DN/GAE/CCTS: RA | CC 4, ASM 180 19879 Nka3 | LKK: 79030

Surveyor: NAZ

ASSIGNMENT

DOI: 1-11-18 (Thur)

Date / Time: 1/11/18

Pre-assign / CCU / FTE

Registered in Merimen:

Insured Vehicle No.: SHD 5125A

Name of Insured: T/C SVS P/L

Insured Tel No.:

HP:

Excess Sec II :S$: 5,000.00

D.O.A: 31-10-18 (Wed)

Is driver the owner? (YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.: S8M01101

Policy No.:

Make / Model:

Place of Accident: RIVERVALLEY CLOSE

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

Insured Liability: %

Final ? Yes / No

SHB 1658 K

INSRS:
WSP: SMRT. ML
Tel:
Liability:
RMKS:

INSRS:
WSP:
Tel:
Liability:
RMKS:

INSRS:
WSP:
Tel:
Liability:
RMKS:

INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time	
9/11	SHB1658K - NS/INC/18/18605/NAZ ; DOA: 31/10/18 - NS/INC/180 12671/NAZ ; DOA: 10/10/18 SHD 5125A - LCS/111 178 [illegible] ; DOA: [illegible] - LCS/LCR1800 1550 / [illegible] ; DOA: [illegible]
12/11/18	- MLR DELIVERED. OID REPORTED HE WAS STATIONARY & WAS HIT BEHIND BY TP. - TP REPORTED HE WAS STATIONARY WHEN OID REVERSED & HIT HIS. - MANAGER
02/12/18	- GIA SENT TO OI TO NOTIFY TP CLAIM.
26/8/19	- FU → SUTI to call DS for
30/8/19 -	File pass to MK 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:	02/12/18 - UIC

Documentation Check List:	Handler	Typist
Notification ltr (if non-pickup)		
After call ltr to OI:	✓	
Authorisation To Act:	✓	
Release Voucher:	✓	
Final Repair Bill:	✓	
Car Rental Invoice:	✓	
Towing Invoice		
LTA / GIA:		
Medical Bill:		
FIR:		
Manager/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: L/G S$ 2,800.00 (4 days) Reduction: 50 %

FINAL SETTLEMENT Date/Time: 23/8/19 Confirm with: Lee Geek Email ☐ Call ☐

Final Liability: % 50 (Agreed / Assessed) BOLA S/N No.: NIL Email ☐ Call ☐

Repair Cost: 2800.00 S$ 1400.00

If NO or B28, Ass. Lia.: CONFLICTING VERSIONS

Loss of Rental (LOR): 699.01 S$ 349.51 (6.5 days) x $107.54

Loss of Use (LOU): S$ — ($ — x — days)

Loss of Income (LOI): 325 S$ 162.50 (50 x 6.5 days)

LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ✓ [Tick only one]

GIA/LTA Search: S$ —

Medical: S$ —

Disbursement: S$ —

Legal Cost: S$ — (e.g. Tow/ Independent)

Total: S$ 1912.01 Global Sum S$: 1900.00

1) Claim status: Normal/Reject/Private Settle

2) Report Format: CCD

3) Survey fee: $250.00

COMPLIMENT 3/9/19

FINAL PAYMENT Date/Time: Confirm with: Email ☐ Call ☐

Payee 1: S$ 1900.00 Name 1: SMRT TAXIS PTE LTD

Payee 2: (Strike if N.A.) S$ Name 2:

Payee 3: (Strike if N.A.) S$ Name 3:

✓ GIA WAIV

DATE:
Surveyor: NAZ

REF: AXA

TAX/10/18/2122

ASSIGNMENT

From: Date:

Estimated Cost:

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

To Inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No.

Claims No.

Sum Insured: Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.

N/S	O/S

Bal. or Market Value:

IDAC Accident Rport: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 4 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SHB 1658 R Yr Regn: 29 AUG 2019

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

Make: TOYOTA PRIUS c.c. 1798

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

Sp.Reading 554,039 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: JTDKN3640057947915

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi : Nil / S/Rim / STD A/Rim or

Tyre Size: F: 195/65 R15

R: 11

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI / TOYO / YOKO or FALKEN

Front		Rear	
R/Bal.	6 mm	R/Bal.	5 mm
L/Bal.	6 mm	L/Bal.	5 mm
D.O.A.	31/10/18	D.O.I.	1/11/18

Survey held at SMRT WOODLANDS

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

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

Date / Time	Action / Instruction
	AXA L/S
	L/S $2,800.00
	CLAIM: $3,643.46 (56%)

Date/Time, File Pass to?

1)

Date/Time, File Return to?

