

CC 4, Asm 180 2044, Plea 39 LKK 80981
IDAC

Sur: yor Amk DOI: 12/11/18 Date / Time: 12/11/18

Pre-assign / CCU / FTE



Insured Vehicle No: SHD 302M
Name of Insured: TC Svs plc
Insured Tel No: 5.000-00 HP: 9/11/18
Excess Sec II :SS D.O.A: 9/11/18
Is driver the owner? (YES / NO) Nature of Accident:

Claim No: 58m 012 EV.
Policy No: 6w
Make / Model: Chang; Airport 73
Place of Accident: Chang; Airport 73

If NO, Driver Name / Age:

Driver Tel No:

(VL: YES / NO)

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

Insured Liability: % Final? Yes / No

SHC 38780



INSRS: WSP: CDH5
Tel: 10m
Liability: 10m
RMKS:



INSRS: WSP:
Tel:
Liability:
RMKS:



INSRS: WSP:
Tel:
Liability:
RMKS:



INSRS: WSP:
Tel:
Liability:
RMKS:

Date / Time

20/11
18

SHC 38780 - C3/11/18 9016710 / C3; 0005/19/11/18
SHD 302M - C3/11/18 140 4307 / K632; 004/11/11/18
- C3/11/18 140 4307 / K632; 004/11/11/18

STAGE	DATE / PIC
Non-Reporting ltr (1st):	
Non-Reporting ltr (2nd):	
Non-Reporting ltr (Final):	
Notification ltr (if non-pickup):	
Call GI:	26/11/19
After call ltr to OI:	26/11/19
Documentation Check List: Hand / 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:	
PIR:	
Mandate/Reject Instruction:	
LOD:	
Payment Breakdown Form:	
Post-Repair Photos:	
Others:	

to 11/18. TP video.

26/11/19 - (cancel claim/m to sheet any evidence.
W ender from OL.

13/9/19 - File pass to MK to close.

PRELIMINARY ADVICE		Date/Time:	Sent By:	
FINALIZATION		Date/Time:	Confirm with:	
Repair Cost:	\$5	(days)	Reduction:	%
FINAL SETTLEMENT		Date/Time: 3/11/19	Confirm with: William	
Final Liability:	% 50	Agreed / Assessed		BOLA S/N No: 114(a)
Repair Cost:	\$5 963.00			
Loss of Rental (LOR):	\$5 238.56	(4 days)	✓ B119.28	
Loss of Use (LOU):	\$5 (3 x 4 days)			
Loss of Income (LOI):	\$5 (W.W) (3 x 4 days)			
LOR only	LOU only	LOR + LOU	LOR + LOI	[Tick only one]
GIA/LTA Search	\$5			
Medical:	\$5			
Disbursement:	\$5	(e.g. Tow/ Independent)		
Legal Cost	\$5			
Total:	\$5 1301.56	Global Sum \$5: 1300.00		
FINAL PAYMENT		Date/Time:	Confirm with:	
Payee 1:	\$5 1300.00	Name 1:	Cambridge Engineering Ltd	
Payee 2: (Strike if N.A.)	\$5	Name 2:		
Payee 3: (Strike if N.A.)	\$5	Name 3:		

COPY SENT 1/11/19

1) Claim status: Normal/Reject/Private Settle
2) Report Format: TP
3) Survey fee: 350.00

Chang

Surveyor: Kolvin

REF: _____

ASSIGNMENT

From: _____ Date: _____

Estimate/Cost: _____

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

To Insp'd Vehicle No: _____

at Workshop m/s _____

at _____

Insured: _____

Policy No: _____

Claims No: _____

Turn 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

Ball. or Market Value: _____

IDAQ Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

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

Lump Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SHC 38780 Yr Regn: "Feb, 2015"

Type: M, Car / M, Cycle / Bus / Van / Lorry / T₆ / Prime Mover /

Truck / Trailer or

Make: Hyundai C.C. 1600

Colour: Blue A/C: Insured 6 / Std / NI / NA

Sp. Reading: 576469 T/Radio: Insured 6 / Std / NI / NA

Eng/No: _____

C/No: 1KM HLB414MF40 6x600

Gen. Cond: Good 6 / Fair / Poor / Burnt

Steering: In order 6 / Jammed / Leaked / Burnt or

Brakes: In order 6 / Jammed / Leaked / Burnt or

Mod: Nil / S/Rim / STD A/B or

Tyre Size: F: 205/60 R16

R: _____

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

TOYO / YOKO or Hankook

Front _____ Rear _____

R/Bal. 7 mm R/Bal. 7 mm

L/Bal. 7 mm L/Bal. 7 mm

D.O.A. 9/11/18 D.O.L. 12/11/18

Survey held at CDGE (Loyang)

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
	<u>45 # 1800 Check (1376.21 / 43%)</u>

Delete Time, File Pass to? ☐ : Prel. Report

1) ☐ : Final Report

Delete Time, File Return to?

