

INS. CASE OWNER: LYNN JASTIN CC4 / AXA 180 15709, U pa37 LKK: IDAC:

Surveyor: UKS DOI: 30/8/2018 Date / Time: 27/8/18 Registered in Merimen: 27/8/18

Pre-assign / CCU / FTE

Insured Vehicle No: 5170 99894 Claim No: C0074273
Name of Insured: TRANS-CAR BUS RLC Policy No: P1688520
Insured Tel No: 5,000.00 HP: 27/8/18 Make / Model:
Excess Sec II :S\$ 5,000.00 D.O.A: 27/8/18 Place of Accident:
Is driver the owner? (YES / NO) Nature of Accident:
If NO, Driver Name / Age:
Driver Tel No: SJK 14766 (V/L: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
Insured Liability: % Final ? Yes / No

INSRS: WSP: Falcon Air INSRS: WSP: INSRS: WSP: INSRS: WSP:
Tel: Tel: Tel: Tel:
Liability: Liability: Liability: Liability:
RMKS: RMKS: RMKS: RMKS:

Date/ Time	STAGE	DATE / PIC
<u>20/13</u>	Non-Reporting ltr (1st):	
<u>20/13</u>	Non-Reporting ltr (2nd):	
<u>20/13</u>	Non-Reporting ltr (Final):	
<u>20/13</u>	Notification ltr (if non-pickup):	
<u>20/13</u>	Call OI:	
<u>20/13</u>	After call ltr to OI:	
<u>20/13</u>	Documentation Check List: Handler / Typist	
<u>20/13</u>	Notification ltr (if non-pickup)	
<u>20/13</u>	After call ltr to OI	
<u>20/13</u>	Authorisation To Act:	
<u>20/13</u>	Release Voucher:	
<u>20/13</u>	Final Repair Bill:	
<u>20/13</u>	Car Rental Invoice:	
<u>20/13</u>	Towing Invoice:	
<u>20/13</u>	LTA / GIA :	
<u>20/13</u>	Medical Bill:	
<u>20/13</u>	PIR:	
<u>20/13</u>	Mandate/Reject Instruction:	
<u>20/13</u>	LOD:	
<u>20/13</u>	Payment Breakdown Form:	
<u>20/13</u>	Post-Repair Photos:	
<u>20/13</u>	Others:	

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

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To inspect Vehicle No: SJK1476C

at Workshop n/s Petron 701 Taym

of 10m.

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: 6800

IDAC Accident Report: _____ Consistent? : Yes or No

CA / PR Seen: 2 Consistent? : Yes or No

Est. Repairs: 3 days Res.: Yes or No

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

CA / REV / REP. / 24 HRS 7/10/2028

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SJK1476C Yr Regn: 10 08

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

Truck / Trailer or

Make: Hyundai Avante cc 1591

Colour: silver A/C: Insured / Std / NI / NA

Sp. Reading: 160730 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: KMH0441BR8U573158

Gen. Cond: Good / Fair / Poor / Burnt

Steering: border / Jammed / Leaked / Burnt or

Brake: border / Jammed / Leaked / Burnt or

Modi: Nil / STD A/Rim or

Tyre Size: F: 185-165-R15

R: _____

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

TOYO / YOKO or

Front 6 mm Rear 6 mm

R/Bal. 6 mm L/Bal. 6 mm

D.O.A. 27/8/18 D.O.L. 30/8/18

Survey held at _____

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

Rear N/S.

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	<u>LTA 5368 4+30+7=41dy.</u>
	<u>next 1432 100% less 50% L/sum should be 1350</u>
<u>30/8/18</u>	<u>confirmed L/S @ 1250 with MR Nk.</u>

Date/Time, File Pass to? ☐ : Preli. Report

1) ☐ : Final Report

Date/Time, File Return to? _____

2) _____

Report Format : _____

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

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee: ☐ : Site Insp (\$ _____)

☐ : Interview (\$ _____)

☐ : Tech. Invs (\$ _____)

☐ : Weekend (\$ _____)

Survey Fee: _____

Transportation: _____

Photos _____

Others _____

TOTAL _____

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type: Singapore NRIC

Owner ID: 4417F

Vehicle Details

Vehicle No.: SJK1476C

Vehicle to be Exported: No

Intended De-registration Date: 30 Aug 2018

Vehicle Make: HYUNDAI

Vehicle Model: AVANTE (HD) 1.6 DOHC AT ABS AIRBAG 2WD

Primary Colour: Silver

Manufacturing Year: 2008

Engine No.: G4FC8U496803

Chassis No.: KMH DU41BR8U573158

Maximum Power Output: 89.7 kW (120 bhp)

