

(AMEND)

INS. CASE OWNER:

Peter

CC 4/AXA1802

0965, 12/6/39

LKK
IDAC

Surveyor:

Tanjah

DOI:

ASSIGNMENT

20/10/18

Date / Time:

10/11/18

Registered in Meriton:

Pre-assign / CCU / FTE



Insured Vehicle No.:

FBM 2615B

Name of Insured:

MILAM MOHAMMED SUHAIMI BIN

Insured Tel No.:

HP:

Excess Sec II :\$5

D.O.A.:

20/5/18

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

S8M01328/RT71

Policy No.:

Make / Model:

Place of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability: %

Final ? Yes / No

SKU 7367E

INSRS:
WSP:
Tel:
Liability:
RMKS:

prime

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time

20/11/18
vic

SKU 7367E-X

FBM 2615B-X

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr 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:

20/11/18

Signature claim

- OIRP, sent out by let lok

- TP INFORMATION TO WHOLESALE CLAIM.
- IMPROVE ASK BY PC IN WHOLESALE
WSP REPORT.
- TO CLOSE.

RECEIVED 03 DEC 2018

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

\$5

Loss of Rental (LOR):

\$5

(days)

Loss of Use (LOU):

\$5

(5 x days)

Loss of Income (LOI):

\$5

(5 x days)

LOR only

LOU only

LOR + LOI

LOR + LOI

(Tick only one)

GIA/LTA Search

\$5

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/Independent)

Legal Cost

\$5

Total:

\$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT
11/11/18TP WHOLESALE
CLAIM
SETTLEMENT
NO

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

WSP REPORT

3) Survey fee:

\$250.00



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/ASM18020965/T1hb3

8 SHENTON WAY #24-01
AXA TOWERS SINGAPORE 068811

Date : 20-11-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	FBM 2515B	Veh. Inspected	SKU 7367E
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	20/11/2018

2. Vehicle Particulars & Condition

Make & Model	c.c	0
Engine No.	HIDDEN	Year of Reg.
Chassis No.		Colour
Odometer	-	Steering
Brakes		Modification
General		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

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5. General Information

Accident Date	22/07/2018	Inspection Date
Survey held at	PRIME AUTO CLAIMS SERVICE PTE LTD 6 BENOI PLACE SINGAPORE 629927	

5a. Remarks

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



Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

Date: 20.11.2018

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

Attn: Motor Claims Dept.

RE: ESTIMATED COST OF REPAIR TO VEHICLE SKU7367E TOYOTA ESQUIRE 2.0 (2014)

To supply

1)	1pc	Rear bumper	\$	1,388.50	<i>Car</i>
2)	1set	Rear bumper clip	\$	30.00	<i>car</i>
3)	1pc	Rear bumper left side reflector	\$	72.50	<i>and</i>

Sub total Parts	\$	1,491.00
Less:25% discount	\$	(372.75)
	\$	1,118.25

L/charges

1)	To remove rear bumper. Replace rear bumper & the above parts. Align & adjust rear bumper.	\$	250.00	<i>200</i>
2)	To putty, respray painting rear bumper. To polish.	\$	300.00	<i>250</i>

Sub total L/charges	\$	550.00
Estimated Grand Total	\$	1,668.25

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:

Tanfer 9744549
WP
20/11/18 5pm
Resurvey after repair
02 days
Sur @ lkkauto.com



Service Request Details

Claim

S8M013L8

Reference

None 

Loss Date

July 22, 2018

Request Date

November 20, 2018

Due Date

November 27, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

20.11.2018 @ 1027am

Per Yee vkhm

Taukh

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SKU7367E

Make

TPVD TOTOTA

Model

ESQUIRE-2.0 (A)

Service Address

...

