

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI: 20.12.2018 (BOLA) NO RESPONSE.

After call ltr to OI:

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:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time: 18-3-19

Confirm with: PMAH

Confirm by: MED

Repair Cost:

P/P \$5 3,753.48

(3 days)

Reduction:

35 %

Email ☒ Call ☐

FINAL SETTLEMENT

Date/Time: 27-03-19

Confirm with: PMAH

Email ☒ Call ☐

Final Liability:

% 100

(Agreed / Assessed) BOLA S/N No. : 27

If NO or B 28, Ass. Lia :

Repair Cost:

W/Loss \$5 9,046.22

(1) RPP ENDED TO.

Loss of Rental (LOR):

\$5 400.00

(4 days) x 100

Loss of Use (LOU):

\$5 -

(5 x days)

Loss of Income (LOI):

\$5 -

(5 x days)

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

[Tick only one]

GIA/LTA Search

\$5 2.00

Medical:

\$5 -

Disbursement:

\$5 -

(e.g. Tow/ Independent)

Legal Cost

\$5 -

1) Claim status: Normal/Reject/Private Settle

2) Report Format: TP

3) Survey fee: 350

Total:

\$5 4,918.20

Global Sum \$5:

FINAL PAYMENT

Date/Time: 27-03-19

Confirm with: PMAH

Email ☒ Call ☐

Payee 1:

\$5 4,918.20

Name 1:

CIRCLE 3 (CARPAC INDUSTRIES PTE LTD)

Payee 2: (Strike if N.A.)

\$5 -

Name 2:

Payee 3: (Strike if N.A.)

\$5 -

Name 3:

REF:

ASSIGNMENT

From:

Date:

Estimated Cost:

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

To inspect Vehicle No:

SKF 12285

at Workshop m/s

cycle & car mechanics

of

188, Amazon Loop

Insured:

AXA

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

New

Remark: The veh had commenced its

repair at the time of inspection.

Bal. or Market Value:

55K

IDAC Accident Rpt

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

3

days

Res.: Yes or No

Lum Sum:

-

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

up

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SKF 12285

Yr Regn: 2012 MHL

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

Truck / Trailer or

Make:

MERCEDES Benz C180 Komp cc: 1597

Colour:

Grey

A/C Insured / Std / NI / NA

Sp. Reading

201805

T/Radio: Insured / Std / NI / NA

Eng/No:

ChNo:

W002040452A673448

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:

225/452R17

R:

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

TOYO / YOKO or

Front

Rear

R/Bal.

mm

R/Bal.

mm

L/Bal.

mm

L/Bal.

mm

D.O.A.

05/12/18

D.O.I.

07/04/19

Survey held at

CRL (PL)

Des. of Damages: Frt / Rear / O/S / NIS / UIC / Rooftop or

Rear d/s

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

Date / Time

Action / Instruction

PIP: 3.753.40 (RED: 2.017.89 35%)

Date/Time, File Pass to?

☐

Preli. Report

1)

☐

Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

S + PS, SI

Photos

Other

:

TOTAL

Report Format :

Lump Sum / LB I: (\$)

Add Fee:

☐

Site Insp (\$)

☐

Interview (\$)

☐

Tech Invs (\$)

☐

Weekend (\$)



Mercedes-Benz

Cycle & Carriage
Industries Pte Limited
Authorized Dealer
Company No. 196400367W
GST Reg No. MR-8500111-X

ESTIMATE FOR SKF1228S

Ng Yun Ruenn Lena

Blk 18D Holland Drive
#22-427
Singapore 275018

Work: 96690045PATRICK

Vehicle & Document Information

WIP No 29184
Reg No/Reg Date SKF1228S / 20/03/2012
Date In/Mileage / 0
Chassis No WDD2040452A673448
Engine No 27191031352234
Make/Model MB/C 180K (BlueEFFI
Colour/Trim 027 779 Alabandine / 042 228 Leather Alp

| Account No | Terms | Date/Time Printed | CSE | Operator |
|------------|-------|-------------------|-----|------------------------|
| CSM00128 | Cash | 06/12/2018/ 17:13 | AQ | 305 / Alan Quek Ai Lun |