2)

☐ : Preli. Report

☐ : Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Add Fee: ☐ : Site Insp ($) S + RS SI

☐ : Interview ($) Photos

☐ : Tech. Invs ($) Others

☐ : Weekend ($)

TOTAL

Report Format :

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

SMRT

SMRT Accident Vehicle Repair Estimates

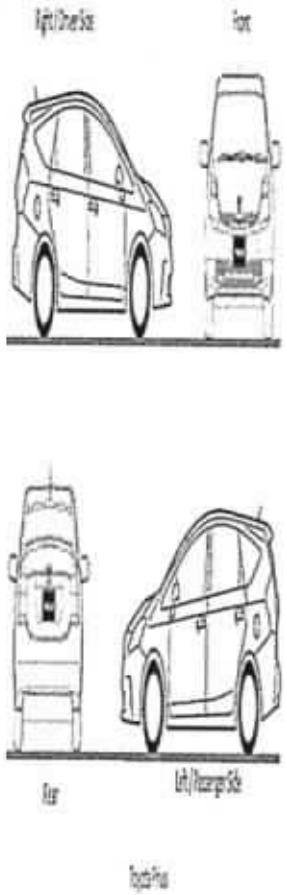
SMRT Automotive Services Pte Ltd	
50 Woodlands Industrial Park E4, Singapore	
FAX Number	63655392
Estimator Telephone Number	68602623
Accident Reporting Number	68602672

Date 11/11/2018

User ID PohSuan

Section A - Accident Details

Registration Number	SHB1658R
Case Reference Number	TAX/10/18/2122
Registration Date	27/08/14
Company Type	SMRT Taxis Pte Ltd
Make	TOYOTA
Model	PRIUS
Name of Driver	CHEONG KUT SHUN
Type of Accident	Side Swipe
Accident Date and Time	31/10/18 3:10 AM
Accident Reported Date and Time	31/10/18 10:23 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	Yes
Towed Back Date and Time	31/10/18 3:25 AM
Replacement Vehicle issued?	No
Job Card Number	24098545
Special Instruction to ARC,if any	TOWED $40 / AXA
Prepared Date and Time	31/10/18 1:05 PM
Chassis Number	
Mileage	
Work Shop	
Repair Completion Date and Time	



Section B - Summary of Repair Estimates

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	$845.00	$800.00
Total Spray Cost	$1,692.00	$880.00
Total Spare Part Cost	$3,025.46	$768.75
Total Other Cost	$881.00	$335.00
TOTAL COST	$6,443.46	$2,801.75
Lump Sum Total	$6,450.00	$2,800.00 (L/S)
Number of Repair Days	5.0	4.0
Prepared / Adjusted By	Tuck Foo Kok	Naz (LKK) / AXA
ARC / Surveyor Sign Off Date	01/11/2018 4:52 PM	01/11/2018 4:26 PM
Signature		
Remarks		LUMP SUM REPAIR. 4 DAYS. CHECK ITEMS PHOTOS. AFTER REPAIR PHOTOS.

Finalized

— Naz

SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd	
53 Woodlands Industrial Park S4, Sing	
FAX Number 63681592	
Estimator Telephone Number 6868	
Accident Reporting Number 68682972	

Date 11/11/2018

User ID PehSuan

Section C - Quotation and Accident Invoice Details			
uotation Number	QN-1811-0119	Invoice Number	
uotation Date	11.11.2018	Invoice Date	
ivoice Amount		Prepared Date	

Section D - Details of Repair Estimates

art 1 - Labour Works

ob Scope	Quotation from AR	Adjusted by Surveyor, if applicable
O REPAIR FRONT RH PORTION	$845.00	$800.00
otal Labour	$845.00	$800.00

'art 2 - Spray Painting & Panel Beating Related Works

ob Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
O REPSRAY FRONT BUMPER	$378.00	$200.00
O RESPRAY FRONT FENDER RH	$378.00	$200.00
O REPSRAY FRONT HOOD	$378.00	$200.00
O RESPRAY FRONT DOOR RH	$378.00	$200.00
O RESPRAY RIM	$180.00	$80.00
otal Spray Painting & Panel Beating	$1,692.00	$880.00

art 3 - Other Costs - Accident and Accident Repair Related Expense

ob Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
O REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	$120.00	$30.00
O REPLACE SUNDRY PARTS	$100.00	$0.00
O WASH AND VACUUM	$60.00	$0.00
OWING CHARGE	$55.00	$40.00
O CHECK WIRING AND SYSTEM FUNCTION	$80.00	$0.00
O APPLY RUST-PROOFING ON AFFECTED AREA	$100.00	$40.00
O PROVIDE LABOUR & MATERIAL FOR SOLAR FILM (NET)	$125.00	$125.00
O REMOVE & REFIX FRONT LHS/RHS QUATER GLASS	$120.00	$40.00
O DO WHEEL ALIGNMENT / TYRE BALANCING	$120.00	$60.00
otal Other Costs	$881.00	$335.00

