only Item Rate P/Day Income Paid	stance.	Prect and Conf	e confirm the estalized amount gnature :	Kalun 21/8/-8
1. F 2. L 3. S 4. L	We s within Than Signal Name Tel Fax Official Sental Floss of Survey I TA Seatedical	shall treat the aborin 7 working days sk you for your assistance: 6214 8316 6546 8156 Use Only Item Rate P/Day Income Paid	stance.	Prect and Conf	e confirm the estalized amount gnature :	Kalun 21/8/-8

COMFORTDELGRO ENGINEERING PTE LTD

Date: 29.08.2018 Time: 15:29:03

REPAIR ESTIMATE

Page: 1

COMPANY: THIRD PARTY'S CLAIMS (CAS)

CUSTOMER: 7010045

ADDRESS: COMFORT TRANSPORTATION PTE LTD

383 SIN MING DRIVE

SINGAPORE SINGAPORE 575717

65508755

JOB NO REGN NO MILEAGE 305204651 : SHD6763B

MAKE

: 00000000000 : MERCEDES BENZ

MODEL

: E220CDI(E6)

DATE OF REGN : 08.04.2016 DATE/TIME IN : 25.08.2018

: 25.08.2018 13:25

ACCIDENT DATE : 25.08.2018

JOB / PARTS DESCRIPTION

OTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0202-2058-G (212)SIDE MIRROR ORNAMENT 1 70.00 20.00 56.00

0002 04-01-0202-2100-G (212)MIRROR GLASS FRT/RH 1 230.00 20.00 184.00

0003 04-01-0202-0898-G (212)MIRROR HOUSING W/SIG 1 414.00 20.00 331.20

0004 04-01-0202-2099-G (212)MIRROR MOTOR ASSY FR 1 860.00 20.00 688.00

SUB-TOTAL : 1,259.20

JOB NATURE

0000 L PANEL BEATING

50.00

DATE:

0001 23-502 SPRAYPAINT ON AFFECTED AREA

50.00

SUB-TOTAL: 100.00

TOTAL : 1,359.20

MVA NAME & SIGNATURE

AUTHORISED : YES / NO SURVEYOR NAME & SIGNATURE

DATE:

Kalvim

Menu



Service Request Details

Claim

S8M00TD5

Reference

None A

Loss Date

25 August 2018

Request Date

27 August 2018

Due Date

3 September 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions Next Step Agree to perform service Decline Work Accept Work

Vehicle Information

Incident Vehicle Registration # SHD6763B

Make

TPVD MERCEDES-BENZ

Model E220

...

Service Address

Primary Contact/Insured

COBB & COACH SERVICES PTE. LTD.

12 ANG MO KIO CENTRAL 3, #16-17 GRANDEUR 8, 567746, Singapore
82887121

Claim Handler

NG Stacey 6568804351 stacey.ng@axa.com.sg

Additional Instructions
INSD GIA NOT REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message



51 UBLANE 1, 001-25 PAYA UBUINDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

29 Aug 2018

COBB & COACH SERVICES PTE. LTD.

12 ANG MO KIO CENTRAL 3, #16-17 GRANDEUR 8
Singapore 567746

Dear Sir.

OUR REF

: CC4/ASM18015514/K1pb3

YOUR REF

: PC 2425P

ACCIDENT INVOLVING PC 2425P & SHD 6763B ALONG BALESTIER ROAD TOWARDS THOMSON ON 25/08/2018

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Pte Ltd to deal with the third party claim against your motor policy.

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting.

Your full co-operation is required. Kindly submit the following when lodging the report which list 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)
- 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 our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to chewht@lkkauto.com or deliver it by hand to 51 Ubi Avenue 1, #01-25 Paya Ubi Ind. Park S(408933).

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

Your NCD (No Claim Discount) will be reduced by 30% (20% for motorcycle/ commercial vehicles) if a claim is made under your policy.

To enable us to look into the matter immediately, please let us hear from you within seven (7) days from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

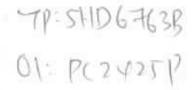
Kindly contact us at 6742 3197 if you have any further enquiries.