Open Market Value: \$10,449.00

Original Registration Date: 08 Oct 2008

First Registration Date: 08 Oct 2008

Transfer Count: 2

Actual ARF Paid: \$10,449.00

Intended PARF Rebate Details

PARF Eligibility: Yes

PARF Eligibility Expiry Date: 07 Oct 2018

PARF Rebate Amount: \$5,224.00

Intended COE Rebate Details

COE Expiry Date: 07 Oct 2018

COE Category: A - Car (1600cc & below)

COE Period(Years): 10

QP Paid: \$14,101.00

COE Rebate Amount: \$144.00

Total Rebate Amount: \$5,368.00

The information contained herein is correct as at 30 Aug 2018

OK

FREE GALAXY TAB A
when you buy Galaxy Note9. Buy now.

**SAMSUNG**
Galaxy Note9



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\$58 until it's SOLD!

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03 Feb 2010 .audi A5 Cabriolet.selling At \$47K.



Stage 1 Tuned With Matte Silver
Vinyl Wrap. Most Wear And Tear
Replaced.
Direct Owner - StarAd

**CERTIFIED PRE-OWNED
MERCEDES-BENZ**
VIEW OUR CARS

Browse by Category

Sort by Date Posted 20 results/page

15 vehicles

Hyundai Avante

Advanced Search Submit

Search Selection

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
Hyundai Avante		Any	Any	2008	Any	Any	Any	Available



Hyundai Avante 1.6M (New 5-yr COE)
\$27,900 **\$5,580 /yr** **21-Nov-2008** **1,591 cc** **-** **Sedan** **Available**

Original Beauty. 100% Accident Free. Insurance/Trade In/Loan Can Be Arranged. Call To View Car Now.

Posted: 30-Aug-2018 Tags: 2008 Hyundai Avante, Hyundai Avante, Hyundai, Avante, Used Hyundai

DIRECT OWNER



Hyundai Avante 1.6A (New 5-yr COE)
\$29,800 **\$5,960 /yr** **14-Nov-2008** **1,591 cc** **160,000 km** **Sedan** **Available**

Well Maintained By Previous Owner, Tip Top Condition, Low Fuel Consumption, Low Insurance Premium, Low Maintenance, Bank And In House Loan Available, Ex Bankruptcy Applied. Low Down Payment With Flexi...

Posted: 29-Aug-2018 Tags: 2008 Hyundai Avante, Hyundai Avante, Hyundai, Avante, Used Hyundai



Hyundai Avante 1.6A (New 5-yr COE)
\$28,899 **\$5,780 /yr** **05-Aug-2008** **1,591 cc** **103,000 km** **Sedan** **Available**

2 Owners. Very Well Kept. Accident Free. Low Mileage Cheap, Reliable And Easy Manoeuvre. Low Fuel Consumption Btwn 11-13km Per Litre.

Posted: 28-Aug-2018 Tags: 2008 Hyundai Avante, Hyundai Avante, Hyundai, Avante, Used Hyundai



Hyundai Avante 1.6A (New 5-yr COE)
\$28,800 **\$5,760 /yr** **30-Dec-2008** **1,591 cc** **102,000 km** **Sedan** **Available**

1 Owner Unit! 100% Immediate Loan Approval With Zero \$0 Drive Away! Comes With Bidded Number Which Adds Up To Number 18 For Prosperity! Warranty Valid Till 2019! Super Well Maintained By Previous Teac...

Posted: 25-Aug-2018 Tags: 2008 Hyundai Avante, Hyundai Avante, Hyundai, Avante, Used Hyundai

PREVIOUS AD

Car Buying Car Selling Car Ownership

Car Aftermarket On The Move Lifestyle

Bus Tyres Online!
Latest Special Offers from Tyres!



Hyundai Avante 1.6A Sunroof (New 5-yr COE)
\$26,800 **\$5,360 /yr** **06-Aug-2008** **1,591 cc** **-** **Sedan** **Available**

New 5 Years COE, Full COE Loan, Low Interest. High Trade In.