art 4 - Spare Parts / Material Usage

art umber	Portion	Stock Number	Part Name	Quantity	List Price ($)	Discount (%)	Final Price ($)	Estimator Approved	Surveyor Approved
		52119-47930	BUMPER FRT	1.00	$482.00	100.00	$0.00	Replace	Repair
		52115-47040	BUMPER SUPPORT F/RH	0.00	$76.40	0.00	$0.00	Replace	Check
		53301-47060	HOOD PANEL	1.00	$748.10	100.00	$0.00	Replace	Repair
		53801-47050	FENDER FRT/RH	1.00	$723.40	25.00	$542.55	Replace	Replace
		75374-47051	NAME PLATE (HYBRID)	1.00	$51.90	25.00	$38.93	Replace	Replace
		53875-47030	FENDER LINER FRT/RH	1.00	$171.70	25.00	$128.78	Replace	Replace

SMRT

SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd	
80 Woodlands Industrial Park E4, Singapore	
FAX Number	63685582
Estimator Telephone Number	68602623
Accident Repairing Number	68602572

Date 11/11/2016

User ID PohSuan

		53825-47010	FENDER PROTECTOR FRT/RH UPPER	0.00	$46.10	0.00	$0.00	Replace	Check X	SVL
		42611--47140 (Frt)	WHEEL DISC. FRONT	1.00	$1,484.20	100.00	$0.00	Replace	Repair XR	
		62110-47021	QUARTER GLASS FRT/RH	1.00	$234.90	25.00	$176.18	Replace	Replace /	NEL
			SEALANT W/SCREEN	1.00	$37.00	0.00	$37.00	Replace	Replace /	NEL
		67001-47070	DOOR FRT/RH	1.00	$894.40	100.00	$0.00	Replace	Repair XR	
			STICKER DECAL SMRT (DOOR)	1.00	$60.00	0.00	$60.00	Replace	Replace /	NEL
Total					$5,010.10		$983.44			

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price $	Discount (%)	Final Price ($)	ARC Check	Surveyor Check
Total									

983.44

- 20%

786.75

+ 800.00

+ 1215.00

2 801.75

L/S $2800/-

CONFIRMED LUMP SUM REPAIR $2,800.00 / 4 DAYS.

MAZLEE

SMRT

Case Details

Case Reference Number : TAX/10/18/2122
Type of Repair : Accident Repair
Vehicle Registration Number : SHB1668R

Company Type : SMRT Taxis Pte Ltd
Estimation ID : EST-4347-ID
Assigned By : Rick Wah Wong

Insurance Company Name : AXA Insurance Singapore Pte Ltd
Accident Date and Time : 30/10/2018 07:10 PM
Vehicle Age(in Months) : 90

Documents / Photographs

View Documents / Photographs Total Documents: 1

Estimation Details

Spare Part's Cost Detail

				SMRT Recommendation								Surveyor Approval			
BDM Type	Coating Type	Portion	Material Number	Part Name	Qty	List Price Per Unit(S)	List Price(S)	Dis(%)	Final Price(S)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(S)	Repair/Replace		
One Time Key In	Main			BUMPER FRT	1	480.00	480.00	25.00	361.50	Replace	1	0	Repair	X R	
One Time Key In	Main			BUMPER SUPPORT F/RH	1	76.40	76.40	25.00	57.30	Replace	0	0	Check	?	
One Time Key In	Main			HOOD PANEL	1	748.10	748.10	25.00	561.08	Replace	1	0	Repair	X R	
One Time Key In	Main			FENDER FRT/RH	1	723.40	723.40	25.00	542.55	Replace	1	542.55	Replace	R / DEP	
One Time Key In	Main			NAME PLATE (HYBRID)	1	51.90	51.90	25.00	38.92	Replace	1	38.92	Replace	/ NEL	
One Time Key In	Main			FENDER LINER FRT/RH	1	171.70	171.70	25.00	128.77	Replace	1	128.77	Replace	/ DEP	
One Time Key In	Main			FENDER PROTECTOR FRT/RH UPPER	1	46.10	46.10	25.00	34.58	Replace	0	0	Check	?	
One Time Key In	Main			WHEEL DISC FRONT	1	1,484.20	1,484.20	25.00	1,113.15	Replace	1	0	Repair	X R	
One Time Key In	Main			QUARTER GLASS FRT/RH	1	234.90	234.90	25.00	176.18	Replace	1	176.18	Replace	/ NEL	
One Time Key In	Main			SEALANT W/SCREEN	1	37.00	37.00	0.00	37.00	Replace	1	37.00	Replace	/ NEL	
One Time Key In	Main			DOOR FRT/RH	1	894.40	894.40	25.00	670.80	Replace	1	0	Repair	X R	
One Time Key In	Main			STICKER DECAL SMRT (DOOR)	1	60.00	60.00	0.00	60.00	Replace	1	60.00	Replace	/ NEL	
							Total Spare Part Cost		3,741.83		Surveyor Total	883.42			
							Lump Sum Discount (%)		20.00		Lump Sum Dis (%)	20			
							Final Spare Part Cost		3,025.48		Final Sur Total	706.74			