Yours sincerely, Claim department

This is a computer generated letter and no signature is required.

CC: AXA INSURANCE PTE LTD

LKK AUTO CONSULTANTS PTE LTD [TP] =





Req information/docs

Type

Question

Message

Hi LKK, Please request the following: 1. Letter of authorisation 2. OID driving license 3. Check with driver/ owner what the usage of the vehicle was at the time of accident. Thanks.

LKK AUTO CONSULTANTS PTE LTD [TP] .

Liability

7P: SHID 6763B

Type

Information

Message

Insured reported that TP cut his lane and c/w his vehicle.

Raphy

Hsiao Tong (LKKAuto)

From:

Hsiao Tong (LKKAuto)

Sent:

Friday, 31 August 2018 2:30 PM

To:

'joey@cobb.com.sg'

Subject:

ACCIDENT INVOLVING PC 2425P (AXA) & SHD 6763B ALONG/AT BALESTIER ROAD

ON 25/08/2018

31 Aug 2018

M/s COBB & COACH SERVICES PTE LTD

Dear Sir/ Mdm

OUR REF

: CC4/ASM18015514/K1pb3

YOUR REF

: P1647732 (PC 2425P)

ACCIDENT INVOLVING PC 2425P (AXA) & SHD 6763B ALONG/AT BALESTIER ROAD ON 25/08/2018

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 COMFORTDELGRO ENGINEERING PTE LTD acting on behalf of the owner of SHD 6763B against your motor insurance policy.

As per AXA instruction, we would like to request for the following documents: -

- Driver's driving license or foreign driving license or vocational license (if any)
- Authorisation Letter/ Employment Letter of driver. Mr Tay Khay Hock from you company
- Accident video footage (if any)

And also, we would like to know the usage of your vehicle at the time of accident.

Appreciate an early reply.

Yours sincerely

Chew Hsiao Tong Case Handler DID: 6742 3197 FAX: 6741 4108

EMAIL: chewht@lkkauto.com

Hsiao Tong (LKKAuto)

From:

Lee Meilin <meilin@scauto.com.sg>

Sent:

Wednesday, 19 September 2018 3:36 PM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: ACCIDENT INVOLVING PC 2425P (AXA) & SHD 6763B ALONG/AT BALESTIER

ROAD ON 25/08/2018

Attachments:

IC, DL.pdf; Scene Video.mp4

Hi Hsiao Tong,

As spoken, please find attached as per request. Kindly let us have your view.

Thanks and best regards,

Aelyne Lee Mei Lin After Sales Department D 6571 9981

SC AUTO INDUSTRIES (S) PTE LTD

51 Senoko Road Singapore 758133 T 6758 2222 F 6257 6931

scauto.com.sg

Singapore • Hong Kong • Myanmar

SC AUTO
Global Standards, Local Support

Disclaimer Clause:

The englimby contain PRIVILEGED and CONFIDENTIAL informations which is only immediate the use of the named addresses). In contents do not constitute a specializate by SC Auto Industrial SCPH this coupt where provided for the written appropriat. Any unsufficient disclosure, use or discernation, either while tripartial, it is excluded. If you have more either enail in error please contact the winder trimediately and previously the dealer the control local and environments.

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Friday, 31 August 2018 2:30 PM

To: joey@cobb.com.sg

Subject: ACCIDENT INVOLVING PC 2425P (AXA) & SHD 6763B ALONG/AT BALESTIER ROAD ON 25/08/2018

31 Aug 2018

M/s COBB & COACH SERVICES PTE LTD

Dear Sir/ Mdm

OUR REF

: CC4/ASM18015514/K1pb3

YOUR REF : P1

: P1647732 (PC 2425P)

ACCIDENT INVOLVING PC 2425P (AXA) & SHD 6763B ALONG/AT BALESTIER ROAD ON 25/08/2018

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 COMFORTDELGRO ENGINEERING PTE LTD acting on behalf of the owner of SHD 6763B against your motor insurance policy.