Posted: 23-Aug-2018 Tags: 2008 Hyundai Avante, Hyundai Avante, Hyundai, Avante, Used Hyundai



Hyundai Avante 1.6A (New 5-yr COE)
\$26,800 **\$5,360 /yr** **22-Sep-2008** **1,591 cc** **-** **Sedan** **Available**

1 Careful Owner, Low Mileage Done, Low Depreciation, No Repair Needed! Banks/In-House Loan Available, Call For Viewing/Test Drive Now.

Posted: 18-Aug-2018 Tags: 2008 Hyundai Avante, Hyundai Avante, Hyundai, Avante, Used Hyundai

Compare \$27,800 \$5,560 /yr 29-Dec-2008 1,591 cc 107,000 km Sedan Available



FALCON-AIR

AXA INSURANCE SINGAPORE PTE LTD
8 Shenton Way
#27-01 AXA Tower SINGAPORE 069542

Attention: Motor Claim Department

Contact: 63387288/68804625 Fax No.: 68804838

FALCON-AIR AUTO SERVICES PTE LTD

CO. REG. NO.: 1995-01140-D
GST REG. NO.: 19-9501140-D

Estimate: ES707150

Date: 29/08/2018
Vehicle Num: SJK 1478C
Make/Model: HYUNDAI AVANTE
Chassis/Eng#: KMHDU41BR8U573158
Accident Date: 27/08/2018
Claim No:
Reference: 3PTY
Policy No:

S/N	Quantity	Particular	Unit Price	Amount S\$
-----	----------	------------	------------	------------

1	1 PC	LIST ITEMS		
2	1 PC	REAR BUMPER		
3	12 PC	N/S REAR BUMPER SIDE RETAINER		
4	1 PC	REAR BUMPER CLIPS		
5	1 PC	REAR BUMPER REINFORCEMENT		
6	1 PC	BOOT LID LOGO EMBLEM		
6	1 PC	BOOT LID AVANTE EMBLEM		

List Total S\$
20.00% Discount S\$

758.00
24.00
80.00
342.00
58.00
55.00
1,295.00
259.00
1,036.00

1	1 SET	SPECIAL NETT ITEMS		
		REVERSE SENSOR		

Special Nett Total S\$

250.00

LABOUR:
TO CHECK LIGHT SYSTEM AND WIRING
INSTALL REVERSE SENSOR
TO REMOVE INNER TRIM, GARNISH AND ETC TO FACILITATE REPAIR
AND TO FIX BACK

50.00
100.00
180.00

CONTINUE /

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:

7-840
20%
672
1602

FALCON-AIR AUTO SERVICES PTE LTD

(a subsidiary of Falcon-Air Holdings Pte Ltd)

Head Office: 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare Singapore 575721 Tel: 6452-0880/6458-0880 Fax: 6454-7862

Branches: Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997 • No. 8 Pandan Loop (Blk 1 / Blk K) S(128226) Tel: 6779-5665 Fax: 6779-1110

Websites: www.falconair.com.sg E-mail: email@falconair.com.sg



FALCON-AIR

AXA INSURANCE SINGAPORE PTE LTD
8 Shenton Way
#27-01 AXA Tower SINGAPORE 069542

Attention : Motor Claim Department

Contact : 63387288/68804625 Fax No. : 68804638

Estimate : ES707150

Date : 29/08/2018
Vehicle Num : SJK 1476C
Make/Model : HYUNDAI AVANTE
Chassis/Eng# : KMHDU41BR5U573158
Accident Date : 27/08/2018
Claim No :
Reference : 3PTY
Policy No :

S/N	Quantity	Particular	Unit Price	Amount S\$
		TO REMOVE NECESSARY PARTS TO REPAIR INNER PANEL REPLACE ACCIDENT DAMAGED PARTS AND ALIGN THE SAME TO PUTTY AND RESPRAY ACCIDENT DAMAGED AREAS		<div style="text-align: right;"> <p>300 500.00</p> <p>500 600.00</p> <hr/> <p>1,430.00</p> </div>
		Labour Total S\$		

930

E & O E Total S\$ 2,718.00

for FALCON AIR AUTO SERVICES PTE LTD

(TAMPINES BRANCH)

FALCON-AIR AUTO SERVICES PTE LTD

(a subsidiary of Falcon-Air Holdings Pte Ltd)

Head Office: 176 Sin Ming Drive #01-06/07/13, #05-17 Sin Ming Autocare Singapore 575721 Tel: 6452-0880/6458-0880 Fax: 6454-7862

Branches: Tampines St 93 Blk 9006 #01-200 S(528840) Tel: 6789-7997 Fax: 6788-7997 • No. 8 Pandan Loop (Blk 1 / Blk 10 S(128226) Tel: 6779-5665 Fax: 6779-1110

Websites: www.falconair.com.sg E-mail: email@falconair.com.sg

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 9 April 2019 12:34 PM
To: 'Jeremiah Ng'
Cc: Admin A; Vic (LKKAuto)
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 ***
LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear 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 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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 3 October 2018 10:34 AM
To: 'Jeremiah Ng' <jeremiah@falconair.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

We refer to your email below.