Labour's Cost Detail

S.No.	Job Scope	SMRT Recommendation(S)	Surveyor Adjustment(S)	Remarks
1	TO REPAIR FRONT RH PORTION	845.00	600	
Total:		845.00	600.00	

Spray Cost Detail

S.No.	Job Scope	SMRT Recommendation(S)	Surveyor Adjustment(S)	Remarks
1	TO REPSRAY FRONT BUMPER	378.00	200	
2	TO RESPRAY FRONT FENDER RH	378.00	200	
3	TO REPSRAY FRONT HOOD	378.00	200	
4	TO RESPRAY FRONT DOOR RH	378.00	200	
5	TO RESPRAY RM	180.00	80	
Total:		1,692.00	880.00	

Other Cost Detail

S.No.	Job Scope	SMRT Recommendation($)	Surveyor Adjustment($)	Remarks
1	TO REMOVE and REFIT TYRE Rim (SPRAYING PURPOSE)	120.00	30	
2	TO REPLACE SUNDRY PARTS	150.00	0	NN
3	TO WASH AND VACUUM	60.00	0	NN
4	TOWING CHARGE	30.00	0	NN
5	TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0	NN
6	TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	40	
7	TO PROVIDE LABOUR & MATERIAL FOR SOLAR FILM (NET)	135.00	135.00	NEC
8	TO REMOVE & REFIT FRONT LHS/RHS QUATER GLASS	120.00	40	
9	TO DO WHEEL ALIGNMENT / TYRE BALANCING	120.00	60	
Total:		991.00	305.00	

Summary

	Estimator Assessment($)	Surveyor Assessment($)
Total Spare Part Detail	3,035.48	780.74
Total Labour Cost	840.00	800.00
Total Spray Painting	1,582.00	980.00
Other	991.00	295.00
Overall Total	6,448.48	2,761.74
Lump Sum Repair Option	-	-
Lump Sum Total	6,490.00	2,750.00
Surveyor Approved Amount		2,750.00
No of Repair Days*	5	4
Remarks	-	LUMP SUM REPAIR. 4 DAYS. CHECK ITEMS PHOTOS. AFTER REPAIR PHOTOS.
Surveyor Name		Naz
Signature		
Survey Date	01/11/2018	

Save Clear

NAZ LKK
1/11/18
- L/S
4 DAYS
- CHECK ITEMS PHOTOS
- AFTER REPAIR PHOTOS.

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:

LKK AUTO CONSULTANTS PTE LTD (TP) Menu

Service Request Details

Claim
S8M011D1

Reference
None

Loss Date
October 31, 2018

Request Date
November 1, 2018

Naz

Due Date
November 9, 2018

Vendor Name
LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss
Third Party Vehicle Damage

Services
Pending verification - Direct Settlement

Actions

Next Step
Agree to perform service

Decline Work | Accept Work

Vehicle Information

Incident Vehicle Registration #
SHB1658R

Make
TPVD TOYOTA

Model*
PRIUS TAXI-1.8 (A)

Service Address

...

Primary Contact/Insured

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

Claim Handler

ANG Richard

richard.angbs@axa.com.sg

Additional Instructions

Messages | Invoices | History | Documents | Assessment | Metrics | Notes

New Message

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 31 July 2019 2:03 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Npa3

URGENT
REMINDER

Dear Hsiao Tong,

Please let us have your off by **8th August 2019**. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: 10/07/2019 13:16
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Hsiao Tong (LKKAuto)
Cc: Admin A; Vic (LKKAuto)
Subject: RE: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Npa3

Without Prejudice

Dear Lee Gek,

We refer to your below email and the contents were noted.

Please be informed that this matter is now handled by Ms Hsiao Tong and she will get back to you for an update/offer in due course.

Thank you.

Best Regards,
Vic Alpeh | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

LKK Save the Earth· Print only when necessary·

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From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [mailto:LeeGek@smrt.com.sg]
Sent: Wednesday, 10 July, 2019 12:09 PM
To: Vic (LKKAuto)
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Nha3

Dear Vic,

We attach the google map of the accident scene for your perusal.

Please note that there is a gradient slope at the entrance/exit of Pacific Mansion. Hence the only way for your insured's driver to move off after dropping his passenger is to reverse his taxi as there is no through road unless he enter the condo.

Please let us have your offer by **17th July 2019**. Thanks.