2) _____

Report Format: _____

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

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee: ☐ : Site Insp (\$ _____)

☐ : Interview (\$ _____)

☐ : Tech. Invs (\$ _____)

☐ : Weekend (\$ _____)

Survey Fee:

Transportation:

\$ + RS \$

Photos

Others

TOTAL

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

Date: 09.11.2018

Time: 16:09:21

Page: 1

AXA-4S

CFri

12 TS

COMPANY : THIRD PARTY'S CLAIMS (CAS)
 CUSTOMER: 7010045
 ADDRESS : COMFORT TRANSPORTATION PTE LTD
 383 SIN MING DRIVE
 SINGAPORE SINGAPORE 575717
 65508755

JOB NO : 305236886
 REGN NO : SHC3878D
 MILEAGE : 0000000000
 MAKE : HYUNDAI
 MODEL : I-40
 DATE OF REGN : 11.02.2015
 DATE/TIME IN : 09.11.2018 12:45
 ACCIDENT DATE : 09.11.2018

1615

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0103-0578-G	FRONT BUMPER	1	553.00	20.00	442.40	on
0002 04-01-0103-0638-G	FRT BUMPER UPR BRKT RH	1	22.40	20.00	17.92	X sue
0003 04-01-0103-0640-G	FRT BUMPER BRKT RH	1	24.60	20.00	19.68	X sue
0004 04-01-0103-0654-G	FRT BUMPER GRILLE RH	1	41.60	20.00	33.28	X repair
0005 04-01-0103-0573-A	FRT FENDER RH	1	566.30	20.00	453.04	X repair
0006 04-01-0103-0782-A	HEADLAMP RH	1	1,388.00	20.00	1,110.40	hatched

SUB-TOTAL : 2,076.72

JOB NATURE

0000 20-05	Frt Fender Adv.Sticker RH	100.00	-	100.00	on
0001 L	PANEL BEATING	440.00	200	240.00	
0002 23-502	SPRAYPAINT ON AFFECTED AREA	440.00	400	40.00	
0003 17-01	CHECK ALL LIGHTING	40.00	20	20.00	
0004 20-00	TUFF COAT ON AFFECTED PARTS.	40.00	X	40.00	on

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

Date: 09.11.2018

Time: 16:09:21

Page: 2

Fri

IS

AXA-4s

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 DATE OF REGN : 11.02.2015
 DATE/TIME IN : 09.11.2018 12:45
 ACCIDENT DATE : 09.11.2018

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

SUB-TOTAL : 1,060.00

TOTAL : 3,136.72

Lamfz

MVA NAME & SIGNATURE
 DATE :

AUTHORISED : YES / NO
 SURVEYOR NAME & SIGNATURE
 DATE :

Ka/uh 16/11/18

12/11/18 14 15 hrs.

3 Days

4s

After Repair photo

LKK Auto Clinic, Singapore

The Repair shop is authorised to

- To receive and repair the vehicle
- To supply parts and materials
- Parts provided on a "best effort" basis
- Third party claims will be handled on a "best effort" basis
- No warranty is given for the repair work
- Signature: _____
- Date: _____

