

INS. CASE OWNER: Yunthun CC 4 ASM 5628, R1 phgy LKK IDAC

Surveyor: Paul DOI: 29/8/18 Date / Time: 21/8/18
Registered in Meriton: _____

Pre-assign / CCU / FTE: _____
 Insured Vehicle No.: SMC 8743H Claim No.: SEM00734 / 6984
 Name of Insured: Ma LHOON WEI KHUANG KHUNHET Policy No.: _____
 Insured Tel No.: _____ HP: _____ Make / Model: _____
 Excess Sec II :SS _____ D.O.A.: 21/8/18 Place of Accident: _____
 Is driver the owner? YES / NO Name of Accident: _____
 If NO, Driver Name / Age: _____ OI GIA REPORT: YES / NO TP GIA REPORT: YES / NO
 Driver Tel No.: _____ (VL: YES / NO) Insured Liability: _____ % Final ? Yes / No

SGV 5A13J → _____ → _____ → _____
 INSR: WSP: Tel: Liability: RMFS: Chan's Customcraft
 INSR: WSP: Tel: Liability: RMFS: _____
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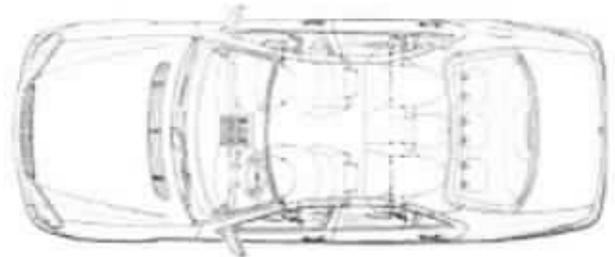
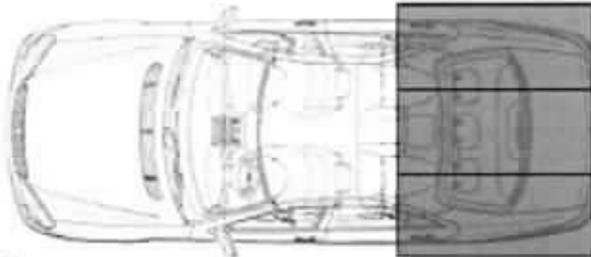
Date/Time	STAGE	DATE / PIC
<u>29/8/18</u>	Non-Reporting Ir (Est)	
<u>UNT</u>	Non-Reporting Ir (2nd)	
	Non-Reporting Ir (Final)	
	Notification Ir (if non-pickup)	
	Call OI	<u>21/8/18</u>
	After call Ir to OI	
	Documentation Check List: Handler	Typist
<u>14/9/18</u>	Notification Ir (if non-pickup)	
<u>10/9/18</u>	After call Ir to OI	
<u>12/9/18</u>	Authorisation To Act	
	Release Voucher	
	Final Repair Bill	
	Car Rental Invoice	
	Towing Invoice	
<u>13/9/18</u>	LTA / GIA	
	Medical Bill	
	PIR	
	Mute/Reject Instruction	
<u>27/3/19</u>	LOD	
	Payment Breakdown Form	
	Post-Repair Photos	
	Others	

PRELIMINARY ADVICE	Date/Time: _____	Sent By: _____	Confirm with: _____	Confirm by: _____
FINALIZATION	Date/Time: _____	Confirm with: _____	Confirm by: _____	
Repair Cost:	\$5 _____	(_____ days) Reduction:	% _____	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time: <u>7/7/19</u>	Confirm with: <u>Shawn</u>	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>	
Final Liability:	% _____	(if free / Assessed) BOLA S/N No.: <u>27</u>		
Repair Cost:	\$5 <u>2750.00</u>			
Loss of Rental (LOR) w/ LTA:	\$5 <u>410.00</u>	(<u>3</u> days) x \$140		
Loss of Use (LOU):	\$5 -	(<u>5</u> x days)		
Loss of Income (LOI):	\$5 -	(<u>5</u> x days)		
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	<input type="checkbox"/> LOR + LOU <input type="checkbox"/>	<input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search:	\$5 <u>2.00</u>			
Medical:	\$5 -			
Disbursement:	\$5 -	(e.g. Tow/Independent)		
Legal Cost:	\$5 -			
Total:	\$5 <u>2805.40</u>	Global Sum \$5: <u>2750.00</u>	<u>2780.00</u>	
FINAL PAYMENT	Date/Time: _____	Confirm with: _____	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Payee 1:	\$5 <u>2805.40</u>	Name 1: <u>Chan's Customcraft</u>		
Payee 2: (Strike if N.A.)	\$5 -	Name 2: _____		
Payee 3: (Strike if N.A.)	\$5 -	Name 3: _____		

Charn's Customcraft

Claim Reference: THIRD PARTY
 Assessment Number: CC000009
 Version: CHARNCUS/2
 Date Calculated: 28/08/2018 03:25

Full Report - V1
 Registration: SGV5913J
 Printed: 28/08/2018 10:25



Addresses

Cost Summary

Total Labour	\$904.50
Total Paint/Material	\$128.40
Total Parts	\$1,644.50
Total of Additional Costs	\$260.00
Excess:	TBA
Grand Total Exc GST:	\$2,937.40
7 % GST:	\$205.62
Grand Total Inc GST:	\$3,143.02

Repair Information

LABOUR

Time Basis 10 WU = 1 HR. Price/CL 1 = \$45.00/HR
 Price/Dent = \$45.00/HR

Repair /

Guide Number Repair Details

		WU	Cost Price (\$)
NN	REAR BUMPER R&R / NEW PARTS	25.0*	112.50 ✓
NN	REAR BUMPER SUPPORT R&R / NEW PARTS	10.0*	45.00 ✓
NN	BOOTLID/TAILGATE R&R / NEW PARTS	30.0*	135.00 ✓
2944	REMOVE AND REFIT BOOT/TAILGATE SEAL	5.0*	22.50 ✓
3151	REMOVE AND REFIT REAR SCREEN	25.0*	112.50 ✓
2711	REPAIR REAR PANEL	20.0*	90.00 ✓