10 River Valley Cl - Google Maps

https://www.google.com/maps/@1.294567,103.8373526,3a,75y,322.19h,82.98t/data=!3m7

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 04/02/2019 09:57
To: Vic
Cc: Team A
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Nha3

Dear Vic,

The video footage is not available. Please let us have your offer soon. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: 31/01/2019 15:37
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: Admin A; Vic (LKKAuto)
Subject: RE: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Nha3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us with any evidence (if any) your client have to support your claim.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Thursday, 31 January, 2019 3:10 PM
To: Vic (LKKAuto)
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)

URGENT
REMINDER

Dear Vic,

Please let us have your offer by **13th February 2019**. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Shu Pei (LKKAuto) [mailto:shupei@lkkauto.com]
Sent: 31/12/2018 09:41
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: CS A Team; Admin A
Subject: FW: LOD Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM18019879/Nha3	Vic

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

Best Regards,

Shu Pei| Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>
Sent: Friday, 28 December 2018 5:24 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)

Dear All,

We quantify our claim as follows:-

Cost of Repair	$2800.00					
Loss of Rental	$806.55	(	7.5	days x	$107.54	)
Loss of Income	$450.00	(	7.5	days x	$60.00	)
Total	**$4056.55**					

We enclose the following documents:

1) Repair invoice
2) Proof of rental rate
3) GIA report
4) Accident vehicle laid-up report
5) Hirer's Letter of Authorisation

We have notified AXA of PRS on 01/11/2018 at 8.38am and our taxi was surveyed on 01/11/2018 at 4.26pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

LKK AUTO CONSULTANTS PTE LTD (TP) Menu

<TP - Mandate IA> - S8M011D1 [ACCIDENT INVOLVING SHD 5125A(OI) & SHB 1658R(TP) ON 31/10/2018]

Type

Question

Message

Liability: 50%. Both parties had given a conflict of version. No video/ concrete evidence from both parties. We had informed OI about third party claim. We seek your mandate up to 50% - $1,951.39(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong – 09 Aug 2019

Reply

LKK 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: 9/8/2019**

Survey Details:

Date of loss	31-Oct-18
Date of appointment	1-Nov-18
Date of survey	1-Nov-18
Location of survey	SMRT, WL

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	**SHB1658R**
Make and Model	TOYOTA PRIUS TAXI (SMRT)(1708cc)
Date of registration	27-Aug-14
Excess	
Market Value	$ -
Parf Rebate	$ -
Nett Loss	$ -

Repair details:

Initial Estimate	6,443.46

Proposed/Revised repair cost:

Parts	$	786.75
Check items (estimate)		NIL
Labour	$	2,015.00
Total	$	2,801.75
Lump Sum(if applicable)	**$**	**2,800.00**

Number of days for repair	**4 days**

LVV 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:

NO VIDEO FOOTAGE FROM BOTH PARTIES. PROPOSE 50/50 IN VIEW OF CONLICTING VERSION.
Recommended 4 repair days +1Sunday + 1PH + 1PRS= 7days

Mandate:

Liability(TP)		**50%**	
Proposed repair cost	$	2,800.00	
Loss of use		NIL	no. of days
Loss of rental	$	752.78	(7days x $107.54)
Loss of income	$	350.00	(7days x $50.00)
	$	3,902.78	
@ 50%	***$***	***1,951.39***	
LTA search fees		NIL	
Others		NIL	
Proposed Total	**$**	**1,951.39**	

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 13 August 2019 6:46 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: New message for service request 79030, vehicle number SHB1658R

13/8/19 5:31 PM *** Please proceed with your proposed mandate. - KHOR Saw Theng

-----Original Message-----
From: sawtheng.khor@axa.com.sg [mailto:sawtheng.khor@axa.com.sg]
Sent: Tuesday, 13 August, 2019 5:32 PM
To: admin-d@lkkauto.com
Subject: New message for service request 79030, vehicle number SHB1658R

AXA Insurance has sent you a message for claim number S8M011D1.
Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.
This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 21 August 2019 9:24 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: Acceptance of offer Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Npa3

Dear Hsiao Tong,

We accept your global offer of $1,900.00. Please let us have your DV and ATA. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 16/08/2019 15:58
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: RE: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Npa3

Without Prejudice

Dear Lee Gek,

We refer to your below email.

Both parties provide conflicting versions of the accident. There is no concrete evidence(ie: Video footage) yet to support either party's version.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we are prepared to offer at a global sum of $1,900.00(all-in) towards your client's claim.

Please confirm acceptance.

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 31 July 2019 2:03 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Npa3

URGENT
REMINDER

Dear Hsiao Tong,

Please let us have your off by **8th August 2019**. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

SMRT AUTOMOTIVE

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: 10/07/2019 13:16
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Hsiao Tong (LKKAuto)
Cc: Admin A; Vic (LKKAuto)
Subject: RE: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Npa3

Without Prejudice

Dear Lee Gek,

We refer to your below email and the contents were noted.