Primary Contact/Insured

JAILANI MOHAMED SUHAIMI BIN

BLK 487A TAMPINES AVENUE 9, #03-96, 520487, Singapore

LEONARD@MEMP.COM.SG

Claim Handler

WANG Peter

peter.wang@axa.com.sg

Additional Instructions

NON-REPORTED

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)



Auto
Consultants
Pte Ltd

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

21 November, 2018

**JAILANI MOHAMED SUHAIMI BIN
BLK 487A TAMPINES AVENUE 9 #03-96
Singapore 520487**

Dear Sir,

**OUR REF : CC4/ASM18020965/T1hb3
YOUR REF : FBM 2515B
ACCIDENT INVOLVING FBM 2515B & SKU 7367E ON 22/07/2018 ALONG/AT
TAMPINES AVE 7 TRAFFIC LIGHT JUNCTION**

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Pte Ltd to deal with the third party claim against your motor policy.

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting>.

Your full co-operation is required. Kindly submit the following when lodging the report which list is not all inclusive and further document may be required:

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

- 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 us immediately. You may email it to vicalpeh@lkkauto.com or deliver it by hand to 51 Ubi Avenue 1, #01-25 Paya Ubi Ind. Park S(408933).

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven (7) days from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

Kindly contact us at 6841 2096 if you have any further enquiries.

Yours sincerely,
Claim Department

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

CC : AXA INSURANCE PTE LTD
Motor Claim Department

Vic (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Thursday, 29 November, 2018 3:15 PM
To: Vic (LKKAuto)
Cc: Admin A; Admin-D (LKKAuto)
Subject: FW: PRI REQUEST TO ACCIDENT ON 22.07.2018 INVOLVING SKU7367E & FBM2515B

Importance: High

Hi Vic,

Kindly take note.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Chrissy <chrissy@primeautoclaims.com>
Sent: Thursday, 29 November 2018 3:06 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: aliceleong@primeautoclaims.com; peiyee@primeautoclaims.com; motor.survey@axa.com.sg; cst@axa.com.sg
Subject: RE: PRI REQUEST TO ACCIDENT ON 22.07.2018 INVOLVING SKU7367E & FBM2515B
Importance: High

Dear Sirs,

We refer to the above matter.

Please take note that we would like to withdraw this TP claim against AXA and we will proceed to close our file at our end.

Thank you & Best regards,

Chrissy Teo

Prime Auto Claims Service Pte. Ltd.
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

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immediately and delete this message from your system. You may not copy or use it for any purpose, or otherwise disclose its contents to any person.

From: Chrissy [mailto:chrissy@primeautoclaims.com]

Sent: Monday, 19 November 2018 5:50 PM

To: 'motor.survey@axa.com.sg' <motor.survey@axa.com.sg>; 'cst@axa.com.sg' <cst@axa.com.sg>

Cc: 'aliceleong@primeautoclaims.com' <aliceleong@primeautoclaims.com>; 'peiyee@primeautoclaims.com' <peiyee@primeautoclaims.com>

Subject: PRI REQUEST TO ACCIDENT ON 22.07.2018 INVOLVING SKU7367E & FBM2515B

Importance: High

Hi,

The above referred.

Our client's GIA report enclosed for your retention. Please arrange PRI on urgent basis.

****Please inform surveyor to avoid 1:00pm – 2:00 pm lunch hour.**

We select: LKK Auto Consultants Pte. Ltd.

Thank you.

Thank you & Best regards,

Chrissy Teo

Prime Auto Claims Service Pte. Ltd.

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

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Virus-free. www.avast.com

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 29 November, 2018 3:41 PM
To: peter.wang@axa.com.sg
Cc: Admin A; Vic (LKKAUTO)
Subject: Your Ref: S8M013L8 / 82771_ACCIDENT INVOLVING VEHICLES FBM 2515B (OI) AND SKU 7367E (TP) ON 22/07/2018 LKK REF CC4/ASM18020965/T1hb3
Attachments: FW: PRI REQUEST TO ACCIDENT ON 22.07.2018 INVOLVING SKU7367E & FBM2515B

Your Ref: S8M013L8 / 82771

Dear Peter,

ACCIDENT INVOLVING VEHICLES FBM 2515B (OI) AND SKU 7367E (TP) ON 22/07/2018

We refer to the above matter.

