

ASSIGNMENT

10/10/2018

Surveyor:

DOI:

Date / Time:

Registered in Meriman:

Pre-assign / CCU / FTE

SLB4644M

Claim No.:

58m004PR

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :S5

D.O.A: 30/8/18

Place of Accident:

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO)

Insured Liability:

%

Final ? Yes / No

SLA 668B



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

C&C



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time

SLA 668B N/A/LP/LR/1650714, D.O.A. 30/8/18  
SLB4644M - X

11/12 OI NR. Sent out 1st letter.

22/11/18

- No OI GIA.  
- Sent 1st reminder NR to OI

9/11/18

- NO OI GIA.  
- Sent 2nd reminder NR to OI

28/11/18

- No OI GIA

27/11/18

- Sent final reminder NR letter to OI.  
- Fax to AAA price.

11/11/18

- Error to AAA: NO OI GIA!

11/11/18

- NO OI GIA

11-06-19 CANCEL FILE. NO SURVEY DONE -

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

IF NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(S

x

days)

Loss of Income (LOI):

S\$

(S

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[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:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

## Catherine Chong (LKK Auto)

---

**From:** RATAN BHOSALE Pragati <pragati.bhosale@axa.com.sg>  
**Sent:** Wednesday, 10 October, 2018 11:13 AM  
**To:** Admin-D (LKKAuto)  
**Subject:** Service appointment in Vendor Portal: claim S8M00YPQ for vehicle SLA668B  
**Attachments:** SLA668B// SLB4644M= DIRECT SETTLEMENT (1.24 MB)

Hi Sir/Madam,

FYA

Regards  
Pragati

-----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.

10.10.2018 @ 11:15am  
Vincent vth nld in.

## Catherine Chong (LKK Auto)

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**From:** Vincent Seah <vincent.seah@cyclecarriage.com.sg>  
**Sent:** Wednesday, 10 October, 2018 9:27 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey  
**Subject:** SLA668B// SLB4644M= DIRECT SETTLEMENT  
**Attachments:** img-X10091650-0001.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

TO : AXA INS

Accident Claim Dept.

RE: Accident involving motor vehicle nos. SLA668B & SLB4644M along WINSLAND HOUSE 2 B1 CARPARK 163  
PENANG RD, Accident date: 30.08.18

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SLA668B), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number SLB4644M) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at [vincent.seah@cyclecarriage.com.sg](mailto:vincent.seah@cyclecarriage.com.sg)

Regards

Vincent Seah  
Cycle & Carriage Industries Pte Limited  
Body Care & Repair - Pandan Loop Service Center  
188 Pandan Loop Singapore 128378  
Tel: 8332 0062 ( H/P )  
Fax: 6872 1272

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.





Auto  
Consultants  
Pte Ltd

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

11 October, 2018

**HITACHI CAPITAL ASIA PACIFIC PTE LTD**  
111 SOMERSET ROAD  
#14-05 TRIPLEONE SOMERSET  
SINGAPORE 238164

Dear Sir,

**OUR REF : CC4/ASM18018526/pa3 // S8M00YPQ**  
**YOUR REF : SLB 4644M**  
**ACCIDENT INVOLVING SLB 4644M & SLA 668B ON 30/08/2018 ALONG/AT**  
**WINSLAND HOUSE 2 B1 CARPARK 163 PENANG ROAD**

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)

## Hsiao Tong (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Monday, 22 October 2018 11:37 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** FW: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** KUMAR Shailendra <[shailendra.kumar@axa.com.sg](mailto:shailendra.kumar@axa.com.sg)>  
**Sent:** Monday, 22 October, 2018 10:11 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

Insured has not reported yet.