Description of Goods / Services

Qty Unit Price Disc% Amount

| | | | | |
|--|------|---------|-------|-------------|
| M BPNSUN | | | | |
| POLICY NO/ACC DATE :2100293578 // 05-12-2018 | | | | |
| DRIVE IN:06-12-2018 // TP CAR NO:SLT8385P (AXA INSURANCE) | | | | |
| DATE IN/DATE SURVEY: | | | | |
| BY/AUTHORIZED ON : | | | | |
| A BPILAB | | | 0.10 | 380.00 |
| USE XENTRY TO CHECK CONTROL UNITS & RESET MEMORY TO STANDARD SETTINGS.NETT | | | | |
| A BPILAB | | | | 960 1440.00 |
| REMOVE & REPLACE REAR BUMPER & REMOVE REAR SUPPORT ASSY COMPONENTS & REFINISH. | | | | |
| A BPIRES | | | | 600 720.00 |
| RESPRAY REAR BUMPER | | | | |
| S BPNSUB | | | | 8 680.00 |
| SUPPLY & INSTALL 1 SET OF REVERSE SENSORS.NETT | | | | |
| M REAR BUMPER | 1.00 | 1361.96 | 00.00 | 1361.96 |
| M LH/R BUMPER GARNISH | 1.00 | 132.56 | 00.00 | 132.56 |
| M RH/R BUMPER GARNISH | 1.00 | 132.56 | 00.00 | 132.56 |
| M CT/R BUMPER GARNISH | 1.00 | 186.40 | 00.00 | 186.40 |
| M RH/R BASIC MOUNTING FOR BUMPER | 1.00 | 67.58 | 00.00 | 67.58 |
| M REAR CROSS MEMBER | 1.00 | 670.31 | 00.00 | 670.31 |

Rasul
Ap 90010068
3 days
17/01/19 @ 1600
Resurvey 64 part

Alan Quek
Cycle & Carriage Industries Pte Ltd
Body Care & Repair Center

DID: 6771 4377 HP: 9186 5112 Fax: 6772 1022
Email: alan.quek@cyclccarriage.com.sg

Acknowledged by Repairer
Signature:
Date:

Confirmed & accepted by

Nett 5,771.37
7% GST on 5771.37 404.00
Total Payable 6,175.37

Authorized signatory and company stamp

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required.
Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced. Occasionally worn or damaged parts are discovered after work has started and needed for repairs or replacement. However, should this occur, we would advise you. Please be informed that a deposit of 50% of the above estimate is payable before commencement of the work. Payment for this may be made in cash, credit card or cheque. You must also agree to pay full amount for renewal of the windscreen in the event of inadvertent breakage in the course of renewing the rubber seal or other repair requiring the removal of the windscreen.



WE DRIVE FIRST CLASS



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Pandan Loop Service Center
188 Pandan Loop
Singapore 129378
Tel: 6777 8388
Fax: 6779 5383
www.mercedes-benz.com.sg



Mercedes-Benz

Finalization

Cycle & Carriage
Industries Pte Limited
Authorized Dealer
Company No. 196400367W
GST Reg No. MR-8500111-X

ESTIMATE FOR SKF1228S

Mdm Ng Ruenn Lena

C/O AXA INSURANCE PTE LTD
MOTOR CLAIM DEPARTMENT
8 SHENTON WAY #24-01
SINGAPORE 068811
63387288

Rasul

Vehicle & Document Information
WIP No 29184
Reg No/Reg Date SKF1228S / 20/03/2012
Date In/Mileage 18/01/2019 / 201805
Chassis No WDD2040452A673448
Engine No 27191031352234
Make/Model MB/C 180K (BlueEFFI
Colour/Trim 027 779 Alabandine / 042 228 Leather Alp

| Account No | Terms | Date/Time Printed | CSE | Operator |
|------------|-------|-------------------|-----|------------------------|
| CSI00001 | Cash | 24/02/2019/ 19:30 | AQ | 305 / Alan Quek A1 Lun |

| Description of Goods / Services | Qty | Unit Price | Disc% | Amount |
|--|------|------------|-------|---------|
| M-BPNSUN POLICY NO/ACC DATE : 2100293578 // 05-12-2018 DRIVE IN: 06-12-2018 // TP CAR NO: SL78385P (AXA INSURANCE) DATE IN/DATE SURVEY: 17-01-2019 // LKK RASUL BY/AUTHORIZED ON : LKK ASHER SNG // 07-12-2018 | | | | |
| A BPILAB USE XENTRY TO CHECK CONTROL UNITS & RESET MEMORY TO STANDARD SETTINGS.NETT | | | 0.10 | 380.00 |
| A BPILAB REMOVE & REPLACE REAR BUMPER & REMOVE REAR SUPPORT ASSY COMPONENTS & REFINISH. | | | | 960.00 |
| A BPIRES RESPRAY REAR BUMPER | | | | 600.00 |
| X REAR BUMPER | 1.00 | 1361.96 | 00.00 | 1361.96 |
| X LH/R BUMPER GARNISH | 1.00 | 132.56 | 00.00 | 132.56 |
| X RH/R BUMPER GARNISH | 1.00 | 132.56 | 00.00 | 132.56 |
| X CT/R BUMPER GARNISH | 1.00 | 186.40 | 00.00 | 186.40 |

3 Days
ESTIMATE
OFFICIAL TAX INVOICE

Alan Quek
Cycle & Carriage Industries Pte Ltd
Body Care & Repair Center
DID: 6771 4377 HP: 9186 5112 Fax: 6872 1272
Email: alan.quek@cyclecarriage.com.sg

Confirmed & accepted by

Nett 3,753.48
7% GST on 3753.48 262.74
Total Payable 4,016.22

Authorized signatory and company stamp

Validity of this estimate is 14 days from date of quote. This is a computer generated document, no signature is required.
Estimated costs quoted are excluding GST. We would mention that the above estimate is based on our initial inspection and does not include any additional parts or labour which may be required after repair work has commenced. Occasionally worn or damaged parts are discovered after work has started and needed for repairs or replacement. However, should this occur, we would advise you. Please be informed that a deposit of 50% of the above estimate is payable before commencement of the work. Payment for this may be made in cash, credit card or cheque. You must also agree to pay full amount for removal of the windscreen in the event of inadvertent breakage in the course of renewing the rubber seal or other repair requiring the removal of the windscreen.



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Pandan Loop Service Center
188 Pandan Loop
Singapore 128378
Tel: 6777 8388
Fax: 6779 5383
www.mercedes-benz.com.sg

Service Request Details

Claim

S8M015QP

Reference

None 

Loss Date

December 5, 2018

Request Date

December 7, 2018

Due Date

December 14, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

07/12/2018 @ 11:01am
Alan returned in
email to him liability.

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SKF1228S

Make

TPVD MERCEDES-BENZ

Model

C180

Service Address

...

Primary Contact/Insured

SIM CHEE HUANG JEFFREY

BLK 298D COMPASSVALE STREET, #14-62, 544298, Singapore
96752259Claim Handler

WANG Peter

peter.wang@axa.com.sg

Additional Instructions

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

Catherine Chong (LKK Auto)

From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Friday, 7 December, 2018 8:49 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Subject: SKF1228S / SLT8385P Date of accident:05-12-2018
Attachments: img-Z06171440-0001.pdf; SKF1228S.PDF

Categories: Pragati

AXA INSURANCE SINGAPORE PTE LTD

Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. **SKF 1228 S & SLT 8385 P.**
Along **YIO CHU KANG ROAD.**

We have instructs by our client's of motor vehicle no:**SKF 1228 S**, which was involved in the above accident. Our client's vehicle was damaged and we now claiming against you for costs of repair and other consequential loss.

In order that you are the insurer of vehicle no:**SLT 8385 P** are willing to **DIRECT SETTLEMENT** and other incidental claims. We shall be grateful if you could kindly settle the cost of repair directly with us. On this note we will be much appreciated and looking forward to your Confirmation of settlement.


Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Friday, 7 December 2018 4:13 PM
To: 'Alan Quek'; Mei Kwan (LKKAUTO)
Cc: assignments; Admin A
Subject: RE: SKF1228S / SLT8385P Date of accident:05-12-2018 *** LKK REF: CC4/ASM18022053/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Friday, 7 December 2018 4:04 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: RE: SKF1228S / SLT8385P Date of accident:05-12-2018 *** LKK REF: CC4/ASM18022053/ea3

Hi Mei Kwan,

Get me the liability for direct settlement. Thank you.


Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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 Please consider the environment before printing this e-mail.

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 7 December 2018 3:55 PM
To: Alan Quek
Cc: assignments; CS A Team; Admin A; Asher Sng (LKKAuto)
Subject: RE: SKF1228S / SLT8385P Date of accident:05-12-2018 *** LKK REF: CC4/ASM18022053/ea3

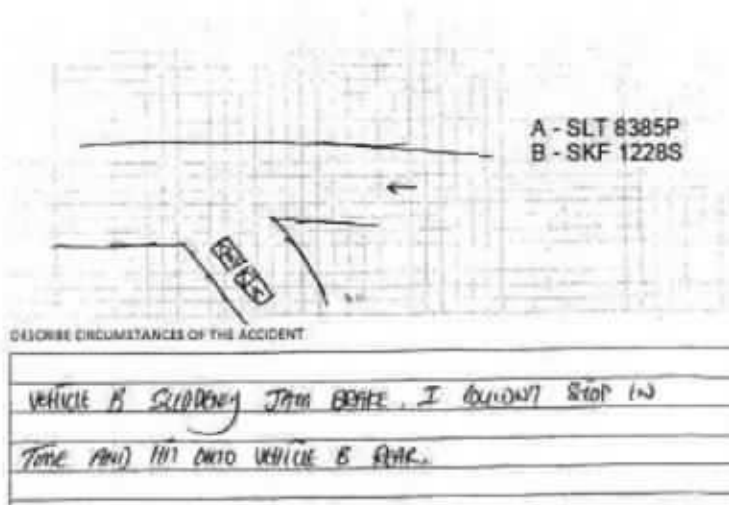
'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Alan,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan #2 Pg. 1



Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

Meanwhile, please arrange appointment for TP survey.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Alan Quek <alan.quek@cyclecarriage.com.sg>

Sent: Friday, 7 December, 2018 8:49 AM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: SKF1228S / SLT8385P Date of accident:05-12-2018

AXA INSURANCE SINGAPORE PTE LTD

Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. **SKF 1228 S & SLT 8385 P.**
Along **YIO CHU KANG ROAD.**

We have instructs by our client's of motor vehicle no:**SKF 1228 S**, which was involved in the above accident. Our client's vehicle was damaged and we now claiming against you for costs of repair and other consequential loss.

In order that you are the insurer of vehicle no: **SLT 8385 P** are willing to DIRECT SETTLEMENT and other incidental claims. We shall be grateful if you could kindly settle the cost of repair directly with us. On this note we will be much appreciated and looking forward to your Confirmation of settlement.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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◀ MANDATE IA (S8M015QP)

Type

🔔 Question

Message

Liability: Insured rear ended third party vehicle. Spoken to insured and he aware that his NCD is affected and AXA to settle at best. Settlement: Repair Cost w/GST : \$4,016.22 Loss of Rental: \$535.00 (5days x \$100) (w/GST) LTA Search: \$7.49 Total: \$4,558.71 Immediate Advice with Mandate and relevant document uploaded for your easy reference. Please kindly let us have your approval / instruction if any. Thank you - Asher Sng (18/03/2019)

Reply



Pls proceed DS with quantum as proposed

Type

🔗 Question

Message

LOR is subject to rental receipt proof.

Reply

Our ref: SKF 12285
 Your ref: _____

Direct Settlement

Date: 14 MAR 2019

To: AXA Insurance Pte Ltd

Singapore 068811

Attn: Motor Claims Department

Re: **Accident Involving Motor Vehicle Nos.** SKF12285 & SLT 838SP
At/Along Yio Chu Keng Road **On** 05/12/18 **@** 16:00

I am the owner of vehicle no. SKF12285 that was involved in an accident with your insured vehicle no. SLT 838SP of the above accident.

As the accident was caused by your insured negligent/inconsiderate driving, thus I am claiming from you for the following: -

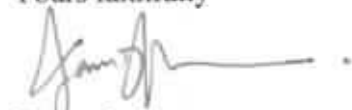
| | |
|---|---------------------------|
| 1. Cost of Repairs | \$ <u>4,016.22</u> |
| 2. Loss of Use/ Rental (<u>4</u> days @ \$ <u>100</u> per day) | \$ <u>400</u> |
| 3. LTA/GIA Search Fee | \$ <u>2.00</u> |
| 4. GIA Report Fee | \$ _____ |
| 5. Others | \$ _____ |
| Total: | \$ <u>4,418.22</u> |

I hereby give you fourteen (14) days to comply with the above, failing which, I shall instruct my solicitor to commence legal action against you. If you have any queries, please contact the representative of **CYCLE & CARRIAGE INDUSTRIES PTE LTD** at Telephone No: **67714377 (Mr Alan Quek) / 67714304 (Ms Amanda Ang)**.

I hereby give full authority to CYCLE & CARRIAGE INDUSTRIES PTE LTD and their representative to negotiate/comprise settlement of the above claim on my behalf.

Your co-operation and immediate attention to the above is greatly appreciated. I hereby look forward to hearing from you soon.

Yours faithfully



Name & Signature

Address: C/o. 188 Pandan Loop Singapore 128378
 Cc: Mr Alan Quek/ Ms Amanda Ang
 E-mail: alan.quek@cyclecarriage.com.sg / amanda.ang@cyclecarriage.com.sg
 Fax No. 67795383



Auto
Consultants
Pte Ltd

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

28 DEC 2018

SIM CHEE HUANG JEFFREY
BLK 298D COMPASSVALE STREET
#14-62
SINGAPORE 544298

Dear Sir/ Mdm

OUR REF : CC4/ASM18022053/ea3
YOUR REF : SLT 8385P
ACCIDENT INVOLVING SLT 8385P AND SKF 1228S ALONG ANG MO KIO AVE 5 &
YIO CHU KANG RD (CROSS JUNCTION) ON 05/12/2018

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 CYCLE & CARRIAGE INDUSTRIES (1986) PTE LTD acting on behalf of the owner of SKF 1228S against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided Third Party vehicle SKF 1228S. As such, liability is down against us.

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

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 7 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to ashersng@lkkauto.com within 7 days from the date of this letter **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)



Auto
Consultants
Pte Ltd

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

- 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 AXA's prior knowledge and consent.

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 6256 3561 or email us at ashersng@lkkauto.com.

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

Yours sincerely,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

c.c. AXA Insurance Pte Ltd (AXA)
(Motor Claims Dept)

LETTER OF AUTHORIZATION

To: AXA Insurance Pte Ltd

Singapore 068811

Attn.: Motor Claims Department

Dear Sir / Mdm,

MOTOR ACCIDENT INVOLVING SKF12285 (OWNER'S
VEHICLE NO.) AND SLT838SP (3RD PARTY'S VEHICLE NO.)
ON 05/12/18 (DATE) AT 16:00 (TIME)
AT/ALONG Yio Chu Kang Road (ROAD)

I am the registered owner of SKF12285 (Vehicle No.).

I hereby authorise CYCLE & CARRIAGE INDUSTRIES PTE LIMITED and its agents or any person(s) authorised by Cycle & Carriage Industries Pte Limited to do all or any of the following:-

- Submit, resolve and make any claims which I may have against the 3rd party insurers; and/or
- Execute and sign discharge voucher, indemnity forms and all necessary documents in connection with and arising from the above claim.

All payment towards settlement of my claim should be made in favour of CYCLE & CARRIAGE INDUSTRIES PTE LIMITED.

Xolm

Xolm



[Signature] *[Signature]*

Registered Owner's Signature

(Company stamp & authorized signature, if it is a company-registered vehicle)

Name : Ms Ng Kah Sim Loh

NRIC No. : 514067506

Date : 17/1/19



redefining / Insurance



CLAIM REF : SBM015QP
INSURED : SIM CHEE HUANG JEFFREY

DISCHARGE VOUCHER

We/I NG KAH SIM LENA, NRIC NO. S1406750G hereby agree to accept the sum of FOUR THOUSAND FOUR HUNDRED EIGHTEEN AND CENTS TWENTY TWO ONLY. [S\$4,418.22] to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property and all costs and expenses that we/I have or may have against the said AXA INSURANCE PTE LTD or their insured or the driver of motor vehicle no. [SLT 8385P] as a result of an accident at [YIO CHU KANG ROAD] on [05/12/2018] of which we/I were/was the hirer/owner/driver/pillion/Passenger/ insurer of motor vehicle [SKF 12285].

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for all claim(s) whatsoever and whosoever present or future that we/I have or may have against the said Insurer, owner and/or driver of vehicle no. [SLT 8385P] in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. [SLT 8385P]

Dated this 30 day of APR 2019

Claimant's Signature :

[Signature]



NRIC no./ Company Stamp :

S1406750G

Occupation/ Business :

MANAGER

Address :

BLK 150 HOLLAND DRIVE #22-427 S(275018)

Telephone No. :

AMANDA ANG

OFFICER - ADMIN

Witness's Name :

BODY CARE & REPAIR CENTER

Witness's Signature :

DID: 6771 4304

FAX: 6779 5383

EMAIL: amanda.ang@eyecarriage.com.sg

Witness's NRIC No. :

AXA Insurance Pte Ltd (Company Reg. No. 199903512M)

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

Customer Centre #B1-01


Tel: +65 6880 4888 Fax: +65 6338 2522 Website: www.axa.com.sg



Mercedes-Benz

Cycle & Carriage
Industries Pte Limited
Authorised Dealer
Company No. 196400367W
GST Reg No. MR-8500111-X

TAX INVOICE

| Invoice Name & Address | Owner Name & Vehicle Info |
|---|--|
| Mdm Ng Ruenn Lena | Cust No/Name /Mdm Ng Ruenn Lena |
| C/O AXA INSURANCE PTE LTD MOTOR CLAIM DEPARTMENT 8 SHENTON WAY #24-01 SINGAPORE 068811 | Reg No/Reg Date SKF1228S / 20/03/2012 |
| Contact No 63387288 | Date In/Mileage 18/01/2019/ 201805 |
|  | Chassis No WDD2040452A673448 |
| | Engine No 27191031352234 |
| | Make/Model MB/C 180K (BlueEFFI |
| | Colour/Trim 027 779 Alabandine / 042 228 Leather Alp |

| Account No | Terms | Date/Time Printed | CSE | Operator | WIP No | Invoice/Credit Note No |
|------------|-------|-------------------|-----|------------------------|--------|------------------------|
| CSI00001 | Cash | 24/02/2019/ 19:30 | AQ | 305 / Alan Quek Ai Lun | 29184 | 28151148 |

| Description of Goods / Services | Qty | Unit Price S\$ | Amount S\$ |
|---|------|----------------|------------|
| M BPNSUN POLICY NO/ACC DATE :2100293578 // 05-12-2018 DRIVE IN:06-12-2018 // TP CAR NO:SLT8385P (AXA INSURANCE) DATE IN/DATE SURVEY:17-01-2019 // LKK RASUL BY/AUTHORIZED ON :LKK ASHER SNG // 07-12-2018 | | | F.O.C. |
| A BPILAB USE XENTRY TO CHECK CONTROL UNITS & RESET MEMORY TO STANDARD SETTINGS.NETT | | 0.10 | 380.00 |
| A BPILAB REMOVE & REPLACE REAR BUMPER & REMOVE REAR SUPPORT ASSY COMPONENTS & REFINISH. | | | 960.00 |
| A BPIRES RESPRAY REAR BUMPER | | | 600.00 |
| X REAR BUMPER | 1.00 | 1361.96 | 1361.96 |
| X LH/R BUMPER GARNISH | 1.00 | 132.56 | 132.56 |
| X RH/R BUMPER GARNISH | 1.00 | 132.56 | 132.56 |
| X CT/R BUMPER GARNISH | 1.00 | 186.40 | 186.40 |

Cycle & Carriage celebrates 120 years.
Visit www.cyclecarriage.com/120 for more info!

| | | | |
|-----------------|----------|---------------|----------|
| Parts | 1,813.48 | Nett | 3,753.48 |
| Labour | 1,940.00 | 7% GST on | 262.74 |
| Standard Menu | 0.00 | | |
| Specialist Job | 0.00 | Total Payable | 4,016.22 |
| Diagnostics Job | 0.00 | Paid | 0.00 |
| Sundry/Others | 0.00 | Total Due | 4,016.22 |
| Total(w/o GST) | 3,753.48 | | |

Payment should be made strictly by cash, NETS or credit cards. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

Pandan Loop Service Center
188 Pandan Loop
Singapore 128378
Tel: 6777 8388
Fax: 6779 5383
www.mercedes-benz.com.sg

CHAN'S & SONS ENTERPRISE

353 Sembawang Road
Singapore 758379
Tel: 67532536 Fax: 67567565
GST Reg No: 51-936900-M

chan's
www.chans.com.sg

TAX INVOICE

NG KAH SIM LENA

INVOICE : AR1901-0287
DATE : 23/01/2019
TERMS : C.O.D
STAFF ID : ELAINE
AGREEMENT NO. : HA201901-0164

ATTN : ACCOUNTS PAYABLE

| DESCRIPTION | AMOUNT (SGD) |
|-------------|--------------|
|-------------|--------------|

Vehicle Reg No : SKZ1844H
Make / Model : TOYOTA ALTIS 1.6 AUTO
Rental Dates : Rental Billing From 17/01/2019 To 21/01/2019
Period : 4 days
Rental Rate : S\$ 100.00 Per Day (Including GST)
Reference No : SKS1228F

373.83

AMOUNT : S\$
FOUR HUNDRED DOLLARS ONLY

NON-TAXABLE VALUE : 0.00
TAXABLE VALUE : 373.83
GST 7% : 26.17

TOTAL S\$: 400.00

Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**



For Official Use Only

| | |
|----------------|---------|
| Payment Date : | F / Amt |
| CS / CC / CH : | |
| CS / CC / CH : | |

201901-0164

OPERATING HOURS: MONDAY TO FRIDAY 8.30AM TO 6.00PM. SATURDAY 8.30AM TO 12.00PM. CLOSED ON SUNDAY & PUBLIC HOLIDAY

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

A handwritten signature in black ink, appearing to be 'AG'.

Third Party Insurer Enquiry

Our Ref No: GR-18-189400
Date of Request: 06/12/2018

Your Ref No: Online Purchase

Cycle & Carriage Industries Pte Ltd
188 Pandan Loop
Singapore 128378

Dear Sir/Madam,

Enquiry Date 06/12/2018
Enquiry By Lim Xin Yi
TP Vehicle No. SLT8385P
Accident Date 05/12/2018

Enquiry Result

| TP Vehicle No. | Insurer | Period of Insurance | Insurer Tel. No. |
|----------------|-----------------------|-----------------------|------------------|
| SLT8385P | AXA Insurance Pte Ltd | 14/11/2018-13/11/2019 | 6338 7288 |

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-189400
Date of Request: 06/12/2018

Your Ref No: Online Purchase

Cycle & Carriage Industries Pte Ltd
188 Pandan Loop
Singapore 128378

Dear Sir/Madam,

Enquiry Date 06/12/2018
Enquiry By Lim Xin Yi
TP Vehicle No. SLT8385P
Accident Date 05/12/2018

| DESCRIPTION | AMOUNT (S\$) |
|----------------------------------|--------------|
| TP Insurer Enquiry | 1.87 |
| GST Amount | 0.13 |
| Total Amount Due (GST Inclusive) | 2.00 |

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

| | | | |
|-------------------|----------------------|--------|---------------------|
| Vehicle No: | SLT 8385P (Insd veh) | Model: | MERCEDES BENZ C 180 |
| | SKF 1228S (TP veh) | | KOMP |
| Date of Accident: | 05/12/2018 | | |

| | | | |
|-----------------------|---|------------------------------|--|
| Global Sum Settlement | : | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Repair Estimate | : | \$ | 6,175.37 |
| Final Repair Cost | : | \$ | 4,016.22 |
| Loss of Use | : | \$ | days at \$0.00 per day |
| Rental (if any) | : | \$ | 400.00 4 days |
| LTA / GIA Search Fee | : | \$ | 2.00 |

| | | | |
|---------|---|----|------|
| Others: | : | \$ | 0.00 |
|---------|---|----|------|

| | | | |
|----------------------|---|----|----------|
| | : | \$ | |
| Final Settlement Sum | : | \$ | 4,418.22 |

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: _____

BOLA Liability: _____ 100 (%) Assessed Liability (*): _____ (%)

* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks _____

| Payment Instruction: Payee's Breakdown | | | |
|--|---|---|-------------|
| 1) | CYCLE & CARRIAGE INDUSTRIES PTE LIMITED | : | \$ 4,418.22 |

JOANNE LEE KHANG MIN
LKK Auto Consultants Pte Ltd

09/05/2019
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

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

| Affiliated to Federation Internationale Des Experts En Automobile | | | | |
|--|---|-----------------|-------------------------------|---|
| AXA INSURANCE PTE LTD | | | Ref : CC4/ASM18022053/R1ea3q2 | |
| 8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:PETER | | | Date : 09-05-2019 |  |
| | | | Code : ASM | |
| 1. Policy Particulars :- THIRD PARTY CLAIM | | | | |
| Insured Veh. | SLT 8385P | Veh. Inspected | SKF 1228S | |
| Policy No. | GA412078 | Coverage (\$) | 0.00 | |
| Claim No. | S8M015QP | Excess (\$) | 0.00 | |
| Assign From | | Assign Date | 07/12/2018 | |
| 2. Vehicle Particulars & Condition | | | | |
| Make & Model | MERCEDES BENZ C 180 KOMP | c.c | 1597 | |
| Engine No. | HIDDEN | Year of Reg. | 2012 | |
| Chassis No. | WDD2040452A673448 | Colour | GREY | |
| Odometer | 201805 | Steering | IN ORDER | |
| Brakes | IN ORDER | Modification | SPORTS RIM | |
| General | FAIR | | | |
| 3. Conditions of Tyres | | | | |
| | Size | Make | Balance | |
| R/H Front Tyre | 225/45Z R17 | MICHELIN | 6 mm | |
| L/H Front Tyre | 225/45Z R17 | MICHELIN | 6 mm | |
| R/H Rear Tyre | 225/45Z R17 | MICHELIN | 6 mm | |
| L/H Rear Tyre | 225/45Z R17 | MICHELIN | 6 mm | |
| 4. Description of Damages | | | | |
| THE VEHICLE SUSTAINED DAMAGES AT THE REAR O/S PORTION. DAMAGES SEE DETAILS. | | | | |
| 5. General Information | | | | |
| Accident Date | 05/12/2018 | Inspection Date | 17/01/2019 | |
| Survey held at | CYCLE & CARRIAGE INDUSTRIES (1986) PL 188 PANDAN LOOP SINGAPORE 128378 (MERCEDES-BENZ) | | | |
| 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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKF 1228S

| Qty | Description of Parts | Condition | Estimate By Workshop (\$) | Our Adjusted (\$) |
|------------------------------------|---|---------------|---------------------------|-------------------|
| REPLACEMENT OF PARTS | | | | |
| 1 | REAR BUMPER (CONSISTENT) (SN) | DEPRECIATED | 1,361.96 | 1,361.96 |
| 1 | LH/R BUMPER GARNISH (CONSISTENT) (SN) | NECESSARY | 132.56 | 132.56 |
| 1 | RH/R BUMPER GARNISH (CONSISTENT) (SN) | NECESSARY | 132.56 | 132.56 |
| 1 | CT/R BUMPER GARNISH (CONSISTENT) (SN) | NECESSARY | 186.40 | 186.40 |
| 1 | RH/R BASIC MOUNTING FOR BUMPER (CONSISTENT) (SN) | NOT NECESSARY | 67.58 | - |
| 1 | REAR CROSS MEMBER (CONSISTENT) (SN) | NOT NECESSARY | 670.31 | - |
| 1 | SET REVERSE SENSORS (CONSISTENT) (SN) | NOT NECESSARY | 680.00 | - |
| | | | 3,231.37 | 1,813.48 |
| LABOUR | | | | |
| | USE XENTRY TO CHECK CONTROL UNITS & RESET MEMORY TO STANDARD SETTINGS. | | 380.00 | 380.00 |
| | REMOVE & REPLAE REAR BUMPER & REMOVE REAR SUPPORT ASSY COMPONENTS & REFINISH. | | 1,440.00 | 960.00 |
| | RESPRAY REAR BUMPER. | | 720.00 | 600.00 |
| | | | 2,540.00 | 1,940.00 |
| GRAND TOTAL | | | 5,771.37 | 3,753.48 |
| RECOMMENDED COST OF REPAIRS | | | | 3,753.48 |

Report Ref No. CC4/ASM18022053/R1ea3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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

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

Service Request Details

| | |
|--------------|--|
| Claim | S8M015Qp |
| Reference | CCA/ASM18022053/R1ea3a2 |
| Lost Date | 3 December 2018 |
| Report Date | 8 Dec 2018 5:22:00 PM |
| Request Date | 14 February 2019 |
| Due Date | |
| Vendor Name | LKX 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 # | 3MF12285 |
| Make | TPVO MERCEDES-BENZ |
| Model | C180 |
| Service Address | |
| ... | |

| | |
|--|--|
| Primary Contact/Insured | |
| SIM CHEE HUANG JEFFREY BLK 298D COMPASSVALE STREET #14-62, 544298, Singapore 96752259 | |

| | |
|-------------------------------------|--|
| Claim Handler | |
| WANG Peter peter.wang@axa.com.sg | |

Additional Instructions

| Messages | Invoices | History | Documents | Assessment | Metrics | Notes |
|---|----------|---------|----------------------------|-----------------------------------|---------------|-------|
| Document Type Document SubType | | | | | | |
| <div><div>✚ Upload Documents</div><div><div></div><div></div></div></div> | | | | | | |
| NAME | | TYPE | SUB-TYPE | AUTHOR | DATE UPLOADED | |
|  LKXInvoice1 (5).pdf | | Invoice | Surveyor/ Assessor expense | LKX AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 | |

| NAME | TYPE | SUB-TYPE | AUTHOR | DATE UNLOADED |
|---|----------------------------|----------------------------------|--------------------------------------|------------------|
|  RENTAL RECEIPT.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  payment breakdown.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  LOD.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  LKKInspection.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  LKKAdjustment 1a (2).pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  GIA SEARCH.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  DISCHARGE VOUCHER.pdf | Forms / Claim Documents | Satisfaction / Discharge Voucher | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  AUTHORISATION TO ACT FORM.pdf | Forms / Claim Documents | POA / Authority Letter | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  WORKSHOP INVOICE.pdf | Invoice | Repairer | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  LETTER TO OI.pdf | Letters and Correspondence | Policy Holders / Insured | LKK AUTO CONSULTANTS PTE LTD (TP) | 10 May 2019 |
|  TP ESTIMATE - FINALIZATION.pdf | Reports & Statement | Estimate / Quotation | LKK AUTO CONSULTANTS PTE LTD (TP) | 18 March 2019 |
|  Immediate Advice with Mandate.pdf | Reports & Statement | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 18 March 2019 |
|  LKK Survey Photo.pdf | Reports & Statement | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 18 March 2019 |
|  TP ESTIMATE - MARKED.pdf | Reports & Statement | Estimate / Quotation | LKK AUTO CONSULTANTS PTE LTD (TP) | 22 January 2019 |

| NAME | TYPE | SUB TYPE | AUTHOR | DATE UPLOADED |
|---|-------------------------------|------------|-----------------------|--------------------|
|  SLT838SF RUSD GIA.PDF | Reports & Statement | GIA Report | RATAN BHOSALE Pragati | 7 December 2018 |
|  FBI EMAIL RECIEVED FROM WORKSHOP WITH TP GIA REPORT & ESTIMATE.mpg | Letters and Correspondence | Workshop | RATAN BHOSALE Pragati | 7 December 2018 |
|  SNF12285 TP GIA.PDF | Reports & Statement | GIA Report | RATAN BHOSALE Pragati | 7 December 2018 |