Our insured has not reported and we are unable to comment on the liability at this moment.

Reminder had been sent to follow up on insured non-reporting.

By copy to Mei Kwan,

FYNA. (NR CASE)

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: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Wednesday, 3 October 2018 9:23 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Resend

Has your insured reported the accident?
Kindly assist with the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Jeremiah Ng
Sent: Mon, 01 Oct 2018 9:32 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A ; Vic (LKKAuto)
Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Has your insured reported the accident?
Kindly assist with the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Hsiao Tong (LKKAuto)
Sent: Mon, 17 Sep 2018 8:15 AM
To: Jeremiah Ng
Cc: Admin A ; Vic (LKKAuto)
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

We refer to your email below.

Our insured has not reported and we are unable to comment on the liability at this moment.

Reminder had been sent to follow up on insured non-reporting.

We will get back to you in due course.

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: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Friday, 14 September 2018 9:30 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Kindly assist if your insured has reported the accident and also the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel: 67897997

From: Hsiao Tong (LKKAuto)
Sent: Mon, 10 Sep 2018 11:02 AM
To: Jeremiah Ng ; Mei Kwan (LKKAuto)
Cc: Admin A ; Vic (LKKAuto)
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

We refer to the email below.

Our insured has not reported and we are unable to comment on the liability at this moment.

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: Jeremiah Ng <jeremiah@falconair.com.sg>

Sent: Monday, 10 September 2018 10:36 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Kindly assist if your insured has reported the accident and also the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Mei Kwan (LKKAuto)

Sent: Thu, 06 Sep 2018 2:01 PM

To: Hsiao Tong (LKKAuto) ; Jeremiah Ng

Cc: Admin A ; Vic (LKKAuto)

Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

OI has yet to report the accident till date.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 6 September, 2018 9:13 AM
To: Jeremiah Ng <jeremiah@falconair.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

Please be informed that our insured had yet lodge the accident report.

We are following up with AXA and will get back to you asap.

By copy to Mei Kwan,

Kindly assist. CC4/AXA18015709/Upa3

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: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Wednesday, 5 September 2018 10:33 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Has your insured reported the accident?
Kindly assist with the liability for this case.

Thanks and regards,
Jeremiah Ng
Falcon-Air Auto Services Pte Ltd (Tampines)
[Tel:67897997](tel:67897997)

From: Hsiao Tong (LKKAUTO)
Sent: Mon, 03 Sep 2018 5:58 PM
To: Jeremiah Ng
Cc: Admin A ; Vic (LKKAUTO)
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

Please be informed that our insured had yet lodge the accident report.

We are following up with AXA and will get back to you asap.

By copy to Mei Kwan,

Kindly assist. CC4/AXA18015709/Upa3

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: Jeremiah Ng <jeremiah@falconair.com.sg>

Sent: Friday, 31 August 2018 9:24 AM

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

Subject: Fw: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

The above attachment is SJK1476C marked estimate.
Kindly assist with the liability for this case.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel: 67897997

From: Mei Kwan (LKKAuto)

Sent: Tue, 28 Aug 2018 8:41 PM

To: Jeremiah Ng

Cc: Hsiao Tong (LKKAuto) ; Vic (LKKAuto) ; Admin A ; assignments

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement**.

Please provide us the following and arrange for TP survey.

- ***evidence i.e. video/ scene photo***
- ***estimated cost of repair***

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Monday, August 27, 2018 11:12 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Subject: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018
Attachments: SJK1476C.PDF

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: SHEKHAR

Hi Sir/Mdm,

Kindly assist with the list of 10 surveyors.
The above attachment is SJK1476C accident report.
Vehicle is in workshop (Tampines)

Thanks and regards
Jeremiah Ng
Falcon-Air Auto Services (Tampines)
Tel:67897997

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 9 April 2019 12:35 PM
To: claims@transcab.com.sg
Cc: 'diskyao@ava-ins.com'; 'alichelim@ava-ins.com'; 'IreneNg@ava-ins.com'
Subject: ACCIDENT INVOLVING SHD 9989Y(AXA) AND SJK 1476C ALONG/AT ECP TOWARDS MCE ON 27/08/2018

09 April 2019

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/AXA18015709/Upa3

YOUR REF : P1680520 (SHD 9989Y)

ACCIDENT INVOLVING SHD 9989Y(AXA) AND SJK 1476C ALONG/AT ECP TOWARDS MCE ON 27/08/2018

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 FALCON-AIR AUTO SERVICES PTE LTD acting on behalf of the owner of SJK 1476C against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following 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 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 AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

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.