Please be informed that TP had withdrawn the claim against our Insured. Kindly refer to the attached email.

As such, we will proceed to close the matter and submit our WP report.

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)



Public
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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**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/ASM18020965/T1hb3q2

8 SHENTON WAY #24-01
AXA TOWERS SINGAPORE 068811
ATTN: PETER

Date : 12-12-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	FBM 2515B	Veh. Inspected	SKU 7367E
Policy No.		Coverage (\$)	0.00
Claim No.	S8M013L8	Excess (\$)	0.00
Assign From		Assign Date	20/11/2018

2. Vehicle Particulars & Condition

Make & Model	TOYOTA ESQUIRE	c.c	1986
Engine No.	HIDDEN	Year of Reg.	2015
Chassis No.	ZRR800089018	Colour	SILVER
Odometer	272050	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/65 R15	GOODRIDE	6 mm
L/H Front Tyre	195/65 R15	GOODRIDE	6 mm
R/H Rear Tyre	195/65 R15	GOODRIDE	6 mm
L/H Rear Tyre	195/65 R15	GOODRIDE	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR N/S PORTION. DAMAGES SEE DETAILS.
--

5. General Information

Accident Date	22/07/2018	Inspection Date	20/11/2018
Survey held at	PRIME AUTO CLAIMS SERVICE PTE LTD 6 BENOI PLACE SINGAPORE 629927		

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:	2 Working Days
-------------------------------------	-----------------------

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.: 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKU 7367E

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	REAR BUMPER (CONSISTENT)	CRACKED	1,388.50	1,388.50
1	SET REAR BUMPER CLIP (CONSISTENT)	NECESSARY	30.00	30.00
1	REAR BUMPER LEFT SIDE REFLECTOR (CONSISTENT)	CUT	72.50	72.50
	LESS 25% DISCOUNT		-372.75	-372.75
			1,118.25	1,118.25
	<u>LABOUR</u>			
	TO REMOVE REAR BUMPER ,REPLACE REAR BUMPER & THE ABOVE PARTS .ALIGN & ADJUST REAR BUMPER.		250.00	200.00
	TO PUTTY,RESPRAY PAINTING REAR BUMPER .TO POLISH.		300.00	250.00
			550.00	450.00
	GRAND TOTAL		1,668.25	1,568.25
RECOMMENDED COST OF REPAIRS				1,568.25

Report Ref No. CC4/ASM18020965/T1hb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

Service Request Details

Claim

SRM01318

Reference

CCA/ASM18020965/TTM3a2

Loss Date

22 July 2018

Request Date

20 November 2018

Due Date

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #

9KJ7367E

Make

TOYOTA

Model

ESQUIRE-2.0 (A)

Service Address

...

Primary Contact/Insured

JAILAH MOHAMED SUHAIMI BIN BLK 487A TAMPINES AVENUE 9, #03-96, 520487, Singapore

Claim Handler

WANG Peter

peter.wang@lka.com.sg

Actions

Next Step



Wait for Approve Invoice

Link Invoice

Additional Instructions

NON-REPORTED

Message	Invoices	History	Documents	Assessment	Metrics	Notes
Document Type: <div>Document SubType</div>						
<div>⬇ Upload Documents</div>						
NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED		
 LKK Invoice1 .pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	19 December 2018		

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKK Inspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 December 2018
 LKK Adjustment 1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 December 2018
 LKK PHOTO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 December 2018
 Immediate Advice.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 November 2018
 LKK INSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 November 2018
 Email to AXA dtd 291118.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 November 2018
 Email from TP dtd 291118.pdf	Letters and Correspondence	Workshop	LKK AUTO CONSULTANTS PTE LTD (TP)	29 November 2018
 EMAIL FROM WORKSHOP WITH SKU7367E TP GUA REPORT.mpg	Letters and Correspondence	Workshop	DHRVAR Namrata	20 November 2018