Authorised by Receiver

Signature: _____

Date: _____

Team: ARC Repair TP(CLS0)1 JOB CARD Sales Order: JC NO.: 305236886

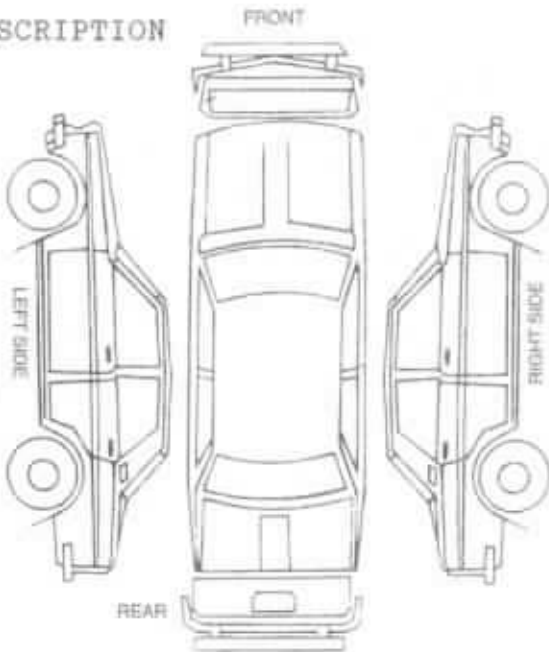
MEMBER	REGN NO.: SHC3878D	MILEAGE
1 COMFORT TRANSPORTATION PTE LTD	MAKE: HYUNDAI	FUEL
7010045	MODEL I-40	E 1/2 F
MEMBER NO. 383 SIN MING DRIVE	DATE/TIME IN 09.11.2018 12:45	
ISS Singapore SINGAPORE 575717	YR OF MANU 11.02.2015	TARGET DATE
65508755 (P) (O)	CHASSIS CODE KMHLB41UMFU064600	COMPLETION DATE/TIME
UNT CARD NO.		

Accident Date: 09.11.2018
NATURE: 3P 09.11.18/C

JOB DESCRIPTION

S/NO LABOR CODE

DESCRIPTION



KEYED & PASSED OUT BY:

SERVICE ADVISOR

Signature Slip

Exit Pass

to: SHC3878D LIMITS

Vehicle No.: SHC3878D

Service Advisor

Signature/Date

Name of Service Advisor

Date

Returned to Service Reception upon collection

To be kept by Security Guard



COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

Date: 09.11.2018

Time: 16:09:21

Page: 1

COMPANY : THIRD PARTY'S CLAIMS (CAS)
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0002	04-01-0103-0638-G	FRT BUMPER UPR BRKT RH	1	22.40	20.00	17.92	?
0003	04-01-0103-0640-G	FRT BUMPER BRKT RH	1	24.60	20.00	19.68	?
0004	04-01-0103-0654-G	FRT BUMPER GRILLE RH	1	41.60	20.00	33.28	x repair
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0006	04-01-0103-0782-A	HEADLAMP RH	1	1,388.00	20.00	1,110.40	/

SUB-TOTAL : 2,076.72

JOB NATURE

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0002	23-502	SPRAYPAINT ON AFFECTED AREA	440.00	400
0003	17-01	CHECK ALL LIGHTING	40.00	20
0004	20-00	TUFF COAT ON AFFECTED PARTS.	40.00	x

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

Date: 09.11.2018

Time: 16:09:21

Page: 2

Fri

AXA-4s

12 IS

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JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

SUB-TOTAL : 1,060.00

TOTAL : 3,136.72

MVA NAME & SIGNATURE
 DATE :

AUTHORISED : YES / NO
 SURVEYOR NAME & SIGNATURE
 DATE :

Kah 10/11/18

12/11/18 14 15 hrs.

3 days

4s

After Repair photo

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 is allowed
 • Survey report must be submitted on 8
 is subject to the surveyor's discretion

Acknowledged by:

Signature:

Date:

COMFORTDELGRO ENGINEERING

Our Job Ref No : 305236886

Date : 13/11/18

ComfortDelGro Engineering Pte Ltd
59 Loyang Drive Singapore 508969
Fax: 6546 8156

FINALIZATION FORM

To : LKK

Fax :

Attn : KALVIN ANG

Vehicle Reg No. : SHC3878D

Date of Accident : 09-Nov-18

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

1. The repair job shall bill to: AXA -- **TRANSCAB**
SHD 302M

2. The finalized amount shall be:

(a) Spare Parts after List discount

(b) Labour Charges

Total for Part-By-Part Repair Cost

(c.) Lumpsum Repair (if applicable)

Total for Lumpsum repair cost after Less: 20%

Final Lumpsum Repair cost

\$1,800.00

\$1,800.00

3. Estimated normal period for repairs: 3 working days.

4. We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days

5. Thank you for your assistance.

We confirm the estimates and finalized amount

Signature : 

Name : LIM T S

Tel : 62148398

Fax : 65468156

Signature : 

Name : KALVIN

Date : 13/11/18

For Official Use Only

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate P/Day		YES		
2. Loss of Income Paid		NO		
3. Survey Fees	-----			
4. LTA Search Fee	\$7.49			
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks:

Final Amount Subject to Insurance Approval

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Monday, 25 February 2019 2:14 PM
To: 'Catherine Koh Mui Gek'
Subject: Your Ref:T1118/SHC3878D/WT(st), ACCIDENT INVOLVING SHC 3878D AND SHD 302M ON 09/11/2018
Attachments: OI SKETCH PLAN.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Your Ref:T1118/SHC3878D/WT(st)
Our Ref: CC4/ASM18020414/K1ea3

Without Prejudice

Hi Sir,

We refer to the above matter.

ACCIDENT INVOLVING SHC 3878D AND SHD 302M ON 09/11/2018

Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

Our principle would like to request a copy of your client video footage.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



RE: REQ DOC

Type

🔗 Question

Message

Hi, we have requested a copy of video footage from third party as per instruction. However third party refused to provide video footage as both reports confirmed BOLA S14(a) applies. In view of this, kindly advise further instruction on this matter. Thanks. Hsiao Tong- 26 June 2019

Reply



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: 26/6/2019

Survey Details:

Date of loss	9-Nov-18
Date of appointment	12-Nov-18
Date of survey	12-Nov-18
Location of survey	CDGE LOYANG

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SHC3878D
Make and Model	HYUNDAI I40 1.7L CRDI AT
Date of registration	11-Feb-15
Excess	
Market Value	\$ -
Part Rebate	\$ -
Nett Loss	\$ -

Repair details:

Initial Estimate	3,136.72
------------------	----------

Proposed/Revised repair cost:

Parts	\$ 1,652.80
Check items (estimate)	\$ -
Labour	\$ 620.00
Total	\$ 2,272.80
Lump Sum(if applicable)	\$ 1,800.00

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



Auto
Consultants
Pte Ltd

Company Registration No. 199607188R

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

Remarks:

BOLA14(a)

Mandate:

Liability(TP)	50%	
Proposed repair cost (w/GST)	\$ 1,926.00	
Loss of use	NIL	no. of days
Loss of rental	\$ 477.12	(4days x \$119.28)
Loss of income	\$ 200.00	(4days x \$50.00)
	\$ 2,603.12	
@ 50%	\$ 1,301.56	
LTA search fees	NIL	
Others	NIL	
Proposed Total	\$ 1,301.56	

Hsiao Tong (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Wednesday, 26 June 2019 3:35 PM
To: Hsiao Tong (LKKAUTO)
Subject: FW: New message for service request 80951, vehicle number SHD3878D

Message REJECT TP CLAIM BASED ON OI REPORT, MAINTAIN REJECTION UNLESS OTHERWISE PROVEN WITH VIDEO EVIDENCES.

-----Original Message-----

From: Admin-D (LKKAUTO)
Sent: Wednesday, 26 June, 2019 3:30 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 80951, vehicle number SHD3878D

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: kianchuan.chan@axa.com.sg [mailto:kianchuan.chan@axa.com.sg]
Sent: Wednesday, 26 June, 2019 3:28 PM
To: admin-d@lkkauto.com
Subject: New message for service request 80951, vehicle number SHD3878D

AXA Insurance has sent you a message for claim number S8M012EV.
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.



**<Seek Instruction - TP intend to Escalate to GIA>
S8M012EV [ACCIDENT INVOLVING SHD 302M(OI) AND
SHC 3878D(TP) ON 09/11/2018]**

Type

 Question

Message

Hi, we have rejected third party claim as per instruction. However third party insisted that BOLA S14(a) is applicable and intend to escalate the matter to GIA if no offer by end days. In view of this, kindly let us have your further instruction. Thank you. Hsiao Tong - 02 Aug 2019

Reply

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 2 August 2019 12:03 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: New message for service request 80951, vehicle number SHD3878D

2/8/19 11:45 AM ***

Message PLS REQ FOR TP VIDEO FOOTAGE FOR OUR REVIEW - CHAN Kian Chuan

-----Original Message-----

From: kianchuan.chan@axa.com.sg [mailto:kianchuan.chan@axa.com.sg]
Sent: Friday, 2 August, 2019 11:46 AM
To: admin-d@lkkauto.com
Subject: New message for service request 80951, vehicle number SHD3878D

AXA Insurance has sent you a message for claim number S8M012EV.

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: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Thursday, 8 August 2019 2:17 PM
To: Hsiao Tong (LKKAUTO)
Cc: KKLau; William Tan Thoo Seng
Subject: Re: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]
Attachments: SHC3878D doa 9.11.18.mov

Dear Hsiao Tong

Strictly without prejudice and for this case only, we attached video footage as requested.

Kindly settle our PD claim as per BOLA S14(a) without further protraction.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, 2 August 2019 12:33 PM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: RE: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Without Prejudice

Dear Mr William,

We have convey your email to our principal for further instruction.

As per AXA instruction, we would like to request a copy of your client video footage for our review.

We look forward your favourable response.

"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: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Friday, 2 August 2019 10:24 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Escalate to GIA

Outstanding : > 7 months.
BOLA Scenario : S14 (a) ***

Without Prejudice.

Dear Hsiao Tong

Yesterday evening, we spoke and confirm amicable settlement at 50%.

Surprisingly, today, you rejected this claim. Since, you and your Principal is not going to settle matter as per BOLA scenario, we regret to inform you that we are escalating matter to GIA for arbitration. Unless, you review your stand and revert by end days.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 2 August 2019 9:39 AM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: RE: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter,

Attached is a copy of our insured accident report for your easy reference. Our insured driver reported that your client moved out from stationary position and hit onto our insured taxi.

In view of this, we regret to inform you that we have our principal instruction to reject your client claim.

If you have any evidence/witness to refute the report given by our insured, we will be reviewing the situation.

"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: William Tan Thoo Seng <williamtan@cdge.com.sg>

Sent: Monday, 15 July 2019 10:57 AM

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

Cc: chris.chionhhs@axa.com.sg; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A.
09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Final reminder

Escalating to GIA

Case protracted : > 6 months ***

BOLA scenario : S 14 (a)

Without Prejudice.

Dear Hsiao Tong

In your below email, you have deleted our email of **04.03.19**. See attach.

You took four months to revert to our email and opined that liability is unclear.

Accident of this nature should be settled as per BOLA scenario S14 (a).

Without any unnecessary protraction, we urge you to settle as per BOLA scenario by **22.07.19**. After which, we will then have to escalate matter to GIA.

Unless you wish to incur unnecessary GIA arbitration cost.

Dear KK Lau

Please assist to settle this matter expeditiously and amicably.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

Sent: Friday, 12 July 2019 4:26 PM

To: William Tan Thoo Seng; Catherine Koh Mui Gek

Subject: Your ref: T 1118/ SHC 3878D/ WT(st) *Our ref: CC4/ASM18020414/K1pa3 [ACCIDENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Your ref: T 1118/ SHC 3878D/ WT(st)

Without Prejudice

Our ref: CC4/ASM18020414/K1pa3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client vehicle moved out from stationary and hit onto our vehicle. Attached is a copy of our insured accident report for your easy reference.

As per AXA instruction, we would like to request a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

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)

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]



**RE: Re:<Seek Instruction - TP intend to Escalate to GIA>
S8M012EV [ACCIDENT INVOLVING SHD 302M(OI) AND
SHC 3878D(TP) ON 09/11/2018]**

Type
❓ Question

Message
Hi KC, we have uploaded a copy of third party video in SC. Kindly let us have your instruction. Thanks. Hsiao
Tong - 12 Aug 2019

Reply

Hsiao Tong (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Tuesday, 13 August 2019 11:26 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: New message for service request 80951, vehicle number ~~SHD3878D~~ *SHD*

13/8/19 8:29 AM *** PLS PROCEED DS - CHAN Kian Chuan

-----Original Message-----

From: kianchuan.chan@axa.com.sg [mailto:kianchuan.chan@axa.com.sg]
Sent: Tuesday, 13 August, 2019 8:30 AM
To: admin-d@lkkauto.com
Subject: New message for service request 80951, vehicle number SHD3878D

AXA Insurance has sent you a message for claim number S8M012EV.
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: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Monday, 26 August 2019 8:38 AM
To: Hsiao Tong (LKKAuto)
Cc: KKLau
Subject: Re: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Outstanding : > 8 months.

Without Prejudice.

Strictly for the purpose of an amicable settlement., we accept your global offer.

Kindly forward your D.V. .

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Saturday, 24 August 2019 8:59 AM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>; Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>
Subject: RE: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Without Prejudice

Dear Sirs/Mdm,

Thank you for your patience.

We propose settlement at a global sum of **\$1,300.00(all-in).**
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: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 21 August 2019 3:31 PM
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>
Subject: Re: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Another reminder
Outstanding : > 8 months

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

Kindly forward your offer.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Thursday, 8 August 2019 2:17 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>; William Tan Thoo Seng <williamtan@cdge.com.sg>
Subject: Re: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Dear Hsiao Tong

Strictly without prejudice and for this case only, we attached video footage as requested.

Kindly settle our PD claim as per BOLA S14(a) without further protraction.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 2 August 2019 12:33 PM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: RE: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Without Prejudice

Dear Mr William,

We have convey your email to our principal for further instruction.

As per AXA instruction, we would like to request a copy of your client video footage for our review.

We look forward your favourable response.

"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: William Tan Thoo Seng <williamtan@cdege.com.sg>

Sent: Friday, 2 August 2019 10:24 AM

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

Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdege.com.sg>

Subject: Re: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Escalate to GIA

Outstanding : > 7 months.

BOLA Scenario : S14 (a) ***

Without Prejudice.

Dear Hsiao Tong

Yesterday evening, we spoke and confirm amicable settlement at 50%.

Surprisingly, today, you rejected this claim. Since, you and your Principal is not going to settle matter as per BOLA scenario, we regret to inform you that we are escalating matter to GIA for arbitration. Unless, you review your stand and revert by end days.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 2 August 2019 9:39 AM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: RE: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference. Our insured driver reported that your client moved out from stationary position and hit onto our insured taxi.

In view of this, we regret to inform you that we have our principal instruction to reject your client claim.

If you have any evidence/witness to refute the report given by our insured, we will be reviewing the situation.

"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: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Monday, 15 July 2019 10:57 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Cc: chris.chionhhs@axa.com.sg; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Your ref: CC4/ASM18020414/K1pa3 (SHD 302 M- Transcab) vs SHC 3878 D D.O.A. 09.11.18.DENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Final reminder

Escalating to GIA

Case protracted : > 6 months ***

BOLA scenario : S 14 (a)

Without Prejudice.

Dear Hsiao Tong

In your below email, you have deleted our email of **04.03.19**. See attach.

You took four months to revert to our email and opined that liability is unclear.

Accident of this nature should be settled as per BOLA scenario S14 (a).

Without any unnecessary protraction, we urge you to settle as per BOLA scenario by **22.07.19**. After which, we will then have to escalate matter to GIA.

Unless you wish to incur unnecessary GIA arbitration cost.

Dear KK Lau

Please assist to settle this matter expeditiously and amicably.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

Sent: Friday, 12 July 2019 4:26 PM

To: William Tan Thoo Seng; Catherine Koh Mui Gek

Subject: Your ref: T 1118/ SHC 3878D/ WT(st) *Our ref: CC4/ASM18020414/K1pa3 [ACCIDENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018]

Your ref: **T 1118/ SHC 3878D/ WT(st)**

Without Prejudice

Our ref: CC4/ASM18020414/K1pa3

Dear Sirs/Madam,

ACCIDENT INVOLVING SHD 302M(AXA) & SHC 3878D ON 09/11/2018

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client vehicle moved out from stationary and hit onto our vehicle. Attached is a copy of our insured accident report for your easy reference.

As per AXA instruction, we would like to request a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

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)

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

Our Ref : T 1118/ SHC3878D /WT(st)

Your Ref :

Date : 18-Dec-18

CDGE Taxi Claims Dept
59 Loyang Drive 4th Flr
Singapore 508969

ComfortDeiGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Senoko
24 Senoko Loop
Singapore 758158

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

Yishun
Yishun Industrial Park A
Singapore 768732

AXA Insurance Pte Ltd
8 Shenton Way
#24-01, AXA Tower
Singapore 068811

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHC3878D YOUR INSURED SHD 302M
AND OTHER ON 09.11.18

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor vehicle No : **SHC3878D** which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : **SHD 302M**
we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$	1,926.00
2	5 days Loss of Rental @ \$ 119.28 per day	\$	596.40
3	Survey Report Fees (Surveyed by M/s LKK)	\$	-
4	GIA / LTA Search Fee	\$	-
5	GIA / Police Report Fees	\$	-
6	Towing Fees	\$	-
	Sub Total :	\$	2,522.40

HIRER'S CLAIM

7 5 days Loss of Income @ \$ 80.00 per days \$ 400.00
Total Claims: \$ 2,922.40

We enclose herewith the following documents to support the claims: -

- a) Original repair bill and photocopies of photographs 6 pcs
- b) LTA search slip/s of : SHD 302M
- c) GIA / Police report/s of : SHC3878D
- d) Letter of authority from owner / hirer / operator
- (X) Photocopies of Accident Scene Photo/s () Towing/Medical bill/receipts
- () Witness statement/s (x) Rental Rate letter (x) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

William Tan

CDGE Claims Department

Tel: 6214 8737 Fax: 6214 1843 Email: williamtan@cdge.com.sg

This is a computer generated letter. No signature is required.

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 26 June 2019 2:29 PM
To: claims@transcab.com.sg
Cc: transcab_avaclaims@ava-ins.com
Subject: ACCIDENT INVOLVING SHD 302M(AXA) AND SHC 3878D ALONG/AT CHANGI AIRPORT T3 DEPARTURE HALL ON 09/11/2018

26 JUNE 2019

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM18020414/K1pa3
YOUR REF : P1680520 (SHD 302M)
ACCIDENT INVOLVING SHD 302M(AXA) AND SHC 3878D ALONG/AT CHANGI AIRPORT T3 DEPARTURE HALL ON 09/11/2018

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 COMFORTDELGRO ENGINEERING PTE LTD acting on behalf of the owner of SHC 3878D against your motor insurance policy.

We have reviewed the matter and based on accident report and accident scenario, we are of the view that BOLA scenario 14(a) is applicable. Both vehicles should exercise consideration. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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

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

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

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

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)

- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

LETTER OF AUTHORISATION

(NAF / PAF)

**ACCIDENT INVOLVING
ALONG****I 40 SHC3878D , SHD302M
T3 DROP OFF POINT****ON 09-Nov-18 07:30**

I / We

KUICK KIAN PONG(Hirer) NRIC No.: **S7535352I**

and/or

(Relief) NRIC No.:

Taxi Number

SHC3878D

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date

09-Nov-2018

Name of Hirer

KUICK KIAN PONG

Hirer NRIC

S7535352I

Signature :



Address

**288C PUNGGOL PLACE #10-831
823288**

Contact No.

87775152



AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SHD 302M	(Insd veh)	Model: HYUNDAI I40
	SHC 3878D	(TP veh)	
Date of Accident/ Time:	09/11/2018		

Repair Estimate	: \$	3,356.29	
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)	: \$	1,300.00	

Payee Name : COMFORTDELGRO ENGINEERING PTE LTD

Is Third Party Workshop GIA Registered? ☒ 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: <u>14(a)</u>
	BOLA Liability: <u>50</u> (%)	Assessed Liability (*): _____ (%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.		
Remarks:		

NOTE:

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTEASOR IN ANY MANNER WHATSOEVER.
- 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: COMFORTDELGRO ENGINEERING PTE LTD
 Date: 2-9-19
 55 LOYANG DRIVE
 SINGAPORE 530603



Signature of Witness / Workshop stamp (if applicable)
 Name of Witness: COMFORTDELGRO ENGINEERING PTE LTD
 Date: 55 LOYANG DRIVE
 SINGAPORE 530603

Signature of AXA's surveyor/representative:
 Name of AXA's surveyor /Representative:
 Date: 12/9/19

Please forward your cheque made payable to:
 COMFORTDELGRO ENGINEERING PTE LTD

"The contents of this document apply to vehicle damages only
 All personal injuries and damages arising therefrom are excluded
 from the ambit and application of this document"

Our Ref: CT18110253

Date: 15 November 2018



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	09/11/2018 @ 07:30 hrs
ALONG	T3 DROP OFF POINT
INVOLVING	SHD302M

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHC3878D** (the "Taxi"). The Taxi was hired to **KUICK KIAN PONG IC NO S7535352I** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$119.28** per day (inclusive of GST).

Please be advised that the Taxi was insured with **MS First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay
Assistant Manager, Fleet Safety


This is a computer generated letter. No signature is required.

**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/ASM18020414/K1pa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:KIAN CHUAN			Date : 03-10-2019	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SHD 302M	Veh. Inspected	SHC 3878D	
Policy No.	VPX/P1680520	Coverage (\$)	0.00	
Claim No.	S8M012EV	Excess (\$)	0.00	
Assign From		Assign Date	12/11/2018	
2. Vehicle Particulars & Condition				
Make & Model	HYUNDAI I40	c.c	1685	
Engine No.	HIDDEN	Year of Reg.	2015	
Chassis No.	KMHLB41UMFU064600	Colour	BLUE	
Odometer	576469	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/60 R16	HANKOOK	7 mm	
L/H Front Tyre	205/60 R16	HANKOOK	7 mm	
R/H Rear Tyre	205/60 R16	HANKOOK	7 mm	
L/H Rear Tyre	205/60 R16	HANKOOK	7 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	09/11/2018	Inspection Date	12/11/2018	
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969			
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:		3 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

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHC 3878D

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
1	FRONT BUMPER (CONSISTENT)	CRACKED	553.00	553.00
1	FRT BUMPER UPR BRKT RH (CONSISTENT)	SERVICEABLE	22.40	-
1	FRT BUMPER BRKT RH (CONSISTENT)	SERVICEABLE	24.60	-
1	FRT BUMPER GRILLE RH (CONSISTENT)	TO REPAIR SEE LABOUR	41.60	-
1	FRT FENDER RH (CONSISTENT)	TO REPAIR SEE LABOUR	566.30	-
1	HEADLAMP RH (CONSISTENT)	GRAZED	1,388.00	1,388.00
	LESS 20% DISCOUNT		-519.18	-388.20
			2,076.72	1,552.80
<u>SPECIAL NETT ITEMS</u>				
1	FRT FENDER ADV.STICKER RH (SN) (CONSISTENT)	NECESSARY	100.00	100.00
			100.00	100.00
<u>LABOUR</u>				
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF FRT BUMPER GRILLE RH AND FRT FENDER RH .		440.00	200.00
	SPRAYPAINT ON AFFECTED AREA.		440.00	400.00
	CHECK ALL LIGHTING.		40.00	20.00
	TUFF COAT ON AFFECTED PARTS.	NOT NECESSARY	40.00	-
			960.00	620.00
GRAND TOTAL			3,136.72	2,272.80

RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			1,800.00
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Report Ref No. CC4/ASM18020414/K1pa3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

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	58M012EV
Reference	CCAIA5M18020414/KK1pa3u2
Loss Date	9 November 2018
Report Date	12 Nov 2018 9:25:00 AM
Request Date	30 August 2019
Due Date	

Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TPP)
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 #	SHD3878D
Make	TPVD HYUNDAI
Model	I40
Service Address	

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

Claim Handler
CHAN Kian Chuan
68805444
kianchuan.chan@gaa.com.sg







Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

Document Type Document SubType

Apply Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (4) pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TPP)	10 October 2019

 RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019 (REDACTED)
 RENTAL MILEAGE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019
 LKKInspection (3).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019
 LKKAdjustment1a (3).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019
 PAYMENT BREAKDOWN EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019
 AUTHORIZATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	10 October 2019
 SHC3B78D d05 91118 - TP VIDEO.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	12 August 2019
 TP-Mandate IA d01 260619.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	26 June 2019
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	26 June 2019
 LKK Rinsurvey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	26 June 2019
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	19 November 2018
 GIA REPORT OF SHC3B78D (INSD).PDF	Reports & Statement	GIA Report	KADRI Maateen	12 November 2018
 GIA REPORT OF SHC3B78D (TP).PDF	Reports & Statement	GIA Report	KADRI Maateen	12 November 2018

NAME	TYPE	SUB TYPE	AUTHOR	DATE
EMAIL FROM WORKSHOP (THIRD PARTY) PREL.mtg	Letters and Correspondence	Workshop	KACHRI Muteen	UNLOADED 12 November 2018