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: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 9 April 2019 12:35 PM
To: claims@transcab.com.sg
Cc: 'diskyao@ava-ins.com'; 'alichelim@ava-ins.com'; 'IreneNg@ava-ins.com'
Subject: ACCIDENT INVOLVING SHD 9989Y(AXA) AND SJK 1476C ALONG/AT ECP TOWARDS MCE ON 27/08/2018

09 April 2019

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/AXA18015709/Upa3

YOUR REF : P1680520 (SHD 9989Y)

ACCIDENT INVOLVING SHD 9989Y(AXA) AND SJK 1476C ALONG/AT ECP TOWARDS MCE ON 27/08/2018

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 FALCON-AIR AUTO SERVICES PTE LTD acting on behalf of the owner of SJK 1476C against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following 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 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 AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

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.

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)

Print Sent Message

This mail is associated with :

***SJK1476C (C0474277)**

[SHD9989Y]

TP

YOLANDA SIM GEOK CHENG

Aug 27 2018 12:00AM

[TRANS-CAB SERVICES PTE LTD]

Falcon-Air Auto Services Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 09/04/2019 12:43 PM.
To lynn.khong@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject <Mandate IA> C0474277

Liability: 100%.

Insured rear-ended third party. Inform OI about third party claim. Agreed to settle at best.

We seek your mandate at \$1,584.95(if claim LOU) -\$1,772.95(if claim LOR). Mandate IA had been uploaded in Merimen.

Kindly let us have your approval/instruction.

Hsiao Tong



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 9/4/2019

Survey Details:

Date of loss	27-Aug-18
Date of appointment	27-Aug-18
Date of survey	30-Aug-18
Location of survey	FALCON-AIR AUTO SERVICES PTE LTD

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SJK 1476C
Make and Model	HYUNDAI AVANTE (HD) 1.6 DOHC - 1591cc
Date of registration	8-Oct-08
Excess	
Market Value	\$ 6,800.00
Parf Rebate	\$ 5,375.00
Nett Loss	\$ 1,425.00

Repair details:

Initial Estimate	\$ 2,716.00
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 672.00
Check items (estimate)	\$ -
Labour	\$ 930.00
Total	\$ 1,602.00
Lump Sum(if applicable)	\$ 1,250.00

Number of days for repair	<u>3 days</u>
---------------------------	---------------



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Remarks:

--

Mandate:

Liability(TP)	100%	
Proposed repair cost (w/GST)	\$ 1,337.50	\$ 1,337.50
Loss of use (4days x \$60.00)	\$ 240.00	NIL
Loss of rental (4days x \$100.00)(w/GST)	NIL	\$ 428.00
Loss of income	NIL	NIL
LTA search fees	\$ 7.45	\$ 7.45
Others	NIL	NIL
Proposed Total	\$ 1,584.95	\$ 1,772.95

Print Received Message

This mail is associated with :

***SJK1476C (C0474277)**
[SHD9989Y]

TP

YOLANDA SIM GEOK CHENG
Aug 27 2018 12:00AM
[TRANS-CAB SERVICES PTE LTD]
Falcon-Air Auto Services Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 09/04/2019 15:05 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$1772.95) - SJK1476C - Claim Handler: Lynn Khong

Approved:1772.95:Note to obtain rental invoice to highest mandate quantum. Thanks

Hsiao Tong (LKKAUTO)

From: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Monday, 10 June 2019 9:33 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Marcus Chua (LKKAUTO)
Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 ***
LKK REF: CC4/AXA18015709/Upa3

Hi Siao Tong,

Kindly cancel claim.

Regards,
Jeremiah Ng
Falcon-Air Auto Services Pte Ltd (Tampines)
Tel:67897997

From: Hsiao Tong (LKKAUTO)
Sent: Sat, 08 Jun 2019 3:20 PM
To: Jeremiah Ng
Cc: Admin A ; Marcus Chua (LKKAUTO)
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/Upa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if your client is still pursuing third party claim against our insured on this matter. If so, 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.

