

Surveyor:

KASUL

DOI:

05/10/18

Date / Time:

30/10/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.

SHB 9588P

Name of Insured

TIC SVS PTC

Insured Tel No.

HP:

Excess Sec II :SS

5,000.00

D.O.A:

27/10/18

Is driver the owner?

( YES / NO )

Nature of Accident :

Claim No. :

58m010 XA

Policy No. :

Make / Model :

Place of Accident :

If NO, Driver Name / Age :

Driver Tel No. :

(VL: YES / NO)

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

Insured Liability :

%

Final ? Yes / No

SJA 1436 X



INSRS:

WSP:

Tel:

Liability:

RMKS:

Carcrafters



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

7/11  
11/11

SJA 1436 X - 05/Asm 18036668/Tiqd3e2 ; OSA: 6/4/18

SHB 9588P - 05/Asm 18036668/Tiqd3e2 ; OSA: 19/7/18

02/11/18

- PENDING b1g  
- MIB REVIEWED. OLD ROAD. ENDED TP.  
- SEND EMAIL TO OI TO NOTIFY TP  
- CLAIM IN NCB ISSUE.

15/11/18

- CAN DO B3  
- EMAIL LIABILITY CLARIFICATION.  
- PINAURED  
- TP LOD IN BY EMAIL

07/12/19

- UPLOAD MANDATE IT IN EC.

25/12/19

- AXA APPROVED MANDATE.

26/12/19

- SEND 1ST OFFER TO TP.

08/01/19

- TP ACCEPTED OFFER.  
- ALL BOOK IN ORDER.  
- TO CLOSE.

STAGE DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI: 02/11/18 - 010

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI: EMAIL

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA :

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

L10

SS 1,800.00

4 days) Reduction:

05

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with:

Confirm by:

Final Liability:

%

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

24

Email ☐ Call ☐

Repair Cost:

(W/GR)

SS 1,926.00

Loss of Rental (LOR):

SS

( days)

Loss of Use (LOU):

SS

400.00 x 4 days

Loss of Income (LOI):

SS

(\$ x days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

SS

7.46

Medical:

SS

Disbursement:

SS

Legal Cost

SS

(e.g. Tow/ Independent)

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$360.00

Total:

SS

2,363.46

Global Sum \$S:

-

FINAL PAYMENT

Date/Time:

Confirm with:

Confirm by:

Payee 1:

SS

2,363.46

Name 1:

CARCRAFTERS SINGAPORE PTE LTD

Payee 2: (Strike if N.A.)

SS

-

Name 2:

Payee 3: (Strike if N.A.)

SS

-

Name 3:





## Finalize Repair Estimate

CarCrafters Singapore Pte Ltd

48 Toh Guan Road East

#05-155, Enterprise Hub

Singapore 608586

Tel: 6267 9916

Fax: 6267 9313

www.carcrafters.sg

AXA INSURANCE SINGAPORE PTE LTD

8 Shenton Way #27-01 AXA Tower Singapore 058716

Our Client

GUNNAR STAUTLAND KOLOEN

Date : 30/10/2018

Vehicle Num : SJA1436X

Make/Model : VW SHARAN 2.0 TSI AT 7NE14113

Chassis No : WYVZZZ7NEV014305

Accident Date : 27 October 2018 @ 2150Hrs

S/N	PARTS	QTY	PRICE	TOTAL
1	Rear Bumper	1	\$ 720.00	\$ 720.00
2	Rear Lower Spoiler	1	\$ 158.00	\$ 158.00
3	Attachment Strip	1		
4	Rear Foam Insert	1	\$ 78.00	\$ 78.00
5	RH Bumper Guide Piece	1	\$ 1376 47.00	\$ 47.00
6	Rear Towing Cap	1	\$ 10% 42.00	\$ 42.00
7	Rear Reinforcement	1		
8	Rear Hatch Door	1	1238.40	
9	Rear Weather Strip	1	\$ 196.00	\$ 196.00
10	Bumper Guide	1	\$ 123.00	\$ 123.00
11	Heat Shield exhaust muffler	1	\$ 208.00	\$ 208.00
TOTAL PARTS				\$ 1,572.00
MISCELLANEOUS				
1		1		
LABOUR				
1	To remove/ replace/ refit rear bumper & other affected area			\$ 450.00
2	To putty & respray rear bumper			\$ 1000 500.00
3	To check accident affected wiring system & recover.			\$ 50.00
TOTAL			1238.40 1000.00 2238.40 20% 1790.72	\$ 2,572.00
GST 7%				\$ 180.04
				\$ 2,752.04

4/5-1,800  
4 days





CarCrafters Singapore Pte Ltd

48 Toh Guan Road East

#05-155, Enterprise Hub

Singapore 608586

## Repair Estimate

Tel: 6267 9916

Fax: 6267 9313

www.carcrafters.sg

AXA INSURANCE SINGAPORE PTE LTD

8 Shenton Way #27-01 AXA Tower Singapore 058716

Our Client

GUNNAR STAUTLAND KOLOEN

Date : 30/10/2018

Vehicle Num : SJA1436X

Make/Model : VW SHARAN 2.0 TSI AT 7NE14H3

Chassis No : WVWZZZ7NEV014305

Accident Date : 27 October 2018 @ 2150Hrs

S/N	PARTS	QTY	PRICE	TOTAL
1	Rear Bumper <i>re /</i>	1	\$ 720.00	\$ 720.00
2	Rear Lower Spoiler <i>CPA /</i>	1	\$ 158.00	\$ 158.00
3	Attachment Strip <i>?</i>	1	\$ 108.00	\$ 108.00
4	Rear Foam Insert <i>?</i>	1	\$ 78.00	\$ 78.00
5	RH Bumper Guide Piece <i>new /</i>	1	\$ 47.00	\$ 47.00
6	Rear Towing Cap <i>new /</i>	1	\$ 42.00	\$ 42.00
7	Rear Reinforcement <i>?</i>	1	\$ 470.00	\$ 470.00
8	Rear Hatch Door <i>3 star repair</i>	1	\$ 1,800.00	\$ 1,800.00
9	Rear Weather Strip <i>new /</i>	1	\$ 196.00	\$ 196.00
TOTAL PARTS				\$ 3,619.00
MISCELLANEOUS				
1		1		
LABOUR				
1	To remove/ replace/ refit rear bumper & other affected area		\$ 450 <del>600.00</del>	
2	To putty & respray rear bumper		\$ 500 <del>600.00</del>	
3	To check accident affected wiring system & recover.		\$ 50.00	
TOTAL				\$ 4,869.00
GST 7%				\$ 340.83
				\$ 5,209.83

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before and 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:




## Service Request Details

Claim

S8M010XA

Reference

None 

Loss Date

October 27, 2018

Request Date

October 30, 2018

Due Date

November 7, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

31.10.2018 @ 9:05am  
Tony not yet in.

### Actions

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

Incident Vehicle Registration #

SJA1436X

Make

TPVD VOLKSWAGEN

Model

SHARAN-2.0 TSI AT 7N14H3 (A)

Service Address

...

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD

No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

LOH Cynthia

6568804843

cynthia.loh@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

[New Message](#)

## Catherine Chong (LKK Auto)

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**From:** Tony Ong <tony@carcrafters.sg>  
**Sent:** Tuesday, 30 October, 2018 4:00 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey; SG AXA Insurance SM Changi Travel Services Pte Ltd; faisal@carcrafters.sg  
**Subject:** Traffic Accident on 27 October 2018 between SJA1436X and your insured SHB9598P (AXA Insurance)  
**Attachments:** SAS2496022.PDF; Repair Estimate SJA1436x.xlsx; image001.jpg; image002.jpg; image003.jpg  
**Categories:** Pragati

Dear Officer-in-Charge

Reference to the above incident.

Please see attached files of our client's Accident Report, Accident photos and Repair Estimate for your scrutiny.

As our client is claiming against your insured SHB9598P we would appreciate if you could revert to us on the liability clearance urgently or we could settle the case under Direct Settlement with Car Rental of @ \$180.00 per day x no. of days and loss of use per day amount as recommended by your appointed surveyor .

Kindly have your surveyor to contact us - **Tony@9673 2080** located at Carcrafters Singapore Pte Ltd, 48 Toh Guan Road East #05-155, Enterprise Hub, S(608586) for an appointment to inspect our client's vehicle.

Please note our client's vehicle is driveable and please ensure your insured driver has make a accident report.

Your kind attention into the above is greatly appreciated.

Thank you very much in advance!

PS: Under MCF – Insurers to make its decision on liability for TP claims based on BOLA within 5 working days from date of survey.

Best Regards

Tony Ong

CarCrafters Singapore Pte Ltd  
48 Toh Guan Road East #05-155  
Enterprise Hub  
Singapore 608586

Tel : (65) 6267 9916  
Fax : (65) 6267 9313  
Towing: (65) 6795 5005

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Disclaimer

This e-mail contains privileged or confidential information which is intended only for the use of the recipient(s) named above. If you have received this message in error, please notify the sender immediately and delete all copies of it. Thank you.

« **Re:<MANDATE IA> S8M010XA ACCIDENT INVOLVING  
VEHICLES SHB 9585P(OI) AND SJA 1436X(TP) ON  
27/10/2018 TOTAL: \$2,333.45**

Type

🔗 Question

Message

Approved

Reply



CarCrafters Singapore Pte Ltd  
48 Toh Guan Road East  
#05-155, Enterprise Hub  
Singapore 608586  
(Co. Reg No.: 201405620M)

Tel. 6267 9916  
Fax. 6267 9313  
www.carcrafters.sg

## SATISFACTION CUM DISCHARGE VOUCHER

Claim No:

T/P/ OD Invoice No:

☐ COMPREHENSIVE ☒ THIRD PARTY ☐ OD CLAIM ☐ WINDSCREEN

Messrs: GUNNAR STAUTLAND KOLOEN

I/We hereby declare that the repairs to my/our motor vehicle model: VW SHARAN 2.0TSI  
Vehicle Registration No. STA 1436X have been completed by CarCrafters Singapore Pte Ltd at 48 Toh Guan Road East, #05-155, Enterprise Hub, Singapore 608586 to my satisfaction. I/We agree that the payment of their account for such repairs shall be in full settlement and discharge of all claims under Policy No. VPA/P1479648 in view of the damage caused to My/Our said motor vehicle's accident on 27 October 2018

Driver's Signature: \_\_\_\_\_

Owner's Signature: [Signature]

Name:

Name:

NRIC:

NRIC:

Witness Signature: [Signature]

Dated: 22/11/2018

CarCrafters Singapore Pte Ltd

Time Discharged: 0930 Hrs.

te:

Upon conclusion with the Third Party claim, the Discharge Voucher has to be signed by you. In the event you refuse to sign the DV, you are liable for the repair cost and other disbursement incurred.



**CarCrafters Singapore Pte Ltd**

48 Toh Guan Road East  
#05-155 Enterprise Hub  
Singapore 608586

Tel: +65 62679916  
Fax: +65 6267 9313  
www.carcrafters.sg

Our Ref: File 244 – SJA1436X

WITHOUT PREJUDICE

Date: 9 January 2019 (AR Registered)

Attention: Motor Claim Department

AXA Insurance Singapore Ltd  
8 Shenton Way #27-01/02 AXA Tower  
Singapore 068811

Dear Sir / Madam

**TRAFFIC ACCIDENT INVOLVING SJA1436X AND SHB95859 ALONG BUKIT TIMAH ROAD**

**DATED 27 OCTOBER 2018 AT 2150 HRS**

We have been authorized by GUNNAR STAUTLAND KOLOEN, the owner of vehicle number: SJA1436X, to claim against the party/parties responsible for the damages arising from the above-mentioned accident.

Our record show that you are the insurer of vehicle number: SHB9598P, at the material time of the accident with the driver of our client's vehicle, SJA1436X.

As a result of the accident caused by your Insured Driver's negligent and/or management of your insured vehicle Number: SHB9598P, our client's vehicle was damaged and we have been put to loss and damage as follows:

(1) Cost of Repairs (Including GST)	\$1,926.00
(2) Loss of Use -4 Days (Rental)	\$880.00
(3) Search Fee	\$7.45
	<b><u>\$2,813.45</u></b>

A Copy of each of the following supporting documents are enclosed:

(1) LOD, Repairer Invoice, LOA, Car Rental, Search Fee & Discharged Voucher



**CarCrafters Singapore Pte Ltd**

48 Toh Guan Road East  
#05-155 Enterprise Hub  
Singapore 608586

Tel: +65 62679916

Fax: +65 6267 9313

[www.carcrafters.sg](http://www.carcrafters.sg)

Our Ref: File 244 – SJA1436X

We would appreciate if you could look into the subject matter and let us have your favorable offer within 14 days. If you are agreeable to the settlement of the above said claims, please made payment to **"CarCrafters Singapore Pte Ltd"**

Please note that if we do not hear from you within the stipulated 14 days, we will have no alternative but to appoint our solicitor to act on our behalf to commence proceedings against you without further notice to you.

Yours faithfully,

---

Claims Department – Tony Ong (HP: 9673 2080)

Email: [tony@carcrafters.sg](mailto:tony@carcrafters.sg)

NB: We encourage all parties to liaise with us via email or phone call to expedite all matters

PS: Please quote our reference number when replying

c.c Client – GUNNAR STAUTLAND KOLOEN

## Vic (LKKAUTO)

---

**From:** Vic (LKKAUTO)  
**Sent:** Friday, 2 November, 2018 12:00 PM  
**To:** claims  
**Cc:** Admin A; Vic (LKKAUTO); carrisalee@ava-ins.com; foonghon@ava-ins.com; icewong@ava-ins.com  
**Subject:** YOUR REF: P1680520 (SHB9585P)\_ACCIDENT INVOLVING SHB 9585P AND SJA 1436X ALONG/AT BUKIT TIMAH ROAD ON 27/10/2018

02 NOVEMBER 2018

TRANS-CAB SERVICES PTE LTD  
SINGAPORE

Dear Sir/Madam,

**OUR REF : CC4/AXA18019801/ha3**

**YOUR REF : P1680520 (SHB9585P)**

**ACCIDENT INVOLVING SHB 9585P AND SJA 1436X ALONG/AT BUKIT TIMAH ROAD ON 27/10/2018**

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 M/s CARCRAFTERS SINGAPORE PTE LTD acting on behalf of the owner of SJA 1436X against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your 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 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](mailto:cst@axa.com.sg) / [vicalpeh@lkkauto.com](mailto:vicalpeh@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 [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com).

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

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**AUTHORISATION, ASSIGNMENT AND INDEMNITY**

To: CarCrafters Singapore Pte Ltd  
48 Toh Guan Road East #05-155  
Enterprise Hub  
Singapore 608586

ACCIDENT INVOLVING MY/OUR VEHICLE NO. SJA1436X AND SHB9585P ON 27/10-2018  
AT/ALONG BUKIT TIMAH ROAD (BEFORE BLACKMORE DRIVE)  
KOLOEN GUNNAR

1. I/We, STANTLAND, the owner of motor vehicle no. SJA1436X ("my vehicle") hereby appoint you and authorize you to commence repairs to my vehicle. Except for cases where direct settlement is made with the opposite party's insurers, you will only commence repairs only upon receipt of notification from my/our appointed solicitors that I/we have appointed to act for me/us in the claim in respect of the above caption.
2. Pending notification by my/our solicitors to you. I/we authorize you to appoint a surveyor to survey the damages to my vehicle and to do all necessary work ("the preliminaries") with a view to expediting the repairs to my vehicle. In the event that I/We decide not to proceed with the repairs to my vehicle after the preliminaries were done and/or arranged by you. I/We agree to pay for all the expenses incurred for the preliminaries.
3. You shall not be liable for any delay in the repairs to my vehicle for delays occasioned by the delay in notification by my/our appointed solicitors that I/We have appointed them to act for me/us in the claim in respect of the above caption.
4. I/We also authorize you to liaise with and give all necessary instructions to my/our solicitors as if the instructions are given by me/us with respect to the conduct of my/our claim against the third party driver and/or his insurers including, if necessary to commence legal proceedings in my/our name against the third party. Further, I/We have authorized my/our solicitors to direct all correspondence including documents in support of my/our claim and court documents to you as my/our nominated representative to facilitate the settlement of my/our claim.
5. In consideration of you agreeing not to collect from me/us the repair costs, rental fees for another vehicle (if applicable) and surveyor's fees now. I/We agree to assign the whole proceeds of my/our third party claim to you. In this regard, I/We shall authorize my/our solicitors to receive the settlement sum from the third party's insurers and for our solicitors to release all the balance of the settlement funds less the legal costs and disbursements, directly to you whom I/We have so authorized and I/We hereby absolve you and the third party's insurers of any and all liability during your/their course of following any/or all of my/our instructions. My/Our solicitors shall accept this as my/our irrevocable authority to pay the compensation amount in my/our third party claim directly to you after deducting of their costs on a solicitor and client basis. In the event that the third party insurers should make payment to the settlement sum directly to me/us, we will notify you and/or our solicitors of same and make payment to my/our solicitors the settlement sum so received by me/us for my solicitors' necessary action.
6. In the event that my/our claim or suit for damages against the third party is unsuccessful or is dismissed for whatever reasons, I/We understand that I/we shall be liable to pay the legal costs of the third party and the sum of monies due to you including the survey fees and any other costs and disbursements and incidentals incurred by you.
7. If my/our claim against the third party and/or his insurers is unsuccessful or cannot be proceeded with and/or if any judgment or settlement is not honored or satisfied by the third party, I/we authorize you to make a claim under my own motor comprehensive policy for the repair costs and other losses recoverable under the policy. In this respect, I/we understand and accept that the excess amount under the policy shall be borne by me/us.
8. If for whatever reason, my/our insurers reject my/our claim (or indemnity for the repair costs and/or other losses recoverable under the policy or offer to pay less than the amount claimed by you, I/we agree and undertake to pay the full amount of your repair bill, survey fee and other expenses reasonably incurred on my/our behalf or to pay you the difference in amount as the case may be.
9. I/We further understand that I/we may receive communications from the third party's insurers including but not limited to statements to be signed by me/us confirming that all items being claimed were caused by the accident or letter of offer/proposal at settlement enclosing discharge voucher. I/We undertake that we will not communicate with the third party's insurers or sign any documents whatsoever or do any act which will jeopardise my/our claim; but rather I/we will direct all communications and forward all documents received by me/us to you or to our solicitors.

Dated this 29 day of October 2018



Signature / Company Stamp

Nric: S7866248D



redefining / insurance

CLAIM REF : S8M010XA  
INSURED : TRANS-CAB SERVICES PTE LTD

**DISCHARGE VOUCHER**

We/I, GUNNAR STAUTLAND KOLOEN, NRIC NO. S7866248D hereby agree to accept the sum of dollars TWO THOUSAND THREE HUNDRED THIRTY THREE AND CENTS FORTY FIVE ONLY (\$\$2,333.45) 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. SHB 9585P as a result of an accident along BUKIT TIMAH ROAD on 27/10/2018 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. SJA 1436X.

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. SHB 9585P 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. SHB 9585P.

Dated this 4 day of MARCH 2019

Claimant's Signature

: [Signature]

NRIC no./ Company Stamp

: S7866248D

Occupation/ Business

: ACCOUNTANT

Address

: 4 ISLAND GARDENS WALK S 578727

Telephone No.

: 9176 6661

Witness's Name

: Tony Ong Keng Hin

Witness's Signature

: [Signature]

Witness's NRIC No.

: S0394514

**CarCrafters Singapore Pte Ltd**

48 Toh Guan Road East  
#05-155 Enterprise Hub  
Singapore 608586

**TAX INVOICE**

Tel: (65) 6267 9916  
Fax: (65) 6267 9313  
Email: ask@carcrafters.sg

**Invoice No. : INV2019-010007**

**Invoice Date** : 09/01/2019  
**Job No.** : SO2019-00012  
**Date Out** :  
**Payment Terms** : 30 Days  
**Payment Mode** : INS CLAIM

**Registration Number** : SJA1436X  
**Chassis Number** : WWWZZZ7NZEVO14305  
**Mileage** : 0  
**Colour Code** :  
**Fuel** : 1/4  
**Cash Card** : Yes  
**Vehicle Make & Model** : VOLKSWAGEN SHARAN  
2.0 TSI AT 7N14H3

**Invoice To :**

AXA Insurance Singapore Ltd  
8 Shenton Way  
#27-01/02 AXA Tower S (068811)  
Singapore

S/N	Item No.	Description	Qty	Price (SGD)	Amount (SGD)
1	420090	Lump Sum Repair by LKK Surveyor - Rasul	1	1,800.00	1,800.00

**Note:**

- \* Interest for late payment will be charged at 1% per month on all overdue invoices.
- \* Balance due to be paid and ordered goods must be collected within 3 months from Deposit date in order to avoid forfeiture of Deposit Amount.
- \* Quotes validity: 14 days

I certify that I have received all products in good condition and confirm that all services have been satisfactorily completed. I understand that goods sold are not returnable and hereby absolve CarCrafters Singapore Pte Ltd of any liability arising from use therefrom.

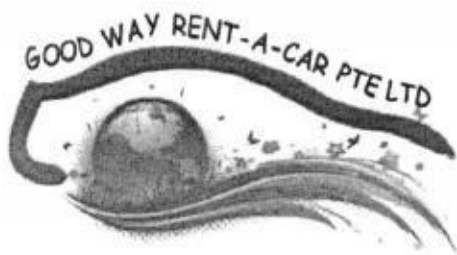
<b>Sub Total</b>	<b>1,800.00</b>
GST 7%	126.00
<b>Total SGD</b>	<b>1,926.00</b>

Customer Signature

Prepared By:

GST REGISTRATION NO: 201405620M

BANK ACCOUNT: DBS Bank -107-901991-9



## Invoice

SJA1436X KOLOEN GUNNAR STAUTLAND  
4 ISLAND GARDENS WALK  
S(578727)  
C/O CARCRAFTERS SINGAPORE PTE LTD

Invoice No : GPLIN0001044  
Invoice Date : 23/11/2018  
Due Date : 23/11/2018  
VHA No : 1320  
Referral ID : C061

Description :	Amount
Rental for 3 Day/s @ \$220 per Day \$	660.00

Vehicle No : SLD3824G

Vehicle Description : Toyota Harrier 2.0A

Rental Period : 19/11/2018 to 22/11/2018

Total Amount Payable : \$ 660.00

# GOOD WAY RENT-A-CAR PTE LTD

8 Kaki Bukit Ave 4 #06-04 Premier@Kaki Bukit Singapore 415875

Tel: 6315 8479 H/P: 9833 0807

VHA No: 1320

Invoice No: GPLIN 1044

Hirer's Vehicle No: SJA 1436X

UEN: 201505120D

## VEHICLE RENTAL AGREEMENT

### HIRER'S PARTICULARS

Name: (as in I/C) Gunnar Steadland Koloren

NRIC / FIN No: S7866248D

Address (Res): 4 Island Gardens Walk

SPORE 578727

Name & Address of Employer:

Occupation: Driving Exp: 10 yrs

Singapore Driving Licence No: S7866248D

Issue Date: 2014 Date of Birth: 1972

Tel: (O) 9833 0807 (R) 9833 0807 HP: 9833 0807

### ADDITIONAL DRIVER'S PARTICULARS

Name: (as in I/C) 25 0600

NRIC / FIN No:

Address (Res):

Occupation: Driving Exp:

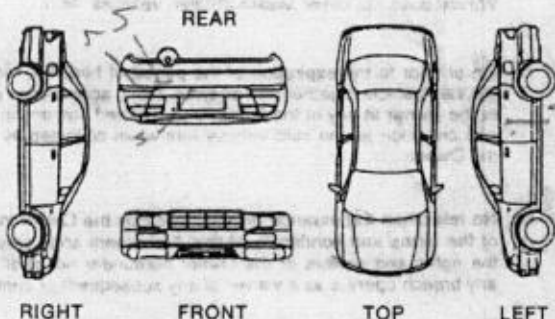
Singapore Driving Licence No:

Issue Date: 2014 Date of Birth: 1972

Tel: (O) 9833 0807 (R) 9833 0807 H/P: 9833 0807

### VEHICLE CHECK LIST

INDICATE:  
D - DENTS  
A - ACCIDENTS  
S - SCRATCHES



### MISSING / FAULTY ACCESSORIES / PARTS

REMARKS:

Vehicle No: SJD3824G Replace Veh No:

Mileage Out: 40120

Mileage Out:

Make & Model: 7-HARRICA

Auto / Manual

Out : Date 19/11/18

Time: 0900

HIRE / PERIOD EXPIRY

Time:

NON-WAIVER EXCESS=\$ 3000/-

### CHARGES

Daily 3 @ \$ 220 per day \$660

Weekly @ \$ per week

Monthly @ \$ per month

Hours @ \$ per hour

Extension @ \$

Delivery/Collection Service

SUB-TOTAL \$

### PETROL LEVEL

Out E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

In E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

Fuel

Traffic / Parking Fines

TOTAL CHARGES \$

Hirer's Signature

Additional Driver's Signature

I have read and agree to the terms and condition on both sides of the agreement. If I have presented a charge/credit card for payment, I agree that all amounts 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 given GOOD WAY RENT-A-CAR PTE LTD in connection with this agreement is true.

### \*IMPORTANT

1. VEHICLE IS STRICTLY PROHIBITED FOR "HIRE FOR REWARDS" USAGE SUCH AS UBER / GRABCAR / GRABSHARE ETC.
2. ONLY PERSON ABOVE 23 YEARS OF AGE WITH MORE THAN 2 YEARS DRIVING EXPERIENCE, AUTHORIZED, LICENSED AND SIGNING THIS AGREEMENT MAY DRIVE THE VEHICLE.
3. ALL PARKING AND TRAFFIC VIOLATIONS ARE THE RESPONSIBILITY OF THE HIRER. AN ADMINISTRATIVE CHARGE WILL BE LEVIED ON ANY TRAFFIC VIOLATIONS REDIRECTED.
4. THE HIRER SHALL BE LIABLE FOR EXCESS CHARGES FOR ANY LATE RETURN AT THE RATE SHOWN PER HOUR OR PER DAY, INCLUSIVE OF CDW AND/OR PAI WHERE APPLICABLE.
5. IN CASE OF ACCIDENT, THE HIRER SHALL REPORT TO RENTAL OFFICE IMMEDIATELY. IF THERE IS BODILY INJURIES, A POLICE REPORT MUST BE MADE WITHIN 24 HOURS.
6. VEHICLE IS STRICTLY FOR SINGAPORE USE ONLY, AND MAY NOT BE DRIVEN OUT OF SINGAPORE WITHOUT PRIOR CONSENT OF THE COMPANY GOOD WAY RENT-A-CAR PTE LTD.

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 GOOD WAY 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.

DATE IN	TIME IN	MILEAGE	CHECKED BY	REMARKS	SIGNATURE OF HIRER/DRIVER
<u>19/11/18</u>	<u>0930</u>	<u>40353</u>			

Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 29 Oct 2018 / 13:41:35

Receipt Date/Time : 29 Oct 2018 / 13:41:34

**Tax Invoice/Receipt**

Receipt No. : ITNET-00000-181029-001200

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHB9585P As at 27 Oct 2018/21:50:00 Insurance Co: AXA INSURANCE PTE LTD				
1	Insurance Enquiry - SHB9585P Enquiry Fee 20181029133629836228	7.00	0.49	7.49
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
	<b>Paid By</b>			
	xxxxxxxxxxxx8442		Credit Card: Visa /MasterCard	7.45
	<b>Total</b>			7.45
	<b>Cash Change</b>			0.00
	<b>Tendered Amount</b>			7.45
	<b>Excess Refundable Amount</b>			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SHB 9585P (Insd veh)	Model:	VOLKSWAGEN SHARAN
	SJA 1436X (TP veh)		2.0
Date of Accident:	27/10/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	5,564.00
Final Repair Cost	:	\$	1,926.00
Loss of Use	:	\$	400.00
Rental (if any)	:	\$	4days at \$100.00 per day
LTA / GIA Search Fee	:	\$	7.45

Others:	:	\$	0.00
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	:	\$	
Final Settlement Sum	:	\$	2,333.45

Is Third Party Workshop GIA Registered? ☐ YES ☒ 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)	CARCRAFTERS SINGAPORE PTE LTD	:	\$ 2,333.45

JOANNE LEE KHANG MIN  
LKK Auto Consultants Pte Ltd

12/03/2019  
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/ASM18019801/R1ha3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN: CYNTHIA LOH			Date : 12-03-2019	
			Code : ASM	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SHB 9585P	Veh. Inspected	SJA 1436X	
Policy No.	VPX/P1680520	Coverage (\$)	0.00	
Claim No.	S8M010XA	Excess (\$)	0.00	
Assign From		Assign Date	30/10/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	VOLKSWAGEN SHARAN 2.0	c.c	1984	
Engine No.	HIDDEN	Year of Reg.	2014	
Chassis No.	WWWZZZ7NZEVO14305	Colour	BROWN	
Odometer	57588	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	FAIR			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	225/50 R17	PIRELLI	6 mm	
L/H Front Tyre	225/50 R17	PIRELLI	6 mm	
R/H Rear Tyre	225/50 R17	PIRELLI	6 mm	
L/H Rear Tyre	225/50 R17	PIRELLI	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	27/10/2018	Inspection Date	05/11/2018	
Survey held at	CARCRAFTERS SINGAPORE PTE LTD 48 TOH GUAN ROAD EAST #05-155 ENTERPRISE HUB SINGAPORE 608586			
<b>5a. Remarks</b>				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
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. SJA 1436X**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b><u>REPLACEMENT OF PARTS</u></b>				
1	REAR BUMPER (CONSISTENT)	DEFORMED	720.00	720.00
1	REAR LOWER SPOILER (CONSISTENT)	CRACKED	158.00	158.00
1	REAR FOAM INSERT (CONSISTENT)	CRACKED	78.00	78.00
1	RH BUMPER GUIDE PIECE (CONSISTENT)	NECESSARY	47.00	47.00
1	REAR TOWING CAP (CONSISTENT)	CUT	42.00	42.00
1	REAR REINFORCEMENT (CONSISTENT)	SERVICEABLE	470.00	-
1	REAR HATCH DOOR (CONSISTENT)	TO REPAIR SEE LABOUR	1,800.00	-
1	REAR WEATHER STRIP (CONSISTENT)	NOT NECESSARY	196.00	-
1	BUMPER GUIDE (CONSISTENT) (ADDITIONAL)	CRACKED	123.00	123.00
1	HEAT SHIELD EXHAUST MUFFER (CONSISTENT)	BENT	208.00	208.00
1	ATTACHMENT STRIP (CONSISTENT)	NOT NECESSARY	108.00	-
	LESS 10% DISCOUNT		-	-137.60
			3,950.00	1,238.40
<b><u>LABOUR</u></b>				
	TO REMOVE /REPLACE /REFIT REAR BUMPER & OTHER AFFECTED AREA.		600.00	450.00
	TO PUTTY & RESPRAY REAR BUMPER .		600.00	500.00
	TO CHECK ACCIDENT AFFECTED WIRING SYSTEM & RECOVER.		50.00	50.00
			1,250.00	1,000.00
<b>GRAND TOTAL</b>			<b>5,200.00</b>	<b>2,238.40</b>
<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)</b>				<b>1,800.00</b>

Report Ref No. CC4/ASM18019801/R1ha3q2

**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	S8H010XA
Reference	CC4/ASM18019801/R1ha3q2
Loss Date	27 October 2018
Report Date	29 Oct 2018 10:50:00 AM
Request Date	30 October 2018
Due Date	
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next Step

Wait for Approve Invoice

Add Invoice

Vehicle Information	
Incident Vehicle Registration #	SJA1436X
Make	TPVD VOLKSWAGEN
Model	SHARAN-2.0 TSI AT 7N14H3 (A)
Service Address	

Primary Contact/Insured
TRANS-CAB SERVICES PTE LTD
No.2 ANG MO KIO STREET 63, 569111, Singapore















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

Additional Instructions

Document Type Document Subtype

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (3).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 payment breakdown.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 LTA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 LOD.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 LKK inspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 LKK Adjustment 1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 DISCHARGE VOUCHER.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 WORKSHOP INVOICE.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	15 March 2019
 MANDATE 1A.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	7 February 2019
 TP LOD.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	7 February 2019
 LKK INSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	7 February 2019
 LKK REINSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	7 February 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	7 November 2018
 Email to OI dd 021118.pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 November 2018
 SJ1436X TP GIA.PDF	Reports & Statement	GIA Report	RATAN BHOSALE Pragati	30 October 2018
 SH8958SP INSD GIA.PDF	Reports & Statement	GIA Report	RATAN BHOSALE Pragati	30 October 2018
 EMAIL RECIEVED FROM WORKSHOP WITH TP GIA REPORT & ESTIMATE.msg	Letters and Correspondence	Workshop	RATAN BHOSALE Pragati	30 October 2018