As per AXA instruction, we would like to request for the following documents: -

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- Authorisation Letter/ Employment Letter of driver, Mr Tay Khay Hock from you company
- Accident video footage (if any)

And also, we would like to know the usage of your vehicle at the time of accident.

Appreciate an early reply.

Yours sincerely

Chew Hsiao Tong Case Handler DID: 6742 3197 FAX: 6741 4108

EMAIL: chewht@lkkauto.com

Invalid =



<SEEK INSTRUCTION> - S8M00TD5 [ACCIDENT INVOLVING PC 2425P(OI) & SHD 6763B(TP) ON 25/08/2018]

Type

Q Question

Message

Hi, we have uploaded a copy of video footage from our insured in Smartclaims. Based on insured's video, our vehicle was driving within our lane. It is likely that third party drove too close to our insured vehicle and resulted the collision. As such, we propose to reject third party claim. Kindly let us have your comments/ instruction after reviewing the case. Hsiao Tong - 05 Nov 2018

Hsiao Tong (LKKAuto)

From:

Shu Pei (LKKAuto)

Sent:

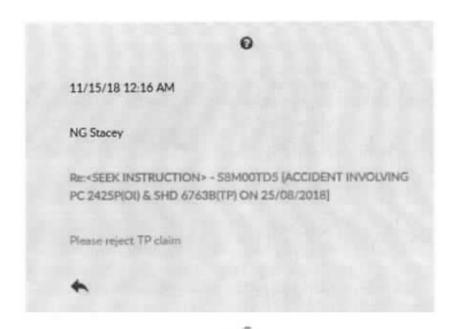
Friday, 16 November 2018 9:36 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: New message for service request 65458, vehicle number SHD6763B



Best Regards, Shu Pei| Admin LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message-----From: Admin-D (LKKAuto)

Sent: Thursday, 15 November 2018 7:44 AM To: Admin A <admin-a@lkkauto.com>

Subject: FW: New message for service request 65458, vehicle number SHD6763B

BEST REGARDS, G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message-----

From: stacey.ng@axa.com.sg [mailto:stacey.ng@axa.com.sg]

Sent: Thursday, 15 November 2018 12:17 AM

To: admin-d@lkkauto.com

Subject: New message for service request 65458, vehicle number SHD6763B

AXA Insurance has sent you a message for claim number S8M00TD5.

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.

This email has been checked for viruses by AVG. https://www.avg.com

Menu



RE: Re: <SEEK INSTRUCTION> - S8M00TD5 [ACCIDENT INVOLVING PC 2425P(OI) & SHD 6763B(TP) ON 25/08/2018]

Type

Question

Message

Hi, we have rejected third party claim as per instruction. However third party appealed to settle the matter as per BOLA S20 (50/50). Third party had provided video screenshot (no video footage was given) for our consideration. We have reviewed the matter and we are of the view that it seems highly possible that third party swerved into our insured's lane to overtake a stationary vehicle which was in front of him. Kindly let us have your comments/ instruction on this matter. Thank you. Hsiao Tong - 16 Jan 2019

Reply

LKK AUTO CONSULTANTS PTE LTD (TP) .

Menu



Re:RE: Re:<SEEK INSTRUCTION> - S8M00TD5 [ACCIDENT INVOLVING PC 2425P(OI) & SHD 6763B(TP) ON 25/08/2018]

Type

Question

Message

Hi, The TP video screenshot is not conclusive to prove that this is a 50/50 case. In addition, our insured's video shows that he is driving within his own lane and no sign of him changing lane, as such, please maintain rejection. Thanks,

Reply

Hsiao Tong (LKKAuto)

From:

Hsiao Tong (LKKAuto)

Sent:

Tuesday, 29 January 2019 5:37 PM

To:

'Catherine Koh Mui Gek'

Cc:

KKLau; William Tan Thoo Seng

Subject:

RE: Your Ref: T 0818/ SHD6763B/ WT(st) *Our Ref: CC4/ASM18015514/K1pb3

[ACCIDENT INVOLVING PC 2425P(AXA) & SHD 6763B ON 25/08/2018]

Without Prejudice

Dear Sirs/Mdm.

We refer to the above matter.

We have appealed the matter to our principal for further review, however we regret to inform you that we have our principal instruction to maintain rejection as your video screenshot is not conclusive to prove that the case fall under BOLA S20. In addition, our insured's video shows that he is driving within his own lane and no sign of him changing lane.

Thank you.

Best Regards.

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd.

Phone: 6742-3197 | email: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>

Sent: Thursday, 6 December 2018 1:35 PM

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

Cc: KKLau <kklau@lkkauto.com>; kianchuan.chan@axa.com.sg; William Tan Thoo Seng <williamtan@cdge.com.sg>
Subject: Re: Your Ref: T 0818/ SHD6763B/ WT(st) *Our Ref: CC4/ASM18015514/K1pb3 [ACCIDENT INVOLVING PC

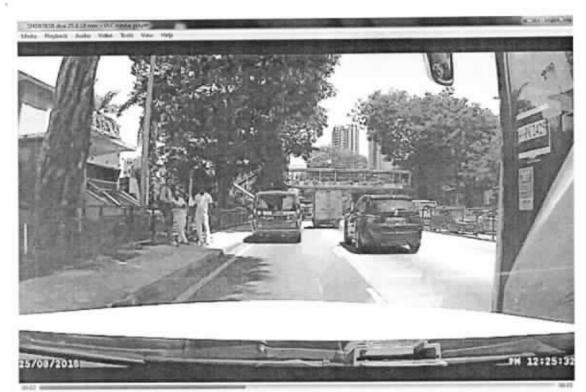
2425P(AXA) & SHD 6763B ON 25/08/2018]

Dear Hsiao Tong

Below video screenshots clearly showed taxi travelling within its lane, your principal insured overtook and side-swiped taxi. Kindly settle our PD claim as per BOLA S20.







TAXIS VIDEO



Thank you.

PHEN SUNOX

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off: 62148733 | Fax: 62141843

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

Sent: Thursday, 6 December 2018 9:30 AM

To: Catherine Koh Mui Gek

Cc: KKLau; kianchuan.chan@axa.com.sg; William Tan Thoo Seng

Subject: RE: Your Ref: T 0818/ SHD6763B/ WT(st) *Our Ref: CC4/ASM18015514/K1pb3 [ACCIDENT INVOLVING PC

2425P(AXA) & SHD 6763B ON 25/08/2018]

Without Prejudice

Hi Catherine.

Thank you for your email.

We would like to request a copy of your client's video footage as stated in his GIA report for our further review.

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>

Sent: Wednesday, 5 December 2018 9:16 AM

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

Cc: KKLau <kklau@lkkauto.com>; kianchuan.chan@axa.com.sg; William Tan Thoo Seng

<williamtan@cdge.com.sg>

Subject: Re: Your Ref: T 0818/ SHD6763B/ WT(st) *Our Ref: CC4/ASM18015514/K1pb3 [ACCIDENT

INVOLVING PC 2425P(AXA) & SHD 6763B ON 25/08/2018]

Dear Hsiao Tong

We disagree with your contention. Video footage not conclusive our taxi encroached into your principal insured's path.

Kindly request your principal to settle our PD claim as per BOLA S20.

Aside to Kian Chuan, appreciate you could kindly assist to review case.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off: 62148733 | Fax: 62141843

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

Sent: Saturday, 1 December 2018 8:34 AM

To: William Tan Thoo Seng; Catherine Koh Mui Gek

Subject: Your Ref: T 0818/ SHD6763B/ WT(st) *Our Ref: CC4/ASM18015514/K1pb3 [ACCIDENT

INVOLVING PC 2425P(AXA) & SHD 6763B ON 25/08/2018]

Your Ref: T 0818/ SHD6763B/ WT(st)
Our Ref: CC4/ASM18015514/K1pb3

Without Prejudice

Dear Sirs/Madam.

ACCIDENT INVOLVING PC 2425P(AXA) & SHD 6763B ON 25/08/2018

We refer to the above matter.

Attached is a copy of our insured car video footage and accident statement for your easy reference. Based on our insured video, it shows that our insured was driving within his own lane. Your client encroached into out lane and resulted the accident.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards, Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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ComfortDelGro Engineering Pte Ltd (Registration No. 199506049W)

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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]



COMFORTDELGRO ENGINEERING

T 0818/ SHD6763B /WT(st) Our Ref :

Your Ref:

Date

03-Sep-18

CDGE Taxi Claims Dept 59 Loyang Drive 4th Flr Singapore 508969

ComfortDelGro Engineering Pte Ltd

Mummer +65 5383 6280

www.cdge.com.sq

Workshops

Braddell

Sin Ming

24 Senoko Leop ngapore 758156 Sungei Kadut

AXA Insurance Pte Ltd 8 Shenton Way

#24-01, AXA Tower Singapore 068811

Attn: Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

GS'

ACCIDENT INVOLVING OUR TAXI SHD6763B YOUR INSURED PC 2425P ON 25.08.18 AND OTHER

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor vehicle No : SHD6763B which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver conderned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : PC 2425P we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1,454.34 S Cost of Repair \$ 522.66 \$ 174.22 per day days Loss of Rental @ 3 2 \$ (Surveyed by M/s LKK) Survey Report Fees 3 7.49 \$ GIA / LTA Search Fee 4 \$ GIA / Police Report Fees 5 \$ Towing Fees 6 Sub Total: \$ 1,984.49

HIRER'S CLAIM

days Loss of Income @ 3

\$ 80.00 per days

240.00 \$

Total Claims: \$ 2,224.49

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

a) Original repair bill and photocopies of photographs

pcs

PC 2425P b) LTA search slip/s of :

c) GIA / Police report/s of :

SHD6763B

d) Letter of authority from owner / hirer / operator

() Traffic Compound () PIR (X) Photocopie/s of Accident Scene Photo/s

() Witness statement/s (x) Rental Rate letter (x) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

William Lan

Deputy Manager

CDGE Claims Department

Tel: 6214 8737 Fax: 6214 1843 Email: williamtan@cdge.com.sg

This is a computer generated letter. No signature is required.

COMFORTDELGRO







ComfortDelGro Engineering Pte Ltd A member of COMFORTDELCAG

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No. INVOICE No. **AMOUNT** BANK/CHQ No. 8010010 91392776 1,454,34

Kindly note that no receipt shall be issued unless requested.



A member of COMFORDELGRO

GST REG. NO. M2-8921817-3

8010010

TAX INVOICE

ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701 Marriere + 85 6383 6360 Facamirie + 60 6250 9755

Workshops

59 Loyang Drive Singapore Scribts 583 Sin Ming Drive Singapore 575717 45 Pandan Road Singapore 600366 24 Servino Livra Simpapore 758156 7 Surgel Kabul Way Singapore 728791 501 Yellan Industral Fash A Singapore 7687) 300 L/DX Photel 3 Singapore 408549

COMPANY REG. NO.: 199506048W

AXA INSURANCE PTE LTD

8 SHENTON WAY AXA TOWER SINGAPORE SG 068811 #24-01

CONTACT NO: 63387288

VEHCLE NO SHD6763B

INV. NO/DATE 91392776 30.08.2018

MAKE MERCEDES BENZ

MODEL E220CDI(E6)

ODOMETER READING

DATE OF REG 08.04.2016

DATE/TIME IN 25.08.2018 13:25

CHASSIS CODE WDD2120012B307284

Items total

1,359.20

Add GST @

7.000 %

95.14

Invoice amount

1,454.34

Issued by : CHEWBEELENG 30.08.2018 15:28:02
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

ComfortDelGro Engineering Pte Ltd A member of COMPORTUGING

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No. INVOICE No. BANK/CHQ No. **AMOUNT** 8010010 91392776 1,454.34

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

Our Ref: CT18080750

Date: 30 August 2018



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON

25/08/2018 @ 12:25 hrs

ALONG

BALESTIER ROAD TWDS THOMSON

INVOLVING

PC2425P

We refer to the above-mentioned accident and wish to inform that Comfort Transportation Pte Ltd is the registered owner of the taxi bearing vehicle registration number SHD6763B (the "Taxi"). The Taxi was hired to HOO PICK THUAN IC NO S1338169J a registered hirer-operator of Comfort Transportation Pte Ltd at the time of occurrence of the aforementioned accident at a rental rate \$174.22 per day (inclusive of GST).

Please be advised that the Taxi was insured with India International Insurance Pte Ltd on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay Assistant Manager, Fleet Safety

This is a computer generated letter. No signature is required.

		NEDE	SHO 6 76 3 12	MILEAGE	HOURS OPER	HOURS OPERATED (TIME)
S OPERATED (TIME)	PA ATE	NAME OF DRIVER	MILEAGE READING	TRAVELLED (KM)	FROM	10
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LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING

ALONG

MERCEDES E220 SHD6763B , PC2425P

ON 25-Aug-18 12:25

BALESTIER ROAD TWDS THOMSON

I/We

HOO PICK THUAN

(Hirer) NRIC No .:

S1338169J

and/or

LIM KHOON LIANG

(Relief) NRIC No.: \$1257896B

Taxi Number

SHD6763B

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

- 1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
- 2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injunes and medical claims).
- 3. To sign Discharge Voucher on my/our behalf.
- 4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of

"ComfortDelGro Engineering Pte Ltd".

Date

26-Aug-2018

Name of Hirer

HOO PICK THUAN

Hirer NRIC

S1338169J

Signature :

Address

230 ANG MO KIO AVENUE 3 #08-12...

560230

Contact No.

96194492

Name of Relief

LIM KHOON LIANG

Relief NRIC

S1257896B

Signature :

Address

461 CHOA CHU KANG AVENUE 4 08-75

680461

Contact No.

94892130

https://vrl.lta.gov.sg/lta/vrl/action/insPartDetailByAA?FUNCTION_...

Insurance Particulars Enquiry By Agents Detail

Enquire Vehicle Insurer

Vehicle No. Incident Date/Time

Search Status Insurance Company Code

Ins

Insurance Company Name

PC2425P

25 Aug 2018 / 12:25:00

Successful

A12

AXA INSURANCE PTE LTD

Previous

OK



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

	100000000000000000000000000000000000000	Affiliated to Federation Interna	itionale Des Experts En Autom	oblie
AXA	INSURANCE PTE	LTD	Ref : CC4/ASM18015	5514/K1pb3q2
AXA	HENTON WAY #24 TOWERSINGAPO	7. T. V.	Date: 12-12-2019 Code: ASM	
1.	N.STACET NG	Policy Particula	rs :- THIRD PARTY CLAI	м
1.	Insured Veh.	PC 2425P	Veh. Inspected	SHD 6763B
_	Policy No.	P1647732	Coverage (\$)	0.00
	Claim No.	S8M00TD5	Excess (\$)	0.00
	Assign From		Assign Date	27/08/2018
2.	r.saigii i ioiii	Vehicle Pa	rticulars & Condition	
	Make & Model	MERCEDES BENZ E220	c.c	2143
	Engine No.	HIDDEN	Year of Reg.	2016
	Chassis No.	WDD2120012B307284	Colour	WHITE
	Odometer	382824	Steering	IN ORDER
	Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
	General	FAIR		
3.		Cond	litions of Tyres	
		Size	Make	Balance
	R/H Front Tyre	225/55 R16	WEST LAKE	7 mm
	L/H Front Tyre	225/55 R16	WEST LAKE	7 mm
	R/H Rear Tyre	225/55 R16	WEST LAKE	7 mm
	L/H Rear Tyre	225/55 R16	WEST LAKE	7 mm
4.		Descrip	otion of Damages	
	THE VEHICLE SU	STAINED DAMAGES AT THE	O/S WING MIRROR.	
	DAMAGES SEE D	ETAILS.		
5.		Gene	ral Information	
	Accident Date	25/08/2018	Inspection Date	27/08/2018
	Survey held at	COMFORTDELGRO ENGINE	ERING PTE LTD	
		59 LOYANG DRIVE SINGAPORE 508969	7	
5a.		CALL DE COMP	Remarks	
		ON WAS CONDUCTED ON A"VICE TO YOUR INSTRUCTIONS.		
5b.			te Days of Repair	
	ESTIMATED NOR	MAL PERIOD FOR REPAIR:	1 Working Day	s



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

1,359.20

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 6763B

RECOMMENDED COST OF REPAIRS

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	SIDE MIRROR HOUSING WITH SIGNAL LAMP -RH (CONSISTENT)	MISSING	414.00	414.00
-1	SIDE MIRROR MOTOR -RH (CONSISTENT)	CRACKED	860.00	860.00
1	SIDE MIRROR GLASS -RH (CONSISTENT)	MISSING	230.00	230.00
-1	SIDE MIRROR COVER -RH (CONSISTENT)	MISSING	70.00	70.00
	LESS 20% DISCOUNT		-314.80	-314.80
			1,259.20	1,259.20
	LABOUR			
	PANEL BEATING.		100.00	50.00
	SPRAY PAINTING CHARGE.		100.00	50.00
	WIRING CHARGE.	NOT NECESSARY	50.00	-
	CONTRACTOR NO. 14		250.00	100.00
	GRAND TOTAL		1,509.20	1,359.20

Report Ref No. CC4/ASM18015514/K1pb3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

102

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 contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.

SERVICE REQUESTS

*

CLAIMS

Service Request Details

Chim	SBMOOTDS	Articus	Vehicle Information	pou
Reference	CC4/ASM18015514/K1ak3q2	Next Steps Wait for Approve involce	Incident Vehicle Registration #	SHD67638
Loss Date	25 Auput 2018	Apti brons o	Make	TIVD MERCEDES BENZ
Report Date	27 Aug 2018 12:41:5ii PM		Model	6220
Request Date	27 August 2018		Service Address	ш
Due Date			ì	
Vendor Name	LKK AUTD COMSULTANTS PTE. LTD (TP)		Primary Contact/Insured	Minured
Type of Loss:	Third Party Vehicle Damage		COBB & COACH SER 12 ANG MO KIO CB 8 567746, Singapore	COBB & COACH SERVICES PITE LTD. 12 ANG MO KIO CENTRAL 3, #16-17 GRANDEUR 8. 56774A. SINDAIDRE
Services	Pending verification - Direct Settlement		82887121	

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Lindowalori (2)	100		moice	25	eyor/ Assessor expense	LICK AUTO CONSULTANTS	18 December 2019

stacey.ng@sxa.com.sg

INSD GIA NOT REPORTED

Additional Instructions

NG Statery 6568804351

Claim Handler

oices
b=inv
58&ta
r=654
Jumbe
questh
ceRec
7serv
uests/
99-490
(/servi
htmi
guests
ice-re
r-serv
-vend
index
Whtml
3-ports
g/clain
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tclair
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Foldence Others District District Consultants Letters and Correspondence Third Party Lix Auto Consultants	TP VIDEO SCREENSHOT Z prug	Evidence	Others	LICK AUTO CONSULTANTS PTE LTD (TP)	16 January 2019
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Evidence Others PTE LTD (TP) Forms / Claim Policy Schedule / Covernote / NG Stacey Forms / Claim Policy Schedule / Covernote / NG Stacey Founs / Claim Policy Schedule / Covernote / NG Stacey Founs / Claim Policy Schedule / Covernote / NG Stacey Founs / Claim Policy Schedule / Covernote / NG Stacey MG Stacey MG Stacey NG Stacey	DID IC, DL, put	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 November 2018
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