Thank you.

"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: Hsiao Tong (LKKAuto)
Sent: Thursday, 18 April 2019 7:51 AM
To: Jeremiah Ng <jeremiah@falconair.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if your client is still pursuing third party claim against our insured on this matter. If so, 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.

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

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

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 9 April 2019 12:34 PM
To: Jeremiah Ng <jeremiah@falconair.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear 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 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: Hsiao Tong (LKKAuto)

Sent: Wednesday, 3 October 2018 10:34 AM

To: 'Jeremiah Ng' <jeremiah@falconair.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

We refer to your email below.

Our insured has not reported and we are unable to comment on the liability at this moment.

Reminder had been sent to follow up on insured non-reporting.

By copy to Mei Kwan.

FYNA. (NR CASE)

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: Jeremiah Ng <jeremiah@falconair.com.sg>

Sent: Wednesday, 3 October 2018 9:23 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Resend

Has your insured reported the accident?

Kindly assist with the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Jeremiah Ng

Sent: Mon, 01 Oct 2018 9:32 AM

To: Hsiao Tong (LKKAuto)

Cc: Admin A ; Vic (LKKAuto)

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Has your insured reported the accident?

Kindly assist with the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Hsiao Tong (LKKAuto)

Sent: Mon, 17 Sep 2018 8:15 AM

To: Jeremiah Ng

Cc: Admin A ; Vic (LKKAuto)

Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

We refer to your email below.

Our insured has not reported and we are unable to comment on the liability at this moment.

Reminder had been sent to follow up on insured non-reporting.

We will get back to you in due course.

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: Jeremiah Ng <jeremiah@falconair.com.sg>

Sent: Friday, 14 September 2018 9:30 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Kindly assist if your insured has reported the accident and also the liability.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Hsiao Tong (LKKAuto)

Sent: Mon, 10 Sep 2018 11:02 AM

To: Jeremiah Ng ; Mei Kwan (LKKAuto)

Cc: Admin A ; Vic (LKKAuto)

Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

We refer to the email below.

Our insured has not reported and we are unable to comment on the liability at this moment.

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: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Monday, 10 September 2018 10:36 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Kindly assist if your insured has reported the accident and also the liability.

Thanks and regards,
Jeremiah Ng
Falcon-Air Auto Services Pte Ltd (Tampines)
Tel:67897997

From: Mei Kwan (LKKAuto)
Sent: Thu, 06 Sep 2018 2:01 PM
To: Hsiao Tong (LKKAuto) ; Jeremiah Ng
Cc: Admin A ; Vic (LKKAuto)
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

OI has yet to report the accident till date.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 6 September, 2018 9:13 AM
To: Jeremiah Ng <jeremiah@falconair.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

Please be informed that our insured had yet lodge the accident report.

We are following up with AXA and will get back to you asap.

By copy to Mei Kwan,

Kindly assist. CC4/AXA18015709/Upa3

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: Jeremiah Ng <jeremiah@falconair.com.sg>

Sent: Wednesday, 5 September 2018 10:33 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

Has your insured reported the accident?
Kindly assist with the liability for this case.

Thanks and regards,
Jeremiah Ng
Falcon-Air Auto Services Pte Ltd (Tampines)
Tel:67897997

From: Hsiao Tong (LKKAuto)

Sent: Mon, 03 Sep 2018 5:58 PM

To: Jeremiah Ng

Cc: Admin A ; Vic (LKKAuto)

Subject: RE: 3pty claim for SJK1476C against your Insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Without Prejudice

Hi Jeremiah,

Please be informed that our insured had yet lodge the accident report.

We are following up with AXA and will get back to you asap.

By copy to Mei Kwan,

Kindly assist. CC4/AXA18015709/Upa3

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: Jeremiah Ng <jeremiah@falconair.com.sg>

Sent: Friday, 31 August 2018 9:24 AM

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

Subject: Fw: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Hi Hsiao Tong,

The above attachment is SJK1476C marked estimate.
Kindly assist with the liability for this case.

Thanks and regards,

Jeremiah Ng

Falcon-Air Auto Services Pte Ltd (Tampines)

Tel:67897997

From: Mei Kwan (LKKAuto)

Sent: Tue, 28 Aug 2018 8:41 PM

To: Jeremiah Ng

Cc: Hsiao Tong (LKKAuto) ; Vic (LKKAuto) ; Admin A ; assignments

Subject: Re: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018 *** LKK REF: CC4/AXA18015709/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement**.