Regards  
Shailendra

---

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, October 19, 2018 11:36 AM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>  
**Subject:** S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

-----Disclaimer-----

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Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

23 OCT 2018

**1<sup>st</sup> Reminder**

**HITACHI CAPITAL ASIA PACIFIC PTE LTD**

111 SOMERSET ROAD  
#14-05 TRIPLEONE SOMERSET  
SINGAPORE 238164

Dear Madam,

**Your Ref: SLB 4644M**

**Our Ref: CC4/ASM18018526/pa3**

**ACCIDENT INVOLVING SLB 4644M & SLA 668B ALONG/AT WINSLAND HOUSE 2 B1 CARPARK 163  
PENANG ROAD ON 30/08/2018**

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 our letter of 11 Oct 2018 requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 07 days, i.e by 30 Oct 2018.**

Please note that with the effect of 1<sup>st</sup> Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

We are under strict obligations to inform the Traffic Police of the non-reporting if we do not hear from you. The Traffic Police may thereafter contact you and or the driver to attend at their office to make a statement or they may commence investigations into the matter.

We hope this would not be necessary and it would only further inconvenience you as well as the driver. We look forward to hearing from you soon.

Moreover, the owner of **SLA 668B** has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **30 OCT 2018**, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

Yours faithfully

Chew Hsiao Tong (Ms)  
Case Handler  
DID: 6742 3197  
Email: chewht@lkkauto.com

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

Cc AXA Insurance Pte Ltd  
(Motor Claims Dept)



## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 8 November 2018 2:08 PM  
**To:** motor.doc@axa.com.sg  
**Cc:** Admin A; ANG Richard  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** KUMAR Shailendra <[shailendra.kumar@axa.com.sg](mailto:shailendra.kumar@axa.com.sg)>  
**Sent:** Monday, 22 October, 2018 10:11 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

Insured has not reported yet.

Regards  
Shailendra

---

**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, October 19, 2018 11:36 AM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>  
**Subject:** S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.



## Hsiao Tong (LKKAUTO)

---

**From:** KADRI Mateen <mateen.kadri@axa.com.sg>  
**Sent:** Friday, 9 November 2018 2:25 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** FW: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 09.11.2018, our insured had yet to file an accident report.

Thank you

---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Thursday, November 08, 2018 2:08 PM  
**To:** SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; ANG Richard <richard.angbs@axa.com.sg>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** KUMAR Shailendra <[shailendra.kumar@axa.com.sg](mailto:shailendra.kumar@axa.com.sg)>  
**Sent:** Monday, 22 October, 2018 10:11 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

Insured has not reported yet.

Regards  
Shailendra

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**From:** Mei Kwan (LKKAUTO) [mailto:[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)]  
**Sent:** Friday, October 19, 2018 11:36 AM



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414103

12 Nov 2018

2<sup>nd</sup> Reminder

**HITACHI CAPITAL ASIA PACIFIC PTE LTD**  
111 SOMERSET ROAD  
#14-05 TRIPLEONE SOMERSET  
SINGAPORE 238164

Dear Madam,

**Your Ref: SLB 4644M**

**Our Ref: CC4/ASM18018526/pa3**

**ACCIDENT INVOLVING SLB 4644M & SLA 668B ALONG/AT WINSLAND HOUSE 2 B1 CARPARK 163  
PENANG ROAD ON 30/08/2018**

We refer to our letters of 11 Oct 2018 and 1<sup>st</sup> reminder letter dated 23 Oct 2018 requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 07days, i.e by 19 Nov 2018.**

Please note that with the effect of 1<sup>st</sup> Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

Please take note that we shall inform the **Traffic Police** of the non-reporting if we do not hear from you then.

Furthermore, the owner of vehicle SLA 668B has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by 19 Nov 2018, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

If you need any clarification, please do not hesitate to contact us at 6742 3197 at our operating hours 9:00am to 5:30pm or [chewht@lkkauto.com](mailto:chewht@lkkauto.com). Please quote our claim reference when you contact us that we can assist you more effectively.

Yours faithfully

Chew Hsiao Tong (Ms)  
Case Handler  
DID: 6742 3197  
Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

Cc AXA Insurance Pte Ltd  
(Motor Claims Dept)

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 24 November 2018 10:07 AM  
**To:** 'KADRI Mateen'; motor.doc@axa.com.sg  
**Cc:** ANG Richard; Admin A  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** KADRI Mateen <mateen.kadri@axa.com.sg>  
**Sent:** Friday, 9 November 2018 2:25 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** FW: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 09.11.2018, our insured had yet to file an accident report.

Thank you

---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Thursday, November 08, 2018 2:08 PM  
**To:** SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; ANG Richard <richard.angbs@axa.com.sg>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

## Hsiao Tong (LKKAuto)

---

**From:** DHIWAR Namrata <namrata.dhiwar@axa.com.sg>  
**Sent:** Monday, 26 November 2018 11:37 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 26/11/2018, our insured had yet to file an accident report.

Regards,  
Namrata

---

**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Saturday, November 24, 2018 10:07 AM  
**To:** KADRI Mateen <mateen.kadri@axa.com.sg>; SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>  
**Cc:** ANG Richard <richard.angbs@axa.com.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** KADRI Mateen <mateen.kadri@axa.com.sg>  
**Sent:** Friday, 9 November 2018 2:25 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** FW: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 09.11.2018, our insured had yet to file an accident report.

Thank you



To: Traffic Police – Deputy Head, Investigations Department  
Fax: 6547 4900

ONLY FOR ACCIDENTS IN SINGAPORE

**NON-INJURY MOTOR ACCIDENT REPORT SCHEME FORM ON NON-  
REPORTING BY INSURED**

Please be informed that we have yet to receive a motor accident report from our insured with regard to a non-injury motor accident as follows:-

Date of accident	30/08/2018
Time of accident	07:30HRS
Place of accident in Singapore	Winsland House 2 B1 Carpark 163 Penang Road
Third Party's name	Chan Woei Shyong
Third Party's vehicle number	SLA 668B
Our insured's name	HITACHI CAPITAL ASIA PACIFIC PTE LTD
Our insured's vehicle number	SLB 4644M
Our insured's address	111 SOMERSET ROAD #14-05 TRIPLEONE SOMERSET SINGAPORE 238164

A registered letter dated 11/10/2018, 23/10/2018 & 12/11/2018 were sent to remind our insured to report the non-injury motor accident to us. No report has yet been made.

Please do not hesitate to contact the following for any clarification on the matter (pls cite our reference number CC4/ASM18018526/pa3).

Name & Address of Insurance Company	<u>AXA Insurance Singapore Pte Ltd</u> <u>No 8 Shenton Way #27-01 AXA Tower</u> <u>Singapore 068811</u>
Contact Person	Chew Hsiao Tong
Contact Number	<u>6741 4108 / Fax: 6741 4108</u>
Date	27 Nov 2018



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

28 NOV 2018

**FINAL REMINDER**

HITACHI CAPITAL ASIA PACIFIC PTE LTD  
111 SOMERSET ROAD  
#14-05 TRIPLEONE SOMERSET  
SINGAPORE 238164

Dear Sir,

**Your Ref: SLB 4644M**

**Our Ref: CC4/ASM18018526/pa3**

**ACCIDENT INVOLVING SLB 4644M & SLA 668B ALONG/AT WINSLAND HOUSE 2 B1  
CARPARK 163 PENANG ROAD ON 30/08/2018**

We refer to our letters of 11/10/2018, 23/10/2018 & 12/11/2018 to you requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of our AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 14 days, i.e by 13 Dec 2018.**

Please note that with the effect of 1<sup>st</sup> Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

As you are aware, the owner of the vehicle SLA 668B has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **13 Dec 2018**, we shall refer the third party claim to you for direct handling.

Yours sincerely,

Chew Hsiao Tong (Ms)  
Case Handler  
DID: 6742 3197  
Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

Cc AXA Insurance Pte Ltd  
(Motor Claims Dept)

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 11 December 2018 5:22 PM  
**To:** 'motor.doc@axa.com.sg'  
**Cc:** Admin A; 'ANG Richard'  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report 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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** DHIWAR Namrata <[namrata.dhiwar@axa.com.sg](mailto:namrata.dhiwar@axa.com.sg)>  
**Sent:** Monday, 26 November 2018 11:37 AM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 26/11/2018, our insured had yet to file an accident report.

Regards,  
Namrata

---

**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]  
**Sent:** Saturday, November 24, 2018 10:07 AM  
**To:** KADRI Mateen <[mateen.kadri@axa.com.sg](mailto:mateen.kadri@axa.com.sg)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

## Hsiao Tong (LKKAUTO)

---

**From:** DHIWAR Namrata <namrata.dhiwar@axa.com.sg>  
**Sent:** Wednesday, 12 December 2018 12:25 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 12/12/2018, our insured had yet to file an accident report.

Regards,  
Namrata

---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Tuesday, December 11, 2018 5:22 PM  
**To:** SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; ANG Richard <richard.angbs@axa.com.sg>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report 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](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** DHIWAR Namrata <namrata.dhiwar@axa.com.sg>  
**Sent:** Monday, 26 November 2018 11:37 AM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 26/11/2018, our insured had yet to file an accident report.

Regards,  
Namrata



---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Saturday, November 24, 2018 10:07 AM  
**To:** KADRI Mateen <[mateen.kadri@axa.com.sg](mailto:mateen.kadri@axa.com.sg)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** KADRI Mateen <[mateen.kadri@axa.com.sg](mailto:mateen.kadri@axa.com.sg)>  
**Sent:** Friday, 9 November 2018 2:25 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

As of 09.11.2018, our insured had yet to file an accident report.

Thank you

---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Thursday, November 08, 2018 2:08 PM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** KUMAR Shailendra <[shailendra.kumar@axa.com.sg](mailto:shailendra.kumar@axa.com.sg)>  
**Sent:** Monday, 22 October, 2018 10:11 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Hi,

Insured has not reported yet.

Regards  
Shailendra

---

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, October 19, 2018 11:36 AM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>  
**Subject:** S8M00YPQ - Request for OI GIA report - OI : SLB 4644M

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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« <Seek Instruction - OI Non-Reporting> S8M00YPO  
[ACCIDENT INVOLVING SLB 4644M(OI) & SLA 668B(TP)  
ON 30/08/2018]

Type

🔍 Question

Message

Hi, Our insured has yet lodge the accident report up-to-date. Total 4 Non-reporting letters & a letter to Traffic Police for reporting assistance were already been sent out. We have uploaded all the letter in Smartclaims for your perusal. Kindly advise if AXA will repudiate the claim or else advise further instruction. Thank you. Hsiao Tong - 13 Dec 2018

Reply





Re:<Seek Instruction - OI Non-Reporting> S8M00YPO  
[ACCIDENT INVOLVING SLB 4644M(OI) & SLA 668B(TP)  
ON 30/08/2018]

Type

🔍 Question

Message

Hi, we had written to OI and cc the agent on the non-reporting. We will update you again. TY>

Reply



**RE: Re:<Seek Instruction - OI Non-Reporting> S8M00YPQ  
[ACCIDENT INVOLVING SLB 4644M(OI) & SLA 668B(TP)  
ON 30/08/2018]**

Type

🔔 Question

Message

Hi, we refer to your msg dated 17/12/2018. Kindly advise if OI had reported the accident. Thank you. Hsiao  
Tong - 19 March 2019

Reply



**RE: Re:<Seek Instruction - OI Non-Reporting> S8M00YPQ  
[ACCIDENT INVOLVING SLB 4644M(OI) & SLA 668B(TP)  
ON 30/08/2018]**

Type

🔔 Question

Message

Hi, we refer to your msg dated 17/12/2018. Kindly advise if OI had reported the accident. Otherwise, kindly advise if we may proceed to close our file as third party repairer did not arrange for survey up-to-date.

Thank you. Hsiao Tong - 18 May 2019

Reply



**Re:RE: Re:<Seek Instruction - OI Non-Reporting>  
S8M00YPO [ACCIDENT INVOLVING SLB 4644M(OI) & SLA  
668B(TP) ON 30/08/2018]**

Type

 Question

Message

Hi, pls close the case at your end. TY.

Reply