Please be informed that this matter is now handled by Ms Hsiao Tong and she will get back to you for an update/offer in due course.

Thank you.

Best Regards,
Vic Alpeh | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [mailto:LeeGek@smrt.com.sg]
Sent: Wednesday, 10 July, 2019 12:09 PM
To: Vic (LKKAuto)
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Nha3

Dear Vic,

We attach the google map of the accident scene for your perusal.

Please note that there is a gradient slope at the entrance/exit of Pacific Mansion. Hence the only way for your insured's driver to move off after dropping his passenger is to reverse his taxi as there is no through road unless he enter the condo.

Please let us have your offer by **17th July 2019**. Thanks.

10 River Valley Cl - Google Maps

https://www.google.com/maps/@1.294567,103.8373526,3a,75y,322.19h,82.98t/data=!3m7

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 04/02/2019 09:57
To: Vic
Cc: Team A
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Nha3

Dear Vic,

The video footage is not available. Please let us have your offer soon. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: 31/01/2019 15:37
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: Admin A; Vic (LKKAuto)
Subject: RE: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg) LKK REF CC4/ASM18019879/Nha3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us with any evidence (if any) your client have to support your claim.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Thursday, 31 January, 2019 3:10 PM
To: Vic (LKKAuto)
Subject: URGENT / REMINDER Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)

URGENT
REMINDER

Dear Vic,

Please let us have your offer by **13th February 2019**. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

SMRT AUTOMOTIVE

From: Shu Pei (LKKAuto) [mailto:shupei@lkkauto.com]
Sent: 31/12/2018 09:41
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Cc: CS A Team; Admin A
Subject: FW: LOD Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM18019879/Nha3	Vic

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

Best Regards,

Shu Pei| Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>
Sent: Friday, 28 December 2018 5:24 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)

Dear All,

We quantify our claim as follows:-

Cost of Repair	$2800.00					
Loss of Rental	$806.55	(	7.5	days x	$107.54	)
Loss of Income	$450.00	(	7.5	days x	$60.00	)
Total	**$4056.55**					

We enclose the following documents:

1) Repair invoice
2) Proof of rental rate
3) GIA report
4) Accident vehicle laid-up report
5) Hirer's Letter of Authorisation

We have notified AXA of PRS on 01/11/2018 at 8.38am and our taxi was surveyed on 01/11/2018 at 4.26pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>
Sent: Friday, 28 December 2018 5:24 PM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 31/10/2018 involving SHB 1658R & SHD 5125A (AXA's insured) Our Ref: TAX/10/18/2122/lg)
Attachments: 10 18 2122.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	$2800.00					
Loss of Rental	$806.55	(	7.5	days x	$107.54	)
Loss of Income	$450.00	(	7.5	days x	$60.00	)
Total	**$4056.55**					

We enclose the following documents:

1) Repair invoice
2) Proof of rental rate
3) GIA report
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5) Hirer's Letter of Authorisation

We have notified AXA of PRS on 01/11/2018 at 8.38am and our taxi was surveyed on 01/11/2018 at 4.26pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

Vic (LKKAuto)

From:	Vic (LKKAuto)
Sent:	Monday, 3 December, 2018 5:02 PM
To:	claims
Cc:	Admin A; Vic (LKKAuto); carrisalee@ava-ins.com; foonghon@ava-ins.com; icewong@ava-ins.com
Subject:	YOUR REF: P1680520 (SHD5125A)_ACCIDENT INVOLVING SHD 5125A AND SHB 1658R AT/ALONG RIVER VALLEY CLOSE ON 31/10/2018

03 DECEMBER 2018

TRANS-CAB SERVICES PTE LTD
SINGAPORE

Dear Sir/Madam,

OUR REF : CC4/ASM18019879/Nha3
YOUR REF : P1680520 (SHD5125A)
ACCIDENT INVOLVING SHD 5125A AND SHB 1658R AT/ALONG RIVER VALLEY CLOSE ON 31/10/2018

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 SMRT AUTOMOTIVE SERVICES PTE LTD acting on behalf of the owner of SHB 1658R against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant. Unless proven otherwise.

Please be informed that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal.

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. You 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 / 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.

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 | fax: 6741-4108

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

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AUTHORISATION TO ACT

I/We, **SMRT TAXIS PTE LTD** ("the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHB 1658R** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. **SHB 1658R** that was damaged pursuant to the accident which occurred on **31/10/2018** (date) along **PACIFIC MANSION RIVER VALLEY CLOSE** (location) involving vehicle no/s **SHD 5125A** ("the accident").

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

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

Dated this 29 (day) of August (month) 2019 (year)

SMRT TAXIS PTE LTD

Signed by "the third party claimant"
(with chop if applicable)

SMRT AUTOMOTIVE SERVICES PTE LTD

Signed by "the workshop"
(with chop)

AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SHD 5125A	(Insd veh)	Model: TOYOTA PRIUS 1.8(A)
	SHB 1656R	(TP veh)	
Date of Accident/ Time:	31/10/2018		

Repair Estimate	:$	1,428.10		
Final Repair Cost	:$			
Loss of Use	:$		days at $	per day
Rental (if any)	:$		days at $	per day
LTA / GIA Search Fee	:$			
Others:	:$			
	:$			
Final Settlement Sum (Global Sum)	:$	1,900.00		

Payee Name : SMRT TAXIS PTE LTD

Is Third Party Workshop GIA Registered? [x] YES [ ] NO (Kindly indicate below)

A)	For **Non GIA Registered Workshop:**	Agreed Liability: _____(%)
B)	For **GIA Registered Workshop:**	BOLA Applicable: Yes/~~No~~ BOLA Scenario No: NIL
	BOLA Liability: _____(%)	Assessed Liability (*): 50 (%)
	** Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.*	

Remarks:

NOTE:

1. **PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.**
2. **THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.**
3. **AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.**

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are ***not received within 7 days*** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a **full and final settlement** that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

Signature of workshop representative / Workshop stamp
Name of Representative: Tan Lee Cok
Date: 29 AUG 2019

Signature of Witness / Workshop stamp (if applicable)
Name of Witness: Ong Mua Yen
Date: 29 AUG 2019

LKK

NAZ

Signature of AXA's surveyor/representative:
Name of AXA's Surveyor /Representative:
Date: 3/9/19

AXA Insurance Pte Ltd (Company Reg. No.: 199903512M)
8 Shenton Way #24-01 AXA Tower Singapore 068811
AXA Customer Centre #01-21/22
Telephone: +65 6880 4888 – axa.com.sg

*** This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date.

Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.

SMRT AUTOMOTIVE

SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

RECEIVED
LG
06 DEC 2018
Claims Department
SMRT AUTOMOTIVE SERVICES PTE LTD

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV181200036
Date : 03.12.2018
Vehicle No. : SHB1658R
Your Ref No. : TAX/10/18/2122
Our Ref No. : 24098545
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) %	Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			$	2,800.00
			GRAND TOTAL	$	2,800.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 30.10.2018

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'. No receipt will be issued unless requested.

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E

SMRT Taxis Pte Ltd

MEMORANDUM

To:	Claims Dept	Our Ref:	TAX/10/18/2122/lg
From:	SMRT Taxis Pte Ltd	Date:	12/3/2018

ACCIDENT INVOLVING SHB 1658R & SHD 5125A ON 31/10/2018 ALONG RIVER VALLEY CLOSE

This is to certify that Mr Lai Gim Huat (NRIC No. S1471229A) is the registered hirer of the above taxi no. SHB 1658R at the time of accident.

This is also to confirm that the daily rental rate for SHB 1658R is $107.54 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD

SMRT TAXIS PTE LTD

for Manager

Laid Up Report

Accident Start Date : 01/10/2018

Accident End Date : 08/11/2018

Date Generated : 08/11/2018

User Name : LeeGek

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/10/18/2122	SHB1658R	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24098545	31/10/2018 3:25 AM	07/11/2018 2:11 PM

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/ASM18019879/Npa3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811

Date : 09-09-2019

ATTN:RICHARD ANG

Code : ASM

1.	Policy Particulars :- THIRD PARTY CLAIM			
	Insured Veh.	SHD 5125A	**Veh. Inspected**	SHB 1658R
	Policy No.	VPX/P1680520	**Coverage ($)**	0.00
	Claim No.	S8M011D1	**Excess ($)**	0.00
	Assign From		**Assign Date**	01/11/2018

2.	Vehicle Particulars & Condition			
	Make & Model	TOYOTA PRIUS	**c.c**	1798
	Engine No.	HIDDEN	**Year of Reg.**	2014
	Chassis No.	JTDKN36U005747915	**Colour**	MAROON
	Odometer	554039	**Steering**	IN ORDER
	Brakes	IN ORDER	**Modification**	STANDARD ALLOY RIM
	General	FAIR		

3.	Conditions of Tyres			
		Size	**Make**	**Balance**
	R/H Front Tyre	195/65 R15	FALKEN	6 mm
	L/H Front Tyre	195/65 R15	FALKEN	6 mm
	R/H Rear Tyre	195/65 R15	FALKEN	5 mm
	L/H Rear Tyre	195/65 R15	FALKEN	5 mm

4.	Description of Damages
	THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.

5.	General Information			
	Accident Date	31/10/2018	**Inspection Date**	01/11/2018
	Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		

5a.	Remarks
	A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

5b.	Estimate Days of Repair	
	ESTIMATED NORMAL PERIOD FOR REPAIR:	**4 Working Days**

LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

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

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHB 1658R

Qty	Description of Parts	Condition	Estimate By Workshop ($))	Our Adjusted ($)
	REPLACEMENT OF PARTS			
1	FENDER FRT/RH (DISC 25%) (CONSISTENT)	DEFORMED	723.40	542.55
1	NAME PLATE (HYBRID) (DISC 25%) (CONSISTENT)	NECESSARY	51.90	38.93
1	FENDER LINER FRT/RH (DISC 25%) (CONSISTENT)	TORN	171.70	128.78
1	QUARTER GLASS FRT/RH (DISC 25%) (CONSISTENT)	NECESSARY	234.90	176.18
1	SOLAR FILM (SN) (CONSISTENT)	NECESSARY	125.00	125.00
1	SEALANT W/SCREEN (SN) (CONSISTENT)	NECESSARY	37.00	37.00
1	STICKER DECAL SMRT (DOOR) (SN) (CONSISTENT)	NECESSARY	60.00	60.00
1	BUMPER SUPPORT F/RH (CONSISTENT)	SERVICEABLE	76.40	-
1	FENDER PROTECTOR FRT/RH UPPER (CONSISTENT)	SERVICEABLE	46.10	-
1	BUMPER FRT (CONSISTENT)	TO REPAIR SEE LABOUR	482.00	-
1	HOOD PANEL (CONSISTENT)	TO REPAIR SEE LABOUR	748.10	-
1	WHEEL DISC .FRONT (CONSISTENT)	TO REPAIR SEE LABOUR	1,484.20	-
1	DOOR FRT/RH (CONSISTENT)	TO REPAIR SEE LABOUR	894.40	-
			5,135.10	1,108.44
	LABOUR			
	PANEL BEATING & BODY WORK.INCLUSIVE OF THE REPAIR OF BUMPER FRT,HOOD PANEL,WHEEL DISC.FRONT AND DOOR FRT/RH.		845.00	800.00
	SPRAY PAINT.		1,692.00	880.00
	TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE).		120.00	30.00
	TO REPLACE SUNDRY PARTS.	NOT NECESSARY	100.00	-
	TO WASH AND VACUUM.	NOT NECESSARY	60.00	-
	TOWING CHARGE.		56.00	40.00
	TO CHECK WIRING AND SYSTEM FUNCTION.	NOT NECESSARY	80.00	-
	TO APPLY RUST-PROOFING ON AFFECTED AREA.		100.00	40.00
	TO REMOVE & REFIX FRONT LHS/RHS QUARTER GLASS.		120.00	40.00

Report Ref No. CC4/ASM18019879/Npa3q2

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

Qty	Description of Parts	Condition	Estimate By Workshop ($))	Our Adjusted ($)
	TO DO WHEEL ALIGNMENT /TYRE BALANCING.		120.00	60.00
			3,293.00	1,890.00
	GRAND TOTAL		**8,428.10**	**2,998.44**

RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			**2,800.00**

Report Ref No. CC4/ASM18019879/Npa3q2

MUHAMMAD NAZRIL BIN ABDULLAH

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 contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.

English (SG) LKK AUTO CONSULTANTS PTE LTD (TP)

SERVICE REQUESTS MESSAGES CLAIMS

Service Request Details

Claim	58M011D1
Reference	CC4/A5M18019879/Npa3q2
Loss Date	31 October 2018
Report Date	31 Oct 2018 1:52:00 PM
Request Date	30 May 2019
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 #	SHB1658R
Make	TPVD TOYOTA
Model	PRIUS TAXI-1.8 (A)

Service Address

- - -

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD
No.2 ANG MO KIO STREET 63, S69111, Singapore

Claim Handler

KHOR Saw Theng
6568804754
sawtheng.khor@axa.com.sg

Additional Instructions

Messages (1) Invoices History Documents Assessment Metrics Notes

Document Type

Document SubType

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (5).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019

NAME	DOCUMENT TYPE	SUB-TYPE	REQUESTED FOR	DATE UPLOADED
RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
RENTAL MILEAGE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
LKKInspection (3).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
LKKAdjustment1a (5).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
WORKSHOP INVOICE.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
Rental Rate & Mileage.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 August 2019
TP - Mandate IA dd 090819.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	9 August 2019
LKK INSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
LKK REINSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
Email to OI dd 031218.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	3 December 2018
SHB1658R - TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	8 November 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
SHD5125A INSD GIA.PDF	Reports & Statement	GIA Report	RATAN BHOSALE Pragati	1 November 2018
SHB1658R TP GIA.PDF	Reports & Statement	GIA Report	RATAN BHOSALE Pragati	1 November 2018
EMAIL RECIEVED FROM WORKSHOP WITH TP GIA REPORT.msg	Letters and Correspondence	Workshop	RATAN BHOSALE Pragati	1 November 2018