Please provide us the following and arrange for TP survey.

- ***evidence i.e. video/ scene photo***
- ***estimated cost of repair***

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

From: Jeremiah Ng <jeremiah@falconair.com.sg>
Sent: Monday, August 27, 2018 11:12 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Subject: 3pty claim for SJK1476C against your insured SHD9989Y doa 27/08/2018
Attachments: SJK1476C.PDF

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: SHEKHAR

Hi Sir/Mdm,

Kindly assist with the list of 10 surveyors.
The above attachment is SJK1476C accident report.
Vehicle is in workshop (Tampines)

Thanks and regards
Jeremiah Ng
Falcon-Air Auto Services (Tampines)
Tel:67897997

Print Sent Message

This mail is associated with :

***SJK1476C (C0474277)**
[SHD9989Y]

TP

YOLANDA SIM GEOK CHENG
Aug 27 2018 12:00AM
[TRANS-CAB SERVICES PTE LTD]
Falcon-Air Auto Services Pte Ltd

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 10/06/2019 15:26 PM.
To lynn.khong@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject C0474277

Dear Sirs/Mdm,

We refer to the above matter.

Third party repairer informed us to cancel the claim.

In view of this, we will proceed to close file and submit wp reprot to your good office.

Thanks.

Hsiao Tong

...CLAIM SUBFOLDER...(Pending for Survey Report)

Proceed Direct Settlement























CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	27 Aug 2018		27 Aug 2018 13:37 Edit Adj Rpt	S\$1,250.00 Edit Estimates	S\$1,250.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	TRANS-CAB SERVICES PTE LTD, Co. Reg. No.: 200303878K								
Main Claimant:	YOLANDA SIM GEOK CHENG, ID: S1314417F								
Vehicle Reg. No.:	SJK1476C	Date of Loss:	27/08/2018 00:00 - :59 [118 Months and 19 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / C0474277	Policy/Cover Note No.:	P1680520 (Third Party Only)						
Vehicle Reg. No. (Insured):	SHD9989Y	Policy No. (Claimant):	18-MW002055-R03						
		Excess:	S\$5,000.00						
Repairer:	Falcon-Air Auto Services Pte Ltd (Tampines) Blk 9006 #01-200 Tampines St 93, Tampines - Tel: 67897997								
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Lynn Khong - 6880 4892]								
Claimant's Insurer:	Tokio Marine Insurance Singapore Ltd (HQ) - Tel: 6221 6111								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MARCUS CHUA] ... [Final Rpt due 05/09/2018]								
Adj Asg.									
Remarks:	non-reporting								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AXA_SG (14/06/2019): Re: C0474277 AXA_SG (09/04/2019): Alert - Adj Mandate Approved (S\$1772.95) - SJK1476C - Claim Handler: Lynn Khong AXA_SG (19/03/2019): TP settlement - C0474277/P1680520 AXA_SG (19/03/2019): Re: Direct Settlement - Accident Involving SHD9989Y (OI : AXA - C0474277) and SJ... AXA_SG (03/11/2018): FILE REVIEW, PLS FOLLOW UP ON NON REPORTING WITH INSR-VO AXA_SG (07/09/2018): Re: Direct Settlement - Accident Involving SHD9989Y (OI : AXA - C0474277) and SJ... AXA_SG (27/08/2018): WP/ PRI Assignment - C0474277/P1680520 AXA_SG (27/08/2018): WP / New TP Assignment - C0474277/P1680520 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SJK1476C (C0474277)
[SHD9989Y]
TP
YOLANDA SIM GEOK CHENG
Aug 27 2018 12:00AM
[TRANS-CAB SERVICES PTE LTD]
Falcon-Air Auto Services Pte Ltd

Uploaded Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	09/04/19 12:35	Odometer Reading	 Load JPG	<input checked="" type="checkbox"/>
2	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
3	09/04/19 12:35	Chassis Number	 Load JPG	<input checked="" type="checkbox"/>
4	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
5	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
6	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
7	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
8	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
9	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
10	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
11	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
12	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
13	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
14	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
15	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
16	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
17	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
18	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
19	09/04/19 12:35	General View	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	27/08/18 12:25	EMAIL	 Load PDF	
2	27/08/18 12:25	GIA TP	 Load PDF	
3	19/03/19 13:23	Singapore Accident Statement - OID	 Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	04/09/18 10:35	TP ESTIMATE - MARKED	 Load PDF	
2	09/04/19 12:38	LKK Survey Photos	 Load PDF	
3	09/04/19 12:38	PARF_COE_Rebate_Enquiry	 Load PDF	
4	09/04/19 12:42	Mandate IA dd 090419	 Load PDF	
5	10/06/19 15:25	Email from TP dd 100619	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

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v

Show Remarks To:

☐ Handling Insurer

Note:

Remarks are private unless you show it to other parties.

