

INS. CASE OWNER: Richard | CC 3, ASM | AXA1801 5628, Kp639 | IAC: 17/8/18
IDAC:

Surveyor: Kenneth | DOI: 14/8/18 | Date / Time: 17/8/18
Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.: SFE 536H
Name of Insured: UM SHINEN SWEE
Insured Tel No.: 91275571 HP: 14/8/18
Excess Sec II : \$5
Is driver the owner? (☒ YES / NO)
If NO, Driver Name / Age :
Driver Tel No. : (V/L) ☒ YES / NO

Claim No.: S8M00505/66087
Policy No.: GA775871/1
Make / Model : UTROEN
Place of Accident : PICKUP AT BEDOK MRT STN
new upp Urmal Rd - C63
OI GIA REPORT: ☒ YES / NO : TP GIA REPORT: ☒ YES / NO
Insured Liability: ☒ Final ? Yes / No



INSRS:
WSP: Trms
Tel : Can
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:

Date/Time		STAGE	DATE / PIC
17/8/18	SHEN SWEE - R	Non-Reporting Ir (1st)	
24/11/18	connecting version	Non-Reporting Ir (2nd)	
28/11/18	No evidence / video from TP.	Non-Reporting Ir (Final)	
28/11/18 @ 12:00pm	Called OI, Mr UM. Not pick up.	Notification Ir (if non-pickup)	
28/11/18	Old called in. He disputed liability & TP claim. He will send in his scenes. photos. OI photos via whatsapp.	Call OI	24/11/19
03-12-18	TO REJECT TP CLAIM AS OUR V's VERSION IS MORE CREDIBLE (SEE COMMENTS).	After call Ir to OI	
		Documentation Check List:	Handler Typist
		Notification Ir (if non-pickup)	
		After call Ir to OI	
		Authorisation To Act	
		Release Voucher	
		Final Repair Bill	
		Car Rental Invoice	
		Timing Invoice	
		LTA / GIA :	
		Medical Bill	
		PIR	
		Mandate/Reject Instruction	
		LOD	
		Payment Breakdown Form	
		Post-Repair Photos	
		Others	

PRELIMINARY ADVICE		Date/Time:	Sent By:
FINALIZATION		Date/Time:	Confirm with:
Repair Cost	\$5	(days)	Reduction:
FINAL SETTLEMENT		Date/Time:	Confirm with:
Final Liability:	%	(Agreed / Assessed)	BOLA S/N No. :
Repair Cost:	\$5		
Loss of Rental (LOR):	\$5	(days)	
Loss of Use (LOU):	\$5	(\$ x days)	
Loss of Income (LOI):	\$5	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOI <input type="checkbox"/> LOR + LO <input type="checkbox"/>			[Tick only one]
GIA/LTA Search	\$5		
Medical:	\$5		
Disbursement	\$5	(e.g. Tow/ Independent)	
Legal Cost	\$5		
Total:	\$5	Global Sum \$5:	
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	\$5	Name 1:	
Payee 2: (Strike if N.A.)	\$5	Name 2:	
Payee 3: (Strike if N.A.)	\$5	Name 3:	

ASS. REC. BY:

REF:

ALA /

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

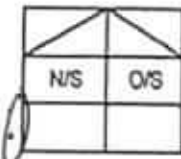
Claims No. _____

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 Report: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 01 days Res.: Yes or No

Lum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: S14D 9703E Yr Regn: 04, 13

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Chevrolet Epic9 c.c. 1991

Colour: White / Red AC: Insured / Std / NI / NA

Sp. Reading: 246285 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: KL1LA69RJBB 125323

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modl: Nil / S/Rlm / STD A/Rlm or

Tyre Size: F: 195/65R15

R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

R/Bal. 8 mm

L/Bal. 8 mm

D.O.A. 17/8/18

Rear

R/Bal. 8 mm

L/Bal. 8 mm

D.O.I. 27/8/18

Survey held at

Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

N/S Acc

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

28/8 File pass to Catherine

PIP \$300 Credit \$16640.96/989

Date/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Survey Fee:

Transportation:

\$ - RS \$

Fees

Others

TOTAL

Report Format :

Lump Sum / I.B.I: (\$



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 : CC3/ASM18015628/Kpb3

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811

Date : 28-08-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKK 536H	Veh. Inspected	SHD 9703E
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	28/08/2018

2. Vehicle 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. Description of Damages

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5. General Information

Accident Date	17/08/2018	Inspection Date	27/08/2018
Survey held at	TRANS-CAB AUTO SERVICES PTE LTD NO.2 ANG MO KIO ST 63 SINGAPORE 569111		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--

Trans-cab Auto Services Pte Ltd

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No. : 6287 6666 Fax No. : 6257 1330

CO./GST Reg. No. 201019626G

SHD 9703E**AAD1808-157***Not Notified*
\$3000

Vehicle No.:

Chassis No.:

Vehicle Make:

Vehicle Model:

Date of Accident :

Third Party Insurer :

SHD 9703E

KL1LA69RJB125323

CHEVROLET

EPICA 2.0

17.8.2018

AXA**PART****LIST**

1	1	Rear Door LH (Panel A-RR DR LH)	\$	<i>11</i>	1,133.00	<i>} X</i>
2	1	Rear door weatherstrip - Inner	\$	<i>12</i>	41.40	
3	1	Rear door weatherstrip - 2nd Frame	\$	<i>12</i>	25.90	
4	1	Rear door top hinge	\$	<i>11</i>	35.00	
5	1	Rear door bottom hinge	\$	<i>11</i>	35.00	
6	1	Rear door inner lock	\$	<i>11</i>	425.00	
7	1	Rear door check / arrestor	\$	<i>12</i>	65.00	
8	1	Rear door lock striker / latch	\$	<i>11</i>	120.00	
9	1	Rear door outer weatherstrip moulding	\$	<i>12</i>	85.00	
10	1	Side Rocker Panel Garnish LH	\$	<i>12</i>	236.40	
11	1	Rear Fender LH	\$	<i>11</i>	1,145.00	
12	1	Rear Fender Inner Trim LH	\$	<i>12</i>	418.44	
13	1	Front Side Rocker Panel Garnish LH	\$	<i>12</i>	236.40	
14	1	Front Side Rocker Panel Outer LH	\$	<i>11</i>	600.00	
15	1	Front Side Rocker Panel Inner LH	\$	<i>11</i>	519.30	
16	1	Rear Bumper	\$	<i>11</i>	1,202.00	

TOTAL	\$	6,322.84
10%	\$	632.28
	\$	5,690.56

Special Nett

1 Set	Front Bumper Fastener Clip	\$	<i>12</i>	24.00	<i>X</i>
1 Set	Front licence plate with holder	\$	<i>12</i>	192.00	<i>X</i>
1 Set	Radiator Grille clip	\$	<i>12</i>	35.00	<i>X</i>
1 Set	Front Fender Liner clip	\$	<i>12</i>	30.00	<i>X</i>

Trans-cab Auto Services Pte Ltd

AAD1808-157

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No. : 6287 6666 Fax No. : 6257 1330

CO./GST Reg. No. 201019626G

SHD 9703E

1	Front Fender RR Bracket LH	\$	<i>7.10</i>	<i>X</i>
1	Rear Wheel Rim Hub Cap LH	\$	<i>166.30</i>	<i>X</i>
1	Rear Tyre LH	\$	<i>180.00</i>	<i>X</i>
1	Rear Tyre Rim RLH	\$	<i>126.00</i>	<i>X</i>
1Set	Rear Fender Inner Trim Clip LH	\$	<i>30.00</i>	<i>X</i>

TOTAL	\$	790.40
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TOTAL PARTS	\$	6,480.96
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LABOUR

To Check Electrical Lighting Concerned.	\$	<i>170.00</i>	<i>X</i>
Panel beating, knocking and straightening the necessary portion, remove and renewal of parts, adjust and realign the same	\$	<i>4,500.00</i>	<i>100%</i>
Putty and spray painting of the affected portion.	\$	<i>4,000.00</i>	<i>200%</i>
Towing Fees.	\$	<i>120.00</i>	<i>X</i>
To dismantle and refit front end suspension, undercarriage parts, final checking and testing.	\$	<i>380.00</i>	<i>X</i>
To check steering geometry and computer wheel alignment	\$	<i>220.00</i>	<i>X</i>
To transfer of tire, rim and on wheel balancing.	\$	<i>170.00</i>	<i>X</i>
To rust-proofing of the affected areas.	\$	<i>170.00</i>	<i>X</i>

Trans-cab Auto Services Pte Ltd**AAD1808-157**

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No. : 6287 6666 Fax No. : 6257 1330

CO./GST Reg. No. 201019626G

SHD 9703E

To check steering geometry and computer wheel alignment	\$	<i>nn</i> 220.00 X
To transfer of tire, rim and on wheel balancing.	\$	<i>nn</i> 170.00 X
To transfer of door fittings, attachment and perform water seepage test.	\$	<i>nn</i> 170.00 X
To transfer of fender fittings, attachment and perform water seepage test.	\$	<i>nn</i> 170.00 X

TOTAL \$ 10,460.00**Over All Total \$ 16,940.96****Repair Days (Lump Sum)****15 days***1 day*

<p>LKK Auto Consultants hence notify the Repairer of the following:</p> <ul style="list-style-type: none">• To resurvey before/after spray painting• To display damaged part(s) during resurvey• Parts prices are subject to confirmation• Third party survey is on a "Without Prejudice" basis• No illegal modification(s) is allowed• Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company <p>Acknowledged by Repairer Signature: Date:</p>
--

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 20 November 2018 12:06 PM
To: 'jasminetan@transcab.com.sg'; 'Ng Wai Yin'; 'Zhe Wei' (zhewei.kek@transcab.com.sg); claims@transcab.com.sg
Subject: Your ref: AAD1808- 157 (SHD 9703E) *Our Ref: CC3/ASM18015628/Kpb3 [ACCIDENT INVOLVING SKK 536H(AXA) & SHD 9703E ON 17/08/2018]
Attachments: Statement of SKK 536H.pdf

Your ref: **AAD1808- 157 (SHD 9703E)**
Our Ref: CC3/ASM18015628/Kpb3

WITHOUT PREJUDICE

Dear Sir/Madam,

ACCIDENT INVOLVING SKK 536H(AXA) & SHD 9703E ON 17/08/2018

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client swerved in front of him and hit onto his stationary vehicle. Attached here with a copy of our insured driver accident report for your easy reference.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate and 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)

Hsiao Tong (LKKAUTO)

From: Ng Wai Yin <waiyin.ng@transcab.com.sg>
Sent: Tuesday, 20 November 2018 2:52 PM
To: Hsiao Tong (LKKAUTO)
Cc: 'Jasmine Tan'; zhewei.kek@transcab.com.sg; claims@transcab.com.sg
Subject: FW: Your ref: AAD1808- 157 (SHD 9703E) *Our Ref: CC3/ASM18015628/Kpb3 [ACCIDENT INVOLVING SKK 536H(AXA) & SHD 9703E ON 17/08/2018]
Attachments: Statement of SKK 536H.pdf

WITHOUT PREJUDICE

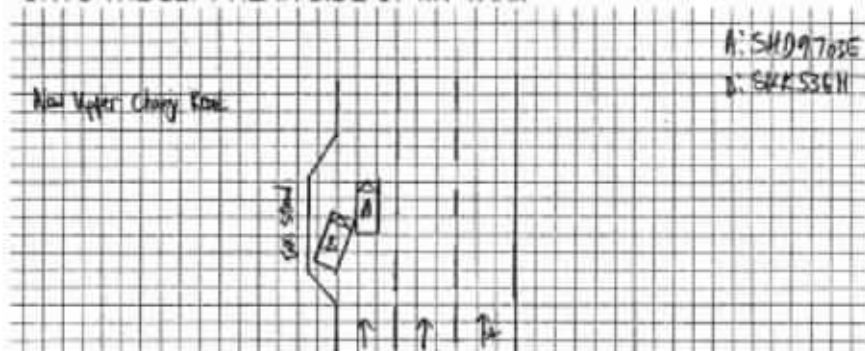
Dear Hsiao Tong

We regret to inform that we do not have video/ photo for this case.

Enclosed our driver statement for your attention.

Circumstances of Accident

ON 17/08/18 AT ABOUT 1930HRS, I WAS DRIVING STRAIGHT ALONG LANE 3 OF NEW UPPER CHANGI ROAD. SUDDENLY VEHICLE B(SKK536H) CAME OUT OF TAXI STAND WITHOUT CHECKING FOR CLEARANCE AND COLL ONTO THE LEFT REAR SIDE OF MY TAXI.



Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

*** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg



TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111
Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764
Website: www.transcab.com.sg

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 20 November, 2018 12:07 PM
To: 'jasminetan@transcab.com.sg' <jasminetan@transcab.com.sg>; 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>; 'Zhe Wei' (zhewei.kek@transcab.com.sg) <zhewei.kek@transcab.com.sg>; claims@transcab.com.sg

Subject: Your ref: AAD1808- 157 (SHD 9703E) *Our Ref: CC3/ASM18015628/Kpb3 [ACCIDENT INVOLVING SKK 536H(AXA) & SHD 9703E ON 17/08/2018]

Your ref: **AAD1808- 157 (SHD 9703E)**
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WITHOUT PREJUDICE

Dear Sir/Madam,

ACCIDENT INVOLVING SKK 536H(AXA) & SHD 9703E ON 17/08/2018

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client swerved in front of him and hit onto his stationary vehicle. Attached here with a copy of our insured driver accident report for your easy reference.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate and 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)



This email has been checked for viruses by AVG antivirus software.
www.avg.com

01 photos ①



01 photos (2)





<Seek Instruction> S8M00SO5 - Part 2/2

Type

🔔 Question

Message

– Continued from Part 1/2 : We have reviewed the matter and our comments is as follows: - 1) The taxi stand contains one taxi parking lot, the rear lot is cater for pick up lot; 2) Insured photo shows that his car still remains in the lot with the front Tyre facing front indicating no sign of swerving or moving. 3) The damage profile do not suggest that insured vehicle swerving out from stationary position, otherwise the damages should have been more serious, and third party taxi damage would have sustained more damage on left side body of taxi and not just slight graze damage on the rear left end bumper. In view of the above, we propose to reject third party claim. Kindly let us have your comments/ instruction after review the matter. Thank you. Hsiao Tong - 03 Dec 2018

Reply



<Seek Instruction> S8M00SO5 - Part 1/2

Type

🔗 Question

Message

Hi, third party reported that he was driving straight along lane 3 of New Upper Changi Road. Suddenly our insured came out of taxi stand without checking and collided onto the left rear side of taxi. Our insured reported that he was stationary at the pick -up point outside Bedok MRT station. Suddenly he felt an impact from his front right. Third party swerved in & slightly touched his car. There was no video footage from both parties. We have spoken to our insured, Mr Lim to verify the nature of accident and informed TP claim. However insured strongly disputed liability and TP claim as he adamant that he was stationary and collided by third party. We have uploaded a copy of accident scene photos submitted by insured in SC for your easy reference. Continued to Part 2/2

Reply

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Friday, 7 December 2018 3:20 PM
To: Hsiao Tong (LKKAUTO)
Subject: RE: New message for service request 66089, vehicle number SHD9703E

TYPE	SENT	FROM	SUBJECT	BODY
	12/7/18 11:15 AM	ANG Richard	Re:<Seek Instruction> S8M00S05 - Part 2/2	Hi LKK, please proceed to reject TP's claim. TY. 

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupeil@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: Friday, 7 December 2018 11:19 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 66089, vehicle number SHD9703E

Best Regards,
Catherine Chong | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: richard.angbs@axa.com.sg [mailto:richard.angbs@axa.com.sg]
Sent: Friday, 7 December, 2018 11:18 AM
To: admin-d@lkkauto.com
Subject: New message for service request 66089, vehicle number SHD9703E

AXA Insurance has sent you a message for claim number S8M00S05.
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.
This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 8 December 2018 2:37 PM
To: 'Ng Wai Yin'
Cc: 'Jasmine Tan'; zhewei.kek@transcab.com.sg; claims@transcab.com.sg
Subject: RE: Your ref: AAD1808- 157 (SHD 9703E) *Our Ref: CC3/ASM18015628/Kpb3 [ACCIDENT INVOLVING SKK 536H(AXA) & SHD 9703E ON 17/08/2018]
Attachments: IMG-20181128-WA0012.jpg; IMG-20181128-WA0013.jpg; IMG-20181128-WA0014.jpg

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have spoken to our insured driver and he adamant that he was stationary and collided by your client. We attached here with our insured accident scene photos for your easy reference.

Our insured photo shows that his car still remains in the lot with the front Tyre facing front indicating no sign of swerving or moving. The damage profile do not suggest that insured vehicle swerving out from stationary position, otherwise the damages should have been more serious, and your client taxi damage would have sustained more damage on left side body of taxi and not just slight graze damage on the rear left end bumper.

In view of the above, we are of the view that our insured's version is more probable. Therefore, we regret to inform your that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank you.

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: Ng Wai Yin <waiyin.ng@transcab.com.sg>
Sent: Tuesday, 20 November 2018 2:52 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
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WITHOUT PREJUDICE

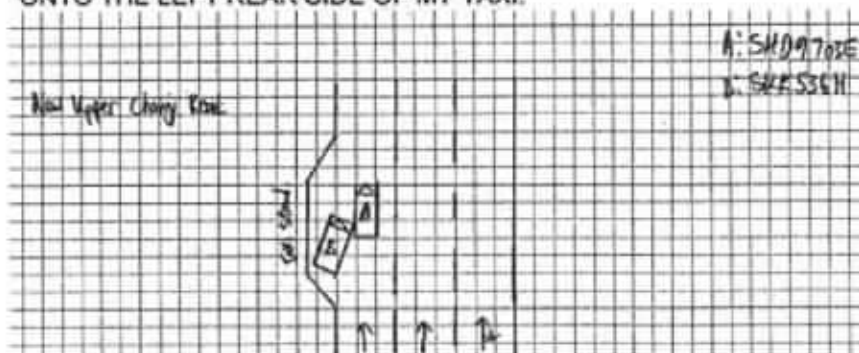
Dear Hsiao Tong

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Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

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TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111
Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764
Website: www.transcab.com.sg

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Tuesday, 20 November, 2018 12:07 PM

To: 'jasminetan@transcab.com.sg' <jasminetan@transcab.com.sg>; 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>; 'Zhe Wei' (<zhewei.kek@transcab.com.sg> <zhewei.kek@transcab.com.sg>; claims@transcab.com.sg

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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)



This email has been checked for viruses by AVG antivirus software.
www.avg.com

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Wednesday, 23 January 2019 7:26 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: New message for service request 66089, vehicle number SHD9703E

<input type="checkbox"/>	1/23/19 3:06 PM ANG Richard-Hi LKK, please advise if you had sent the notification letter to Ol on the TP's claim as Ol advised did not receive any notification letter. Thank you	LSP	23/1/2019 7:13:04 PM
<input type="checkbox"/>	1/23/19 3:10 PM ANG Richard-If no letter sent to Ol, pls proceed to send the letter to Ol. TY.	LSP	23/1/2019 7:13:15 PM

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupeil@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: Wednesday, 23 January 2019 3:13 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 66089, vehicle number SHD9703E

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: richard.angbs@axa.com.sg [mailto:richard.angbs@axa.com.sg]
Sent: Wednesday, 23 January 2019 3:12 PM
To: admin-d@lkkauto.com
Subject: New message for service request 66089, vehicle number SHD9703E

AXA Insurance has sent you a message for claim number S8M00SO5.
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>



Auto
Consultants
Pte Ltd

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

24 JAN 2019

LIM SHUEN SWEE
19 TANAH MERAH KECHIL RIDGE
SINGAPORE 465601

Dear Sir/ Mdm

OUR REF : CC3/ASM18015628/Kpb3

YOUR REF : SKK 536H

ACCIDENT INVOLVING SKK 536H AND SHD 9703E ALONG/AT PICKUP PT AT
BEDOK MRT STN NEW UPP CHANGI RD-CITY ON 17/08/2018

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 TRANS-CAB AUTO SERVICES PTE LTD acting on behalf of the owner of SHD 9703E against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to deal the matter with third party.

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

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

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

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

Cc *AXA Insurance Pte Ltd*
(Motor Claims Dept)

[> Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:	Company
Owner ID:	3878K

Vehicle Details

Vehicle No.:	SHD9703E
Vehicle to be Exported:	Yes
Intended De-registration Date:	20 Aug 2018
Vehicle Make:	CHEVROLET
Vehicle Model:	EPICA 2.0DSL AT ABS D/AB 2WD 4DR TURBO
Primary Colour:	Red
Manufacturing Year:	2011
Engine No.:	Z20S1462527K
Chassis No.:	KL1LA69RJBB125323
Maximum Power Output:	110.0 kW (147 bhp)
Open Market Value:	\$14,315.00
Original Registration Date:	02 Apr 2013
First Registration Date:	02 Apr 2013
Transfer Count:	0
Actual ARF Paid:	\$14,315.00

Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	01 Apr 2021
PARF Rebate Amount:	\$10,020.00

Intended COE Rebate Details

COE Expiry Date:	01 Apr 2021
COE Category:	A - Car (1600cc & below)
COE Period(Years):	8
PQP Paid:	\$64,990.00
COE Rebate Amount:	\$21,249.00
Total Rebate Amount:	\$31,269.00

Message

Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 20 Aug 2018

OK



Service Request Details

Claim

S8M00SO5

Reference

None 

Loss Date

17 August 2018

Request Date

29 August 2018

Kenneth.

Due Date

5 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 #

SHD9703E

Make

TPVD CHEVROLET

Model

EPICA- 2.0 (A)

Service Address

...

Primary Contact/Insured

LIM SHUEN SWEE

19 TANAH MERAH KECHIL RIDGE, 465601, Singapore

91275521

Claim Handler

ANG Richard

richard.angbs@axa.com.sg

Additional Instructions


[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

**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 : CC3/ASM18015628/Kpb3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:RICHARD ANG			Date : 02-05-2019	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKK 536H	Veh. Inspected	SHD 9703E	
Policy No.	GA358131/1	Coverage (\$)	0.00	
Claim No.	S8M00SO5	Excess (\$)	0.00	
Assign From		Assign Date	27/08/2018	
2. Vehicle Particulars & Condition				
Make & Model	CHEVROLET EPICA (A)	c.c	1991	
Engine No.	HIDDEN	Year of Reg.	2013	
Chassis No.	KL1LA69RJBB125323	Colour	WHITE / RED	
Odometer	246285	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	195/65 R15	GITI	8 mm	
L/H Front Tyre	195/65 R15	GITI	8 mm	
R/H Rear Tyre	195/65 R15	GITI	8 mm	
L/H Rear Tyre	195/65 R15	GITI	8 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE N/S REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	17/08/2018	Inspection Date	27/08/2018	
Survey held at	TRANS-CAB AUTO SERVICES PTE LTD NO.2 ANG MO KIO ST 63 SINGAPORE 569111			
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:		1 Working Days		



LKK Auto Consultants Pte Ltd

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TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 9703E

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	REAR DOOR LH (PANEL A-RR DR LH) (CONSISTENT)	TO REPAIR SEE LABOUR	1,133.00	-
1	REAR DOOR WEATHERSTRIP -INNER (CONSISTENT)	SERVICEABLE	41.40	-
1	REAR DOOR WEATHERSTRIP -2ND FRAME (CONSISTENT)	SERVICEABLE	25.90	-
1	REAR DOOR TOP HINGE (CONSISTENT)	TO REPAIR SEE LABOUR	35.00	-
1	REAR DOOR BOTTOM HINGE (CONSISTENT)	TO REPAIR SEE LABOUR	35.00	-
1	REAR DOOR INNER LOCK (CONSISTENT)	TO REPAIR SEE LABOUR	425.00	-
1	REAR DOOR CHECK /ARRESTOR (CONSISTENT)	SERVICEABLE	65.00	-
1	REAR DOOR LOCK STRIKER /LATCH (CONSISTENT)	TO REPAIR SEE LABOUR	120.00	-
1	REAR DOOR OUTER WEATHERSTRIP MOULDING (CONSISTENT)	SERVICEABLE	85.00	-
1	SIDE ROCKER PANEL GARNISH LH (CONSISTENT)	SERVICEABLE	236.40	-
1	REAR FENDER LH (CONSISTENT)	TO REPAIR SEE LABOUR	1,145.00	-
1	REAR FENDER INNER TRIM LH (CONSISTENT)	SERVICEABLE	418.44	-
1	FRONT SIDE ROCKER PANEL GARNISH LH (CONSISTENT)	SERVICEABLE	236.40	-
1	FRONT SIDE ROCKER PANEL OUTER LH (CONSISTENT)	TO REPAIR SEE LABOUR	600.00	-
1	FRONT SIDE ROCKER PANEL INNER LH (CONSISTENT)	TO REPAIR SEE LABOUR	519.30	-
1	REAR BUMPER (CONSISTENT)	TO REPAIR SEE LABOUR	1,202.00	-
	LESS 10% DISCOUNT		-632.28	-
			5,690.56	-
SPECIAL NETT ITEMS				
1	SET FRONT BUMPER FASTENER CLIP (SN) (CONSISTENT)	NOT NECESSARY	24.00	-
1	SET FRONT LICENCE PLATE WITH HOLDER (SN) (CONSISTENT)	SERVICEABLE	192.00	-

Report Ref No. CC3/ASM18015628/Kpb3q2



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. 2 of 3

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	SET RADIATOR GRILLE CLIP (SN) (CONSISTENT)	NOT NECESSARY	35.00	-
1	SET FRONT FENDER LINER CLIP (SN) (CONSISTENT)	NOT NECESSARY	30.00	-
1	FRONT FENDER RR BRACKET LH (SN) (CONSISTENT)	TO REPAIR SEE LABOUR	7.10	-
1	REAR WHEEL RIM HUB CAP LH (SN) (CONSISTENT)	SERVICEABLE	166.30	-
1	REAR TYRE LH (SN) (CONSISTENT)	SERVICEABLE	180.00	-
1	REAR TYRE RIM RLH (SN) (CONSISTENT)	SERVICEABLE	126.00	-
1	SET REAR FENDER INNER TRIM CLIP LH (SN) (CONSISTENT)	NOT NECESSARY	30.00	-
			790.40	-
	LABOUR			
	TO CHECK ELECTRICAL LIGHTING CONCERNED.	NOT NECESSARY	170.00	-
	PANEL BEATING ,KNOCKING AND STRAIGHTENING THE NECESSARY PORTION,REMOVE AND RENEWAL OF PARTS ,ADJUST AND REALIGN THE SAME.INCLUSIVE OF THE REPAIR OF REAR DOOR LH (PANEL A-RR DR LH),REAR DOOR TOP HINGE,REAR DOOR BOTTOM HINGE,REAR DOOR INNER LOCK,REAR DOOR LOCK STRIKER/LATCH,REAR FENDER LH,FRONT SIDE ROCKER PANEL OUTER LH,FRONT SIDE ROCKER PANEL INNER LH,REAR BUMPER AND FRONT FENDER RR BRACKET LH.		4,500.00	100.00
	PUTTY AND SPRAY PAINTING OF THE AFFECTED PORTION.		4,000.00	200.00
	TOWING FEES.	NOT NECESSARY	120.00	-
	TO DISMANTLE AND REFIT FRONT END SUSPENSION UNDERCARRIAGE PARTS ,FINAL CHECKING AND TESTING.	NOT NECESSARY	380.00	-
	TO CHECK STEERING GEOMETRY AND COMPUTER WHEEL ALIGNMENT.	NOT NECESSARY	220.00	-
	TO TRANSFER OF TIRE, RIM AND ON WHEEL BALANCING.	NOT NECESSARY	170.00	-
	TO RUST-PROOFING OF THE AFFECTED AREAS.	NOT NECESSARY	170.00	-
	TO CHECK STEERING GEOMETRY AND COMPUTER WHEEL ALIGNMENT.	NOT NECESSARY	220.00	-
	TO TRANSFER OF TIRE ,RIM AND ON WHEEL BALANCING.	NOT NECESSARY	170.00	-
	TO TRANSFER OF DOOR FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	NOT NECESSARY	170.00	-

Report Ref No. CC3/ASM18015628/Kpb3q2



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. 3 of 3

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TO TRANSFER OF FENDER FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	NOT NECESSARY	170.00	-
			10,460.00	300.00
GRAND TOTAL			16,940.96	300.00
RECOMMENDED COST OF REPAIRS				300.00

Report Ref No. CC3/ASM18015628/Kpb3q2

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.

⏪ Service Request Details

Claim	SRM00605	
Reference	CCJ/ASM1B01562B/Kab3ap 	
Loss Date	17 August 2018	
Report Date	20 Aug 2018 12:00:00 AM	
Request Date	29 August 2018	
Due Date		
Vendor Name	LK AUTO CONSULTANTS PTE LTD (TPP)	
Type of Loss	Third Party Vehicle Damage	
Services	Pending verification - Direct Settlement	

Actions

Next Step: Wait for Approval Invoice

Build Invoice

Vehicle Information	
Incident Vehicle Registration #	5HD9703E
Make	TPVD CHEVROLET
Model	EPICA - 2.0 (A)
Service Address	
...	
Primary Contact/Insured	
LIM SHUEN SWEE 19 TANAH MERAH KECIL RIDGE, 465601, Singapore 91275521	
Claim Handler	
ANG Richard richard.jangbs@axa.com.sg	


Additional Instructions













Messages	Invoices	History	Documents	Assessment	Metrics	Notes
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Document Type

Document SubType

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKInvoice1 (1).pdf	Invoice	Surveyor/ Assessor expense	LK AUTO CONSULTANTS PTE LTD (TPP)	6 May 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKK PHOTO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 May 2019
 LKKAdjustment1a (2).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 May 2019
 LKKInspection (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 May 2019
 Email to TP_reject (d) 081218.pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	8 December 2018
 Photos_from_OI_-_S&K_S3&H.pdf	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
 IA (d) 031218.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
 TP_ESTIMATE_-_MALIKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
 GA358131-Policy Schedule.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	ANG Richard	3 September 2018
 GA358131-Certificate of Insurance.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	ANG Richard	3 September 2018
 S&K S3&H INSD GIA REPORT.PDF	Reports & Statement	GIA Report	DHNWAR Namrata	29 August 2018
 EMAIL RECEIVED FROM WORKSHOP WITH GIA REPORT AND ESTIMATE.msg	Forms / Claim Documents	Estimate / Quotation	DHNWAR Namrata	29 August 2018