10 WU = \$45

LABOUR COST

Total Work Units	115.0	
Corrosion Protection External Labour	0.0HRS	0.00
Corrosion Protection Internal Labour	0.0HRS	0.00
Sub Total	11.5HRS	(10w) \$517.50
Paint Labour	8.6HRS	(Paint) \$387.00
Total Labour	20.1HRS	\$904.50

PAINT WORK

Time Basis 10 WU = 1 HR. Price = \$45.00/HR

Guide Number Description

		WU	Cost Price (\$)
2931	BOOTLID/TAILGATE NEW PART PAINTING	30.0*	
2581	REAR BUMPER NEW PART PAINT K1R	25.0*	
2711	REAR PANEL REPAIR PAINTING >50%	14.0	

LABOUR COST - PAINT

TIME(PAINT)	69.0	
Preparation Main Work Metal	17.0	
Preparation Work Multi Layer Paint	0.0	
Total Work Units (10WU/HR)	86.0	
Total Paintwork Labour	8.6HRS	\$387.00

MATERIAL COST - PAINT

New Part Painting		\$45.54
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Charn's Customcraft

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New Part Painting - Plastic K1R	\$46.77
Repair Painting	\$8.99
Material-Const Main Work Metal	\$18.10
Material-Const Comp. Work Plastic	\$9.00
Total Excluding Pearlescent Uplift	\$128.40
Pearlescent Uplift @ 0.0%	\$0.00
Total Paint Material Cost	\$128.40

PARTS

Guide No.	Qty	Description	Part Number	Supplier	Bet.	Price (\$)
3015	1	BADGE MAZDA	C23651731		0%	16.00*
2977	1	BOOT/TAILGATE LOCK	C24362310B		0%	140.00*
2931	1	BOOTLID/TAILGATE	CCY162020H		0%	820.00*
2594	2	BUFFER STOP	CE20502G1	DEFAULT	0%	0.00F
2595	2	BUMPER RUBBER STRIP	C237502G1	DEFAULT	0%	0.00F
2581	1	REAR BUMPER	CC2950221E8N		0%	340.00F
2640	1	REAR BUMPER SUPPORT	CC2950260C		0%	98.00F
2593	3	REAR RUBBER STRIP	CE19502G1	DEFAULT	0%	0.00F
3160	1	REAR SCREEN BOND KIT	KNGKWI2	DEFAULT	0%	0.00F
3163	1	REAR SCREEN FIX SET	C2Y66393Y	DEFAULT	0%	0.00F
3020	1	TYPE BADGE	CC3051721		0%	16.00*
f: OEM Parts			Saving			\$160.09
g: Original			Sub Total			\$1,430.00
h: Secondhand			Mark Up From Cost (15 %)			\$214.50
p: Parallel			Total Parts			\$1,644.50
x: Exchange						

THIS ASSESSMENT CONTAINS UNPRICED PARTS
 NB - COLOUR CODED ITEMS/TRIM - PART NUMBERS MAY DIFFER

Extras

Description	Betterment	Price
W/SCREEN SEALANT SPECIALIST	0%	\$60.00
REVERSE SENSOR SPECIALIST		\$200.00
Total Extras		\$260.00

Final Calculation

Total Parts	\$1,644.50
Labour	
Total Panel/Mechanical	\$517.50
Total Paintwork	\$387.00
Total Labour	\$904.50
Additional Costs	
Corr Prot Materials External	\$0.00
Corr Prot Materials Internal	\$0.00
Cost of Specialist	\$260.00
Total of Additional Costs	\$260.00
Total Paint/Material Costs	\$128.40
Grand Total Excludes GST	\$2,937.40
GST @ 7 %	\$205.62
Grand Total Includes GST	\$3,143.02

Assessment Notes

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LKK Auto Consultants hence notify
the Repairer of the following:

- 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

Acknowledged by Repairer:
Signature:
Date:

Pass

Hp 90010068

4 days

L/S or P/P - to be advise

29/08/18 @ 1415

Resurvey by or after repair

Charn's Customcraft
1010 Bukit Merah Lane 3
Singapore 159724

Claim Reference: THIRD PARTY
Assessment Number: CC000009
Version: CHARNCUS/3
Date Calculated: 05/12/2018 05:16

Full Report - V1
Registration: SGV5913J
Printed: 05/12/2018 13:17

Summary Information

Claim

Location:	Singapore (SG)	Currency:	SGD
Printed by:	Sharon Lee	Date of Incident:	
Authorisation Status:	Interim	Able to Authorise Repairs:	TBA
Work Provider:	AXA Insurance S'pore Pte Ltd	Repairs Authorised:	TBA
Claim Reference:	THIRD PARTY	Estimated Repair Time:	
Policy Number:		Quote Due Date:	
Other Reference:		Actual Repair Days:	
Third Party:		Parts Ordered Date:	
Insured Amount:		Hire Car Start:	
Under Warranty:		Hire Car End:	
Warranty Expired:		Vehicle Collected:	

Vehicle Details

Vehicle

Manufacturer:	MAZDA
Model:	5
Sub Model:	BASE MODEL
Model Sheet Number:	I40 01
Registration:	SGV5913J
Registration Month:	
Registration Year:	
VIN Number:	
Odometer:	Not Known
Colour:	
Engine Number:	
Fuel Level:	%

Model Specs

FROM 08/2007

Vehicle Condition

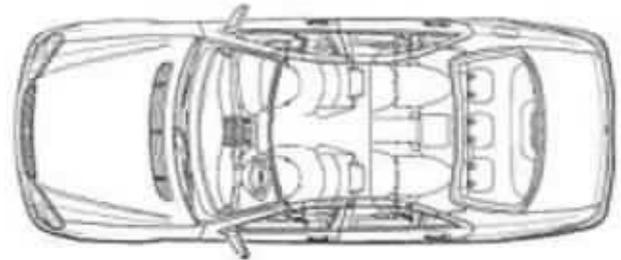
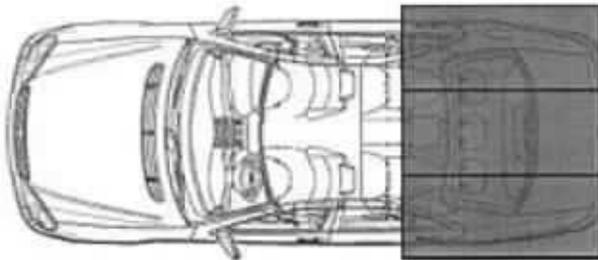
Vehicle Status

Pre-Accident Condition:	Severity of Impact:	
Steering:	Vehicle Status on Inspection:	
Brakes Pedal Travel:	Date of Inspection:	28/08/2018
Place of Inspection:		
Pre-Accident Damage:		
Tyres Condition:		
Tread Depth LHF:	Tread Depth RHF:	
Tread Depth LHR:	Tread Depth RHR:	
Damage Areas:	Direction of Impact:	

Charn's Customcraft

Claim Reference: **THIRD PARTY**
 Assessment Number: **CC000009**
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 Date Calculated: **05/12/2018 05:16**

Full Report - V1
 Registration: **SGV5913J**
 Printed: **05/12/2018 13:17**



Addresses

Cost Summary

Total Labour	\$904.50
Total Paint/Material	\$128.40
Total Parts	\$1,465.10
Total of Additional Costs	\$260.00
Excess:	TBA
Grand Total Exc GST:	\$2,758.00
7 % GST:	\$193.06
Grand Total Inc GST:	\$2,951.06

Repair Information

LABOUR

Time Basis 10 WU = 1 HR. Price/CL 1 = \$45.00/HR
 Price/Dent = \$45.00/HR

Repair /

Guide Number Repair Details

		WU	Cost Price (\$)
NN	REAR BUMPER R&R / NEW PARTS	25.0*	112.50
NN	REAR BUMPER SUPPORT R&R / NEW PARTS	10.0*	45.00
NN	BOOTLID/TAILGATE R&R / NEW PARTS	30.0*	135.00
2944	REMOVE AND REFIT BOOT/TAILGATE SEAL	5.0*	22.50
3151	REMOVE AND REFIT REAR SCREEN	25.0*	112.50
2711	REPAIR REAR PANEL	20.0*	90.00

LABOUR COST

Total Work Units	115.0	
Corrosion Protection External Labour	0.0HRS	0.00
Corrosion Protection Internal Labour	0.0HRS	0.00
Sub Total	11.5HRS	\$517.50
Paint Labour	8.6HRS	\$387.00
Total Labour	20.1HRS	\$904.50

PAINT WORK

Time Basis 10 WU = 1 HR. Price = \$45.00/HR

Guide Number Description

		WU	Cost Price (\$)
2931	BOOTLID/TAILGATE NEW PART PAINTING	30.0*	
2581	REAR BUMPER NEW PART PAINT K1R	25.0*	
2711	REAR PANEL REPAIR PAINTING >50%	14.0	

LABOUR COST - PAINT

TIME(PAINT)	69.0	
Preparation Main Work Metal	17.0	
Preparation Work Multi Layer Paint	0.0	
Total Work Units (10WU/HR)	86.0	
Total Paintwork Labour	8.6HRS	\$387.00

MATERIAL COST - PAINT

New Part Painting		\$45.54
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Charn's Customcraft

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Date Calculated: 05/12/2018 05:16

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Registration: SGV5913J
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New Part Painting - Plastic K1R	\$46.77
Repair Painting	\$8.99
Material-Const Main Work Metal	\$18.10
Material-Const Comp. Work Plastic	\$9.00
Total Excluding Pearlescent Uplift	\$128.40
Pearlescent Uplift @ 0.0%	\$0.00
Total Paint Material Cost	\$128.40

PARTS

				Price Valid: 01/06/2015		
Guide No.	Qty	Description	Part Number	Supplier	Bet.	Price (\$)
3015	1	BADGE MAZDA	C23651731		0%	16.00*
2931	1	BOOTLID/TAILGATE	CCY162020H		0%	820.00*
2594	2	BUFFER STOP	CE20502G1	DEFAULT	0%	0.00F
2595	2	BUMPER RUBBER STRIP	C237502G1	DEFAULT	0%	0.00F
2581	1	REAR BUMPER	CC2950221E8N		0%	340.00F
2640	1	REAR BUMPER SUPPORT	CC2950260C		0%	98.00E
2593	3	REAR RUBBER STRIP	CE19502G1	DEFAULT	0%	0.00F
3160	1	REAR SCREEN BOND KIT	KNGKWI2	DEFAULT	0%	0.00F
3163	1	REAR SCREEN FIX SET	C2Y66393Y	DEFAULT	0%	0.00F
f: OEM Parts				Saving		\$160.09
g: Original				Sub Total		\$1,274.00
h: Secondhand				Mark Up From Cost (15 %)		\$191.10
p: Parallel				Total Parts		\$1,465.10
x: Exchange						

THIS ASSESSMENT CONTAINS UNPRICED PARTS
 NB - COLOUR CODED ITEMS/TRIM - PART NUMBERS MAY DIFFER

Extras

Description	Betterment	Price
W/SCREEN SEALANT SPECIALIST	0%	\$60.00
REVERSE SENSOR SPECIALIST		\$200.00
Total Extras		\$260.00

Final Calculation

Total Parts	\$1,465.10
Labour	
Total Panel/Mechanical	\$517.50 ✓
Total Paintwork	\$387.00 ✓
Total Labour	\$904.50
Additional Costs	
Corr Prot Materials External	\$0.00
Corr Prot Materials Internal	\$0.00
Cost of Specialist	\$260.00
Total of Additional Costs	\$260.00 ✓
Total Paint/Material Costs	\$128.40 ✓
Grand Total Excludes GST	\$2,758.00
GST @ 7 %	\$193.06
Grand Total Includes GST	\$2,951.06

Assessment Notes

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Assessment Number: CC000009
Version: CHARNCUS/3
Date Calculated: 05/12/2018 05:16

Full Report - V1
Registration: SGV5913J
Printed: 05/12/2018 13:17

Hsiao Tong (LKKAuto)

From: Charn's Customcraft <charns@singnet.com.sg>
Sent: Thursday, 13 September 2018 12:18 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: TP / SGV 5913 J / SMC 8593 H

Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

Kindly advise liability for the above matter.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Charn's Customcraft [mailto:charns@singnet.com.sg]
Sent: Tuesday, 28 August, 2018 10:28 AM
To: motor.survey@axa.com.sg
Subject: TP / SGV 5913 J / SMC 8593 H
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for your necessary action.

Our client's vehicle no: SGV 5913 J claiming against AXA's insured: SMC 8593 H.

Please arrange for TP survey and advise on liability.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 14 September 2018 11:45 AM
To: 'Charn's Customcraft'
Cc: Admin A
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3

Sensitivity: Confidential

Without Prejudice

Hi Sirs,

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 be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject to insurer's approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | 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: Charn's Customcraft <charns@singnet.com.sg>
Sent: Thursday, 13 September 2018 12:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: TP / SGV 5913 J / SMC 8593 H
Importance: High
Sensitivity: Confidential

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Kindly advise liability for the above matter.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]

Sent: Tuesday, 28 August, 2018 10:28 AM

To: motor_survey@axa.com.sg

Subject: TP / SGV 5913 J / SMC 8593 H

Importance: High

Sensitivity: Confidential

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Our client's vehicle no: SGV 5913 J claiming against AXA's insured: SMC 8593 H.

Please arrange for TP survey and advise on liability.

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Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

Hsiao Tong (LKKAuto)

From: Charn's Customcraft <charns@singnet.com.sg>
Sent: Monday, 14 January 2019 5:26 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Attachments: FINALIZATION.pdf; IMG_5691.JPG; IMG_5693.JPG

Importance: High
Sensitivity: Confidential

Hi

Hsiao Tong

We are still waiting for this case to be finalised.

Since 5 December last year we sent you. Till to-date, no news from you.

Kindly expedite

Thanks & Regards,

rina

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

From: Charn's Customcraft [mailto:charns@singnet.com.sg]
Sent: Wednesday, 5 December, 2018 1:42 PM
To: 'Hsiao Tong (LKKAuto)'
Cc: Rasul (LKKAuto) (Rasul@lkkauto.com)
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for finalization.

Lumpsum @ \$2200 (before GST)

Please confirm

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 14 September, 2018 11:45 AM

To: Charn's Customcraft
Cc: Admin A
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi Sirs,

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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.

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And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject to insurer's approval.

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In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | 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: Charn's Customcraft <charns@singnet.com.sg>
Sent: Thursday, 13 September 2018 12:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: TP / SGV 5913 J / SMC 8593 H
Importance: High
Sensitivity: Confidential

Hi Hsiao Tong

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Thanks & Regards,
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Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

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Sent: Tuesday, 28 August, 2018 10:28 AM
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Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

◀ <MANDATE IA> - S8M00TJY [ACCIDENT INVOLVING SMC 8593H(OI) & SGV 5913J(TP) ON 21/08/2018]

Type

🔗 Question

Message

Liability: 100%. Insured rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$2,961.49(if claim LOU) -\$3,260.29(if claim LOR). Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 21 Jan 2019

Reply



Immediate Advice

To : AXA Insurance Pte Ltd

Date: 21.01.2019

Survey Details:

Date of loss	21.08.2018
Date of appointment	28.08.2018
Date of survey	29.08.2018
Location of survey	CHARN'S CUSTOMCRAFT

Vehicle Details:

Claim Type:	Third party
Vehicle number	SGV 5913J
Make and Model	Mazda 5 (1999cc)
Date of registration	11.06.2016
Excess	NIL
Market Value/ Book Value	\$ 36,000.00 (est)
Parf/COE Rebate	\$ 20,583.00 (est)
Nett Value/ ERV	\$ 15,417.00 (est)

Repair details:

Initial Estimate	\$ 2,937.40
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 1,725.10
Check items (estimate)	NIL
Labour	\$ 1,032.90
Supplementary	NIL
Total	\$ 2,758.00
Lump Sum(if applicable)	\$ 2,200.00

Number of days for repair	<u>4</u>
---------------------------	----------



Remarks:

--

Mandate:

Liability(TP)	100%	
Proposed repair cost (w/GST)	\$ 2,354.00	\$ 2,354.00
Loss of use (6days x \$100.00)	\$ 600.00	NIL
Loss of rental (6days x \$140.00)(w/GST)	NIL	\$ 898.80
Loss of income	NIL	NIL
LTA/GIA search fees	\$ 7.49	\$ 7.49
Others	NIL	NIL
Proposed Total	\$ 2,961.49	\$ 3,260.29

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Wednesday, 23 January 2019 7:27 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: New message for service request 65827, vehicle number SGV5913J

TYPE	SENT	FROM	SUBJECT	BODY
	1/23/19 4:40 PM	LOH Cynthia	Re: «MANDATE IA» - S8M00TJY [ACCIDENT INVOLVING SMC 8593H(O) & SGV 5913J(TP) ON 21/08/2018]	APPROVED 

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 4:42 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 65827, vehicle number SGV5913J

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: cynthia.loh@axa.com.sg [mailto:cynthia.loh@axa.com.sg]
Sent: Wednesday, 23 January 2019 4:40 PM
To: admin-d@lkkauto.com
Subject: New message for service request 65827, vehicle number SGV5913J

AXA Insurance has sent you a message for claim number S8M00TJY.
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>

Hsiao Tong (LKKAuto)

From: Charn's Customcraft <charns@singnet.com.sg>
Sent: Monday, 28 January 2019 12:21 PM
To: Hsiao Tong (LKKAuto)
Cc: Rasul (LKKAuto); Admin A
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Attachments: LOD.pdf

Importance: High
Sensitivity: Confidential

Hi

As requested, kindly find attached LOD.

Please let us have your offer soonest.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, 28 January, 2019 9:23 AM
To: Charn's Customcraft
Cc: Rasul (LKKAuto); Admin A
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

For COR, surveyor recommended amount at **L/sum \$2,200.00(before GST) with 4 repair days.**

*** Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Please note that all finalisation subject insurer's approval.

Thank you.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

From: Hsiao Tong (LKKAuto)
Sent: Monday, 21 January 2019 4:43 PM
To: 'Charn's Customcraft' <charns@singnet.com.sg>
Cc: Rasul (LKKAuto) <Rasul@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We are seeking approval from AXA and will get back to you asap.

Kindly bear with us for time being.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | 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: Charn's Customcraft <charns@singnet.com.sg>
Sent: Monday, 14 January 2019 5:26 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Importance: High
Sensitivity: Confidential

Hi

Hsiao Tong

We are still waiting for this case to be finalised.

Since 5 December last year we sent you. Till to-date, no news from you.

Kindly expedite

Thanks & Regards,

rina

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: Wednesday, 5 December, 2018 1:42 PM
To: 'Hsiao Tong (LKKAuto)'
Cc: Rasul (LKKAuto) (Rasul@lkkauto.com)
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for finalization.

Lumpsum @ \$2200 (before GST)

Please confirm

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L
Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 14 September, 2018 11:45 AM
To: Charn's Customcraft
Cc: Admin A
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Sensitivity: Confidential

Without Prejudice

Hi Sirs,

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 be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject to insurer's approval.

*Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | 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: Charn's Customcraft <charns@singnet.com.sg>

Sent: Thursday, 13 September 2018 12:18 PM

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

Subject: RE: TP / SGV 5913 J / SMC 8593 H

Importance: High

Sensitivity: Confidential

Hi Hsiao Tong

Kindly advise liability for the above matter.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]

Sent: Tuesday, 28 August, 2018 10:28 AM

To: motor.survey@axa.com.sg

Subject: TP / SGV 5913 J / SMC 8593 H

Importance: High

Sensitivity: Confidential

Hi

Kindly find attached for your necessary action.

Our client's vehicle no: SGV 5913 J claiming against AXA's insured: SMC 8593 H.

Please arrange for TP survey and advise on liability.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 4 February 2019 12:40 PM
To: 'Charn's Customcraft'
Cc: Rasul (LKKAuto); Admin A
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$2,780.00(all-in).

✓ OC 6/3/19

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,

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: Charn's Customcraft <charns@singnet.com.sg>
Sent: Monday, 28 January 2019 12:21 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Rasul (LKKAuto) <Rasul@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP / SGV 5913 J / SMC 8593 H *LKK REF: CC4/ASM18015638/R1pb3
Importance: High
Sensitivity: Confidential

Hi

As requested, kindly find attached LOD.

Please let us have your offer soonest.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

Service Request Details

Claim

S8M00TJY

ReferenceNone **Loss Date**

21 August 2018

Request Date

28 August 2018

Due Date

4 September 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

28/08/2018 @ 11.18am
Sharon veh not in

Actions

Next Step

Agree to perform service

Vehicle Information

Incident Vehicle Registration #

SGV5913J

Make

TPVD MAZDA

Model
5-2.0 (A)

Service Address

...

Primary Contact/Insured

NG CHOON WEI (HUANG CHUNWEI)
APT BLK 57 TEBAN GARDENS ROAD, #26-469, 600057, Singapore

INSURANCE@DICKSON-AUTO.COM

Claim Handler

LOH Cynthia
6568804843
cynthia.loh@axa.com.sg

Additional Instructions
NON REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message



AXA
Consultants
Pte Ltd

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

29 Aug 2018

**NG CHOON WEI (HUANG CHUNWEI)
APT BLK 57 TEBAN GARDENS ROAD, #26-469
Singapore 600057**

Dear Sir,

**OUR REF : CC4/ASM18015638/pb3
YOUR REF : SMC 8593H**

**ACCIDENT INVOLVING SMC 8593H & SGV 5913J ALONG WEST
COAST HIGHWAY ON 21/08/2018**

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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 10 September 2018 12:06 PM
To: 'motor.doc@axa.com.sg'
Cc: Admin A; 'cynthia.loh@axa.com.sg'
Subject: <Request for Insured GIA Report> S8M00TJY; Insured Veh: SMC 8593H; Third Party Veh: SGV 5913J; DOA: 21/08/2018 *LKK REF: CC4/ASM18015638/R1pb3

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if there is any insured GIA. If so, kindly assist to upload a copy of insured GIA in Smartclaims for our necessary action.

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)



<Request for Insured GIA Report> S8M00TJY; Insured Veh: SMC 8593H; Third Party Veh: SGV 5913J; DOA: 21/08/2018 *LKK REF: CC4/ASM18015638/R1pb3

Type

🔍 Question

Message

Dear Sirs/Mdm, We refer to the above matter. Kindly advise if there is any insured GIA. If so, kindly assist to upload a copy of insured GIA in Smartclaims for our necessary action. Thank you. -Hsiao Tong - 10 Sept 2018

Reply

Hsiao Tong (LKKAuto)

From: DHIWAR Namrata <namrata.dhiwar@axa.com.sg>
Sent: Monday, 10 September 2018 3:32 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: <Request for Insured GIA Report> S8M00TJY; Insured Veh: SMC 8593H; Third Party Veh: SGV 5913J; DOA: 21/08/2018 *LKK REF: CC4/ASM18015638/R1pb3
Attachments: SMC8593H INSD GIA.PDF

Hi,

Insured reported, report as attached for your necessary actions.

Regards,
Namrata

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, September 10, 2018 12:06 PM
To: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; LOH Cynthia <cynthia.loh@axa.com.sg>
Subject: <Request for Insured GIA Report> S8M00TJY; Insured Veh: SMC 8593H; Third Party Veh: SGV 5913J; DOA: 21/08/2018 *LKK REF: CC4/ASM18015638/R1pb3

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if there is any insured GIA. If so, kindly assist to upload a copy of insured GIA in Smartclaims for our necessary action.

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)

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Singapore - Externals or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.



INVOICE

CHARN'S CUSTOMCRAFT
Attention: Sharon
1010 Bukit Merah Lane 3,
SINGAPORE 159724

Invoice Date
12 Sep 2018

Invoice Number
AXSG-120918-010

Audatex Singapore Pte. Ltd.
7 Temasek Boulevard, Level
44 Suntec Tower 1, Singapore
038987
www.audatex.com.sg

Description	Quantity	Unit Price	Amount SGD
Monthly Usage Fee for AudaEnterpriseGold for Aug 2018	6.00	42.00	252.00
(1)SGV5913J(CC000009)			
(2)SE2626E(CC000006)			
(3)SKP313H(CC000008)			
(4)SGH384S(CC000005)			
(5)SJS152G(CC000007)			
(6)SCH1100K(CC000004)			
		Subtotal	252.00
		TOTAL SGD	252.00

Due Date: 12 Oct 2018

This is a computer-generated invoice and no signature is required.

Payment Details:

Payable : Payable 30 days from date of invoice
Payable to : Audatex Singapore Pte Ltd
Account no.:074-901961-1
Bank Name: DBS Bank Ltd



CHARN'S CUSTOMCRAFT

*Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
Spray-Painting, Mechanical Repair And Customizing of Cars*
BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@singnet.com.sg
Bus. Reg. No. 251513/00M

28 January 2019

AXA Insurance Pte Ltd
The Motor Claim Dept
8 Shenton Way
#27-01, AXA Tower
Singapore 068811

Without Prejudices

Dear Sir

**ACCIDENT INVOLVING: SGV 5913 J & SMC 8593 H Aon 21 AUGUST 2018 at/along
WEST COAST HIGHWAY.**

We refer to the above matter.

We are helping the owner of vehicle no: **SGV 5913 J** to claim against your vehicle no: **SMC 8593 H**, that the above accident was caused solely by the negligence of the driver of motor vehicle no: **SMC 8593 H** which was insured by you at the material time. As a result of the said accident, we are claiming as follows:

1. Cost of Repair:	\$2354.00
2. Rental Bill:	\$ 577.80
3. GIA:	\$ 2.00
4. Others: Audatex Fee	\$ 42.00
TOTAL	<u>\$2975.80</u>

We forward copies of GIA reports, repair bill, certificate of insurance and driver's license for your attention. Please note that you should send us an acknowledgement of receipt of this letter within 14 days of your receipt of this letter.

Thank You

Warmest Regards,

.....
Sharon Lee
Encl



Auto
Consultants
Pte Ltd

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

14 SEPT 2018

NG CHOON WEI(HUANG CHUNWEI)
BLK 57 TEBAN GARDENS ROAD
#26-469
SINGAPORE 600057

Dear Sir/ Mdm

OUR REF : CC4/ASM18015638/R1pb3
YOUR REF : GA378382 (SMC 8592H)
ACCIDENT INVOLVING SMC 8593H AND SGV 5913J ALONG/AT WEST COAST ROAD
ON 21/08/2018

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 CHARN'S CUSTOMCRAFT acting on behalf of the owner of SGV 5913J against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in our favour. We will therefore proceed to negotiate for an amicable settlement with the 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)

AXA INSURANCE PTE LTD
8 Shenton Way
#26-01, AXA Tower
Singapore 068811
Attn: The Motor Claims Dept

Without Prejudices

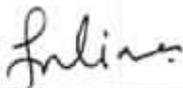
LETTER OF AUTHORITY

I, JULIANA HAMID, owner of SGV 5913 J hereby authorize CHARN'S CUSTOMCRAFT to act for me with respect to my claim for repair costs and/or rental and/or loss of use for my vehicle no: SGV 5913 J that was damaged pursuant to the accident which occurred on 21 AUGUST 2018 at ALONG WEST COAST HIGHWAY involving vehicle no/s: SMC 8593 H.

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis in so far as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 11 (day) of 10 (month) 18 (year)



Signature
Name: JULIANA HAMID
NRIC: S7331058Z



redefining / insurance



CLAIM REF : 58M00TJY
INSURED : NG HOON WEI (Huang Hanwei)

DISCHARGE VOUCHER

We/I Julliana Hamid NRIC NO. S7331058I hereby agree to accept the sum of dollars Two Thousand Seven Hundred Eighty Only (SS 2,780.00) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their insured or the driver of motor vehicle no. SNC 8593H as a result of an accident along West Coast Highway on 21/02/18 of which we/I were/was the driver/ owner/ hirer/ passenger/ rider/ pillion/ insurer of motor vehicle no. S4U 5913J.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said insurer, owner and/or driver of vehicle no. SNC 8593H in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SNC 8593H.

Dated this 07 day of March 2019

Claimant's Signature : Julliana
NRIC no./ Company Stamp : S7331058I
Occupation/ Business : ADMIN ASST.
Address : Apt Blk 613 Woodlands Drive 71 # 03-01 S730673.
Telephone No. : 8403 3415
Witness's Name : Lee Chee Ling
Witness's Signature : [Signature]
Witness's NRIC No. : S8413954H



CHARM'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
Spray-Painting, Mechanical Repair And Customizing of Cars
BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
TEL: 6271 7054, 6273 3304 FAX: 6273 8676 EMAIL: charms@singnet.com.sg
Bus. Reg. No. 251513/00M GST Reg. No. M90367863L

**TAX
INVOICE**
2019016051

AXA INSURANCE PTE LTD
ATTN: THE MOTOR CLAIMS DEPT

M1

No.
TERM:
YOUR ORDER No.
OUR D/O No. 28/1/2019
DATE:

QUANTITY	DESCRIPTION			AMOUNT
				\$ CTS.
	Vehicle No.	Make/Model	DOA	Reg. No.
	SGV5913J	MAZDA5 SP	21/08/2019@0735	50392

Being Lump Sum repair for the above Vehicle

2,200.00

CHARM'S CUSTOMCRAFT

Subtotal	\$2,200.00
GST 7%	\$154.00
Total	\$2,354.00



TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO
JULIANA HAMID BLK 673 WOODLANDS DRIVE 71 #03-01 SINGAPORE 730673

DATE	INVOICE NO.
16-Oct-2018	A 38452

	VHA NO.	DUE DATE	VEH. NO.
	A 38452	16-Oct-2018	SKH 4612 K
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 08 OCTOBER 2018 TO 11 OCTOBER 2018 YOUR REF: SGV 5913 J	3	180.00	540.00
GST @ 7%			\$37.80
TOTAL			\$577.80

All cheques must be made payable to BKW Rent A Car Pte Ltd.
Please write the vehicle and invoice number on the reserve.

BKW Rent-A-Car Pte Ltd

120 Lower Delta Road #02-15 Cendex Centre (S) 169208 Tel: 6738 7777 Fax: 6738 6666

ACRA No: 200106276D GST Reg. No: 20-0106276-D Website: www.bkw.sg
A subsidiary of BKW Automobile Pte Ltd



bizSAFE



BKW RENT A CAR PTE LTD

120 Lower Delta Road #02-15 Cendax Centre Singapore 189208 Tel: 6738 7777 Fax: 6738 6666
ACRA No. 20-0106276-D GST Reg. No. 20-0106276-D
24 HOURS HELPLINE : 6223 1122

VHA No: **A 38452**

Workshop: *Cherry Cola*

VEHICLE HIRING AGREEMENT

HIRER'S PARTICULARS

Name (as in IC): JOHANNA JAYANTO
 NRIC/Passport No: S730282 Date of Birth: _____
 Address: 8K 613 Woodlands Dr 11 Age: _____
70301 S: 3093
 Name & Address of Employer: _____
 Occupation: _____ Driving Exp: _____
 Driving Licence No: _____ Passed Date: _____
 D/L Type: Local/Int/Other: _____
 Tel(O) _____ (R) _____ HP: 9032415

DRIVER'S PARTICULARS

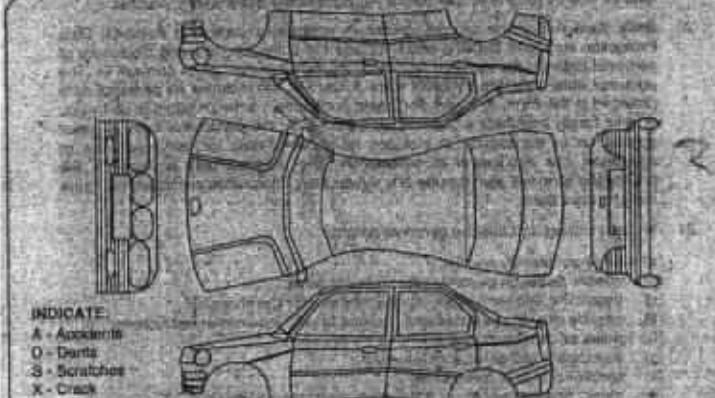
Name (as in IC): Mohammed Masnia Bin Yusoff
 NRIC/Passport No: S73239254 Date of Birth: 12/7/93
 Address: 115 Fibrose Age: _____
 S: _____
 Occupation: incolor Driving Exp: 13 Yrs
 Driving Licence No: 13 HAWP Passed / Expiry Date: 4/12/04
 D/L Type: Local/Int/Other: Local Contact No: 94737109

Hirer's Own Vehicle No: _____ Replace Veh No: _____
 Loan Vehicle No: SKH 4612 K VR No: _____
 Make & Model: T. WIS1 30 Auto/Manual Group: _____
CHARGES \$ cts
 Daily 3 day @ \$ 180 Per day 4540 ✓
 Weekly/Monthly week @ \$ _____ Per week/Monthly _____
 Others _____
 CDW/PAI @ \$ _____ Per day/Monthly _____
 Delivery/Collection Svc _____
 GST 7% \$ 37 80
 CR No: _____ (A) SUB-TOTAL 1577 80
 Fuel Level: OUT E 1/4 1/2 3/4 F
 A IN ✓ ✓
 Surcharges: _____
 Fine: _____ km FREE per day GST _____
 Excess mileage is chargeable at _____ cents per km TOTAL CHARGES _____

Security Deposit: \$ _____ Bank: _____
 CASH/NETS/MISAMC/AMEX/CHO No: _____
 Expiry Date: _____ Card ID No: _____
 Name as in Card: _____

NON WAIVER EXCESS (Subject to GST): \$ 1000
ACCESSORIES CHECK
 Data Cards Camera Systems Hub Cap Radio/ CD Cartridge
 Jack Tyre Opener Fogmat Cap Spare Tyre

Hirer's Signature: _____ Additional Driver's Signature: _____
SINGAPORE Use Only



I have read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/credit card for payment, I agree that all amount payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have been given BKW Rent A Car Pte Ltd in connection with this agreement is true.

- IMPORTANT**
- The Hirer and the authorized driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may result all damages costs to be borne by the Hirer/the Authorized Driver.
 - All vehicles are supplied with petrol and should refueled with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the hirer should he fail to return the vehicle at the appropriate petrol level.
 - No refund for early return of vehicle. The hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any return after our operation hours will be charged as a full day rental.
 - Use of the vehicle for illegal purpose (For instance, in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.
 - Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of BKW Rent A Car Pte Ltd. The hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non disclosure of Malaysia usage.
 - The hirer and/or driver shall be responsible for all damages or losses (howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with its use or operation.
 - The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-waiver excess and cost expense (including

- legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle or the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident.
- The owner reserve the right not to replace an replacement vehicle if an accident occurred. Any damage to the car will be repair at BKW authorized workshop.
- Smoke or permit smoking and transport of pets in the vehicle are not allowed. Any offensive smell e.g. cigarette, durian or bot's smell, the hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair, between \$200 - \$400.
- The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such response at \$50.00 per trip.
- In case of accident, the hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the hirer will have to borne all liability from all parties claim. Full excess amount have to be paid immediately in the event of an accident.
- The hirer/Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and do not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the hirer/Driver.
- All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.
- I understand and agree to the personal data collection statement stated on the Terms and Conditions Page.

Date Out	Time Out	Mileage	Check By	Remarks
<u>11/10/18</u>	<u>12:30</u>	<u>2039.50</u>	<u>1308</u>	
<u>11/10/18</u>	<u>12:29</u>	<u>2041.11</u>	<u>NIC</u>	<u>12/10/18 @ 0930</u>

Return Of Vehicle: The Hirer Driver is Required To Sign in The Column "Signature Of Hirer Driver" Failing Which The Day And Time Inserted Below Shall Be Deemed To Be The Day And Time The Vehicle Is Returned To BKW Rent A Car Pte Ltd And The Same Shall Be Accepted As Conclusive Evidence Of The Same And Shall Not Be Challenged Or Questioned On Any Account Whatsoever. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)

Hirer/Driver Signature: _____
 Hirer/Driver Signature: _____



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-129469

Date of Request: 23/08/2018

Your Ref No:

Online Purchase

Cham's Customcraft
Block 1010 Bukit Merah Lane 3
#01-105
Singapore 159724

Dear Sir/Madam,

Enquiry Date: 23/08/2018
Enquiry By: Sharon Lee Chia Ling
TP Vehicle No.: SMC8593H
Accident Date: 21/08/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SMC8593H	AXA Insurance Pte Ltd	25/07/2018-24/07/2019	6338 7288

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

 6 Raffles Quay #18-00, Singapore 048580
 Phone: +65 6224 0010 Fax: +65 6224 0030
 Operating Hours: Monday to Friday 9am to 5pm
 GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-129469

Date of Request: 23/08/2018

Your Ref No:

Online Purchase

 Charm's Customcraft
 Block 1010 Bukit Merah Lane 3
 #01-105
 Singapore 159724

Dear Sir/Madam,

 Enquiry Date 23/08/2018
 Enquiry By Sharon Lee Chia Ling
 TP Vehicle No. SMC8593H
 Accident Date 21/08/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

[X] GIRO [] Cash [] Cheque

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SMC 8593H (Insd veh)	Model:	MAZDA 5 2.0A
	SGV 5913J (TP veh)		
Date of Accident:	21/08/2018		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	3,143.02
Final Repair Cost	:	\$	2,354.00
Loss of Use	:	\$	days at \$0.00 per day
Rental (if any)	:	\$	449.40 3 days
LTA / GIA Search Fee	:	\$	2.00
Others:	:	\$	0.00

	:	\$	
Final Settlement Sum (Global Sum)	:	\$	2,780.00

Is Third Party Workshop GIA Registered?	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	(Kindly indicate below)
A) For Non GIA Registered Workshop:	Agreed Liability ____ 100 ____ (%)		
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: _____		
	BOLA Liability: _____ (%)	Assessed Liability (*): _____ (%)	
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks	_____		

Payment Instruction: Payee's Breakdown			
1)	CHARN'S CUSTOMCRAFT	:	\$ 2,780.00

JOANNE LEE KHANG MIN
LKK Auto Consultants Pte Ltd

13/03/2019
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))



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/ASM18015638/R1pb3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:CYNTHIA LOH		Date : 13-03-2019	
		Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SMC 8593H	Veh. Inspected	SGV 5913J
Policy No.	GA378382	Coverage (\$)	0.00
Claim No.	S8M00TJY	Excess (\$)	0.00
Assign From		Assign Date	28/08/2018
2. Vehicle Particulars & Condition			
Make & Model	MAZDA 5 2.0A	c.c	1999
Engine No.	HIDDEN	Year of Reg.	2007
Chassis No.	JM6CR10F170105368	Colour	GREEN
Odometer	210026	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	205/55 R16	TOYO	6 mm
L/H Front Tyre	205/55 R16	TOYO	6 mm
R/H Rear Tyre	205/55 R16	TOYO	6 mm
L/H Rear Tyre	205/55 R16	TOYO	6 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.			
5. General Information			
Accident Date	21/08/2018	Inspection Date	29/08/2018
Survey held at	CHARN'S CUSTOMCRAFT BLK 1010 BUKIT MERAH LANE 3 #01-105 SINGAPORE 159724		
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:		4 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 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SGV 5913J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	BADGE MAZDA (WCP) (CONSISTENT)	NECESSARY	16.00	16.00
1	BOOT /TAILGATE LOCK (WCP) (CONSISTENT)	NOT NECESSARY	140.00	-
1	BOOTLID /TAILGATE (WCP) (CONSISTENT)	CRACKED	820.00	820.00
2	BUFFER STOP (WCP) (CONSISTENT) (NPA)	NOT NECESSARY	-	-
2	BUMPER RUBBER STRIP (WCP) (CONSISTENT) (NPA)	NOT NECESSARY	-	-
1	REAR BUMPER (WCP) (CONSISTENT)	DEFORMED	340.00	340.00
1	REAR BUMPER SUPPORT (WCP) (CONSISTENT)	NECESSARY	98.00	98.00
3	REAR RUBBER STRIP (WCP) (CONSISTENT) (NPA)	NOT NECESSARY	-	-
1	REAR SCREEN BOND KIT (WCP) (CONSISTENT) (NPA)	NOT NECESSARY	-	-
1	SET REAR SCREEN FIX (WCP) (CONSISTENT) (NPA)	NOT NECESSARY	-	-
1	TYRE BADGE (WCP) (CONSISTENT)	NOT NECESSARY	16.00	-
	COST PLUS 15%		214.50	191.10
			1,644.50	1,465.10
SPECIAL NETT ITEMS				
1	W/SCREEN SEALANT (SN) (CONSISTENT)	NECESSARY	60.00	60.00
1	REVERSE SENSOR (SN) (CONSISTENT)	SHORTED	200.00	200.00
			260.00	260.00
LABOUR				
	PAINTWORK.		387.00	387.00
	PANEL/MECHANICAL.		517.50	517.50
	PAINT /MATERIAL COSTS.		128.40	128.40
			1,032.90	1,032.90
GRAND TOTAL			2,937.40	2,758.00
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				2,200.00

Report Ref No. CC4/ASM18015638/R1pb3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

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 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	50H0077Y	Vehicle Information	
Reference	CCA/AOM18015638/rljpb3o2	Incident Vehicle Registration #	SGV5913J
Loss Date	21 August 2018	Make	TRVD MAZDA
Report Date	28 Aug 2018 10:45:41 AM	Model	S-2.0 (A)
Request Date	28 August 2018	Service Address	
Due Date		...	
Vendor Name	LKH AUTO CONSULTANTS PTE LTD (TP)	Primary Contact/Insured	
Type of Loss	Third Party Vehicle Damage		NG CHHOON WEI (HUANG CHUNWEI) APT BLK 57 TEBAN GARDENS ROAD, #26-469, 600057, Singapore
Services	Pending verification - Direct Settlement	Insurance	INSURANCE@DICKSON-AUTO.COM
		Claim Handler	
			LOH Cynthia 656804843 cynthia.loh@asa.com.sg

Actions

Next Step: Wait for Approve Invoice

APPROVE INVOICE

Additional Instructions

NON-REPORTED

- Messages
- Invoices
- History
- Documents
- Assessment
- Metrics
- Notes

Document Type: Document SubType

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Accident Statement	Reports & Statement		Mejlinin	