LKK Auto Consultants Pte Ltd (Co Reg No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/AXA18015709/UPA3Q2

Date: 14/06/2019

REFERENCE

Handling Insurer: AXA Insurance Pte Ltd

Policy No:

P1680520

Claimant Vehicle No : SJK1476C

Insured Vehicle No :

SHD9989Y

Date of Loss: 27/08/2018

Nature of Claim:

TP

Claim No: C0474277

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SJK1476C

Make & Model: HYUNDAI AVANTE, 1.6 HD DOHC ABS AIRBAG 2WD (A)

Engine No: G4FC8U496803

Reg. Date: 08/10/2008 (Man. Year: 2008)

Chassis No: KMHDU41BR8U573158

Colour: Silver

Odometer: 160730 km

Engine Capacity: 1591 cc

Market Value/New Car Price: N/A

Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:

Steering (Serviceable):

Yes

Footbrake (Serviceable):

Yes

Handbrake (Serviceable):

Yes

Engine Modification:

No

Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 185/65 R15

Rear Tyre Size:

185/65 R15

Front Left Side: Goodyear 6 mm

Rear Left Side:

Goodyear 6 mm

Front Right Side: Goodyear 6 mm

Rear Right Side:

Goodyear 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,286.00	672.00	614.00	47.74
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,430.00	930.00	500.00	34.97
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	2,716.00	1,602.00	1,114.00	41.02
Approved Total (Overridden) (S\$)		1,250.00		
(S\$)	2,716.00	1,250.00	1,466.00	53.98
+ GST 7.00/7.00% (S\$)	190.12	87.50	102.62	53.98
Nett Amount (S\$)	2,906.12	1,337.50	1,568.62	53.98
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 27/08/2018

Date Inspected: 30/08/2018 Inspected At:

Falcon-Air Auto Services Pte Ltd

(Tampines)

Blk 9006 #01-200 Tampines St 93

Singapore

Estimated Period of Repair: 3.0 days

Adjuster: MARCUS CHUA

Manager: CHEW HSIAO TONG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 14 Jun 2019)
Parts:	143	HYUNDAI AVANTE 1.6 HD DOHC ABS AIRBAG 2WD (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SJK1476C)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR BUMPER (CONSISTENT)	Distorted	756.00 FL	*756.00 FL
2	1		*N/S REAR BUMPER SIDE RETAINER (CONSISTENT)	Bent	24.00 FL	*24.00 FL
3	12		*REAR BUMPER CLIPS (CONSISTENT)	Necessary	60.00 FL	*60.00 FL
4	1		*REAR BUMPER REINFORCEMENT (CONSISTENT)	Not Necessary	342.00 FL	*- FL
5	1		*BOOT LID LOGO EMBLEM (CONSISTENT)	Not Necessary	58.00 FL	*- FL
6	1		*BOOT LID AVANTE EMBLEM (CONSISTENT)	Not Necessary	55.00 FL	*- FL
7	1		*SET REVERSE SENSOR (CONSISTENT)	Not Necessary	250.00 FS	*- FS
					Sub Total (S\$)	1,545.00 840.00
					- List Item Discount on L Items 20.00/20.00% (S\$)	259.00 168.00
					Total Parts (S\$)	1,286.00 672.00

F=Franchise part. S=SpcNett. L=ListItemDisc.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO CHECK LIGHT SYSTEM AND WIRING	New	50.00	20.00
2	INSTALL REVERSE SENSOR	New	100.00	50.00
3	TO REMOVE INNER TRIM ,GARNISH AND ETC TO FACILITATE REPAI AND TO FIX BACK	New	180.00	60.00
4	TO REMOVE NECESSARY PARTS TO REPAIR INNER PANEL .REPLACE ACCIDENT DAMAGED PATS AND ALIGN THE SAME	New	500.00	300.00
5	TO PUTTY AND RESPRAY ACCIDENT DAMAGED AREAS	New	600.00	500.00
Gross Labour Cost (S\$)			1,430.00	930.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >