

15/5/2010

INS. CASE OWNER:

CC AXA1900

LKK:

IDAC:

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?

If NO, Driver Name / Age:

Driver Tel No.:

SKN 9882H

YEOW JIN FELU

HP:

D.O.A:

Nature of Accident:

(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:

Auto/option



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

DATE / PIC

16/1/19  
unl.

PC 7663E-X

SEN 9882H-X

Hammy/d.h.m

25/2/19  
2/7/19Call Cent CIP, PLS see news.  
a photos.  
email 10 days notice

STAGE

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

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:

Confirm with:

Confirm by:

Repair Cost:

SS

( days) Reduction: %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability:

SS

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

If NO or B 28. Ass. Lia:

Repair Cost:

SS

Loss of Rental (LOR):

SS

( days)

Loss of Use (LOU):

SS

(S x days)

Loss of Income (LOI):

SS

(S x days)

LOR only ☐ LOU only ☐

SS

LOR + LOU ☐ LOR + LOU ☐ (Tick only one)

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

Legal Cost

SS

(e.g. Tow/ Independent)

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

Global Sum SS:

Email ☐ Call ☐

FINAL PAYMENT

Date/Time:

Confirm with:

Payee 1:

SS

Name 1:

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPY SENT  
9/1/19

2/250.00

REF:

ASM

## ASSIGNMENT

From:

Date: 17/1/2019

Estimated Cost:

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

To Inspect Vehicle No: PC7663K.

at Workshop n/s Autolution Ind.

of 19 Ubi Rd H.

Hamzah

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

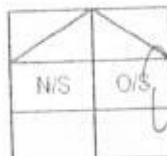
(Client's Record)

Make of Veh:

17/1/2019 10am.

(Policy Condition)

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



Bal. or Market Value:

786.

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

8 days

Res.: Yes or No

Lump Sum:

1.31

%

3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No: PC7663K

Yr Regn: 12/18

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

Truck / Trailer or (X)

Make:

Nissan NV350 Microbus 2488

Colour:

White

A/C: Insured / Std / NI / NA

Sp. Reading:

888

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

JN1TC262620056069

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

195-125

R:

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

TOYO / YOKO or

Front

Rear

R/Bal.

mm

R/Bal.

mm

L/Bal.

mm

L/Bal.

mm

D.O.A.

8/1/19

D.O.I.

17/1/19

Survey held at

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

O/S Rear

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

Date / Time

Action / Instruction

MA 23234

7/8/19 Submit 2.B.2 &amp; 3.00-62 &gt; within 8 working days exclude clerk items \$1534.72

Cred - \$1784.72  
36.11

Date/Time, File Pass to?

☐

Preli. Report

n)

☐

Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech Invs (\$

☐

Weekend (\$

Survey Fee:

Transportation

F. S. + P. S.

Photos

Others

TOTAL

Report Format:

Lump Sum / I.B.I. (\$



# 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/ASM19000910/pb3

8 SHENTON WAY #24-01  
AXA TOWERS SINGAPORE 068811

Date : 15-01-2019



Code : ASM

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKN 9882H	Veh. Inspected	PC 7663K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	15/01/2019

## 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

--	--

## 5. General Information

Accident Date	08/01/2019	Inspection Date	
Survey held at	AUTOLUTION INDUSTRIAL PTE LTD 19 UBI ROAD 4 SINGAPORE 408623		

## 5a. Remarks

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

ESTIMATE : ACCIDENT/BODY REPAIRS

Not Allowed  
NHL  
17/1/19  
The 2nd. Bitter party.  
Sdy.

ESTIMATED LABOUR CHARGES FOR ACCIDENT VEHICLE REGN NO PC7663K

S/NO JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1-ZZ/001	LABOUR CHARGES TO RENEW REAR BUMPER AND RH REAR SIDE PANEL.	1400.00	1250
2-ZZ/002	CHARGES TO SPRAY PAINTING SAME.	700.00	600
3-ZZ/003	REMOVE AND INSTALL RH REAR WINDOW PANEL.	180.00	✓
4-ZZ/004	CHECK WHEEL ALIGNMENT.	98.00	✓
5-ZZ/005	REMOVE AND INSTALL FUEL TANK.	180.00	✓
	TOTAL LABOUR CHARGES	2558.00	

R &amp; R Seat cushion etc.

## MATERIAL LIST FOR ACCIDENT VEHICLE REGN NO PC7663K

DAMAGED PARTS & PRICES				
S/NO	PARTS DESCRIPTION	PARTS NUMBER	NETT	LIST S/NETT REMARKS
1	SUNDRIES	NPN		100.00 ?
2	SEALANT WINDOW PANEL	SEALANT - 4		80.00 <i>ner</i> ✓
3	WHEEL CAP REAR RH	40315-5YEDB <i>cur</i>	151.20	—
4	REAR MUD FLAP RH	78810-3XA0A		<i>Dis</i> 105.50 —
5	REAR SIDE PANEL RH	G7422-3XBMA	1793.40	?
6	CLIP REAR BUMPER @ \$1.20 EACH	01553-10501 <i>ner</i>	7.20	—
7	REAR BUMPER FASCIA	B5022-3XA0A <i>cur/pe</i>	600.50	—
SUB TOTAL			2552.30	0.00 285.50
LESS DISCOUNT (NETT-20.00%, LIST-30.00%, S/NETT-.00%)			510.46	0.00 0.00
GRAND TOTAL			2041.84	0.00 285.50
OVERALL TOTAL			2327.34	

LEGEND: REMARKS( OK ) = APPROVED, REMARKS( X ) = NOT APPROVED

SUMMARY OF ESTIMATE FOR VEHICLE REGN NO PC7663K

TOTAL LABOUR CHARGES	2558.00
TOTAL SPARE PARTS CHARGES	2327.34
GRAND TOTAL	4885.34 *

\* All charges do2 not include GST.

SURVEYOR'S PARTICULARS

NAME	:	
SURVEYED DATE	:	
AUTHORIZED DATE	:	
EXCESS CLAUSE	:	0.00
LIABILITY	:	0.00
REMARKS	:	

PLS NOTE : This estimate is based on visual inspection of the affected vehicle. Should we require further labour charges & spare parts in the process of repairs, we shall inform you accordingly.

> **Back to OneMotoring**

## Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type:	Club/Association/Organisation
Owner ID:	0084E

### Vehicle Details

Vehicle No.:	PC7663K
Vehicle to be Exported:	No
Intended Deregistration Date:	17 Jan 2019
Vehicle Make:	NISSAN
Vehicle Model:	NV350 MICROBUS 2.5 AT
Primary Colour:	White
Manufacturing Year:	2018
Engine No.:	YD25037687B
Chassis No.:	JN1TC2E26Z0056069
Maximum Power Output:	-
Open Market Value:	\$31,446.00
Original Registration Date:	28 Dec 2018
First Registration Date:	28 Dec 2018
Transfer Count:	0
Actual ARF Paid:	\$1,573.00

### Intended PARF Rebate Details

PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

### Intended COE Rebate Details

COE Expiry Date:	27 Dec 2028
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	10
PQP Paid:	\$23,366.00
COE Rebate Amount:	\$23,234.00
<b>Total Rebate Amount:</b>	<b>\$23,234.00</b>

The information contained herein is correct as at 17 Jan 2019

OK

Hammy - 17038670/9645007  
UNZ & he contact owner first,  
will direct call surgeon  
- Thursday 17.10.19



## Service Request Details

Claim

S9M01AIH

Reference

None

Loss Date

January 8, 2019

Request Date

January 15, 2019

Due Date

January 22, 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Incident Only

Services

Pending verification - Direct Settlement

### Actions

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

Incident Vehicle Registration #

PC7663K

Make

TPVD

Model

NISSAN

Service Address

YEOW PIN FENG

BLK 490D #11-303, CHOA CHU KANG AVE 5, 684490, Singapore

CAMILLE@INSMART.SG

### Claim Handler

KADRI Mateen

Contact only through email

mateen.kadri@axa.com.sg

Additional Instructions

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





## Hsiao Tong (LKKAUTO)

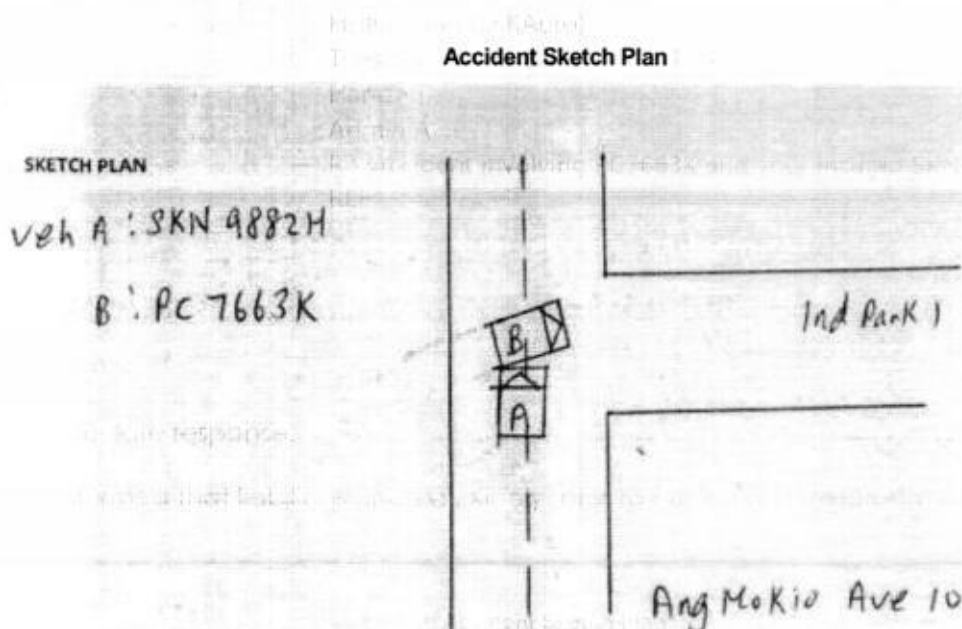
**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 19 March 2019 11:01 PM  
**To:** Hamzah  
**Cc:** Admin A  
**Subject:** Re: Accident involving PC7663K and your insured SKN9882H on 8-1-2019 // LKK REF:

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

Please be informed that liability is unclear. Kindly refer to our insured statement below for your easy reference.



**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

My car SKN 9882H turn into Ave 10 Ang Mo Kio Road
when a van sudden turn right to Industrial
Park 1, I apply emergency brake toward the
van, unfortunate the car still still and
hit the van.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

Best Regards,

**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hamzah <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>  
**Sent:** Monday, 25 February 2019 9:24 AM  
**To:** Shu Pei (LKKAuto)  
**Cc:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg); [cst@axa.com.sg](mailto:cst@axa.com.sg); Admin A; Admin-D (LKKAuto); Hsiao Tong (LKKAuto)  
**Subject:** Re: Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Dear Shu Pei,

What is the outcome of this case.

Your claim handler has yet to response.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)

---

**From:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Sent:** Tuesday, January 29, 2019 9:52:42 AM  
**To:** Hamzah  
**Cc:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg); [cst@axa.com.sg](mailto:cst@axa.com.sg); Admin A; Admin-D (LKKAuto); Hsiao Tong (LKKAuto)  
**Subject:** FW: Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM19000910/Upb3	Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupel@lkkauto.com](mailto:shupel@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hamzah <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>

**Sent:** Tuesday, 29 January 2019 9:00 AM

**To:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg); [cst@axa.com.sg](mailto:cst@axa.com.sg)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** Re: Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Hi,

Survey done BY LKK Auto Consultant on 17-1-2019.

Kindly check your insured liability and revert for direct settlement.

Regards

---

**From:** Hamzah

**Sent:** Monday, January 14, 2019 4:19 PM

**To:** [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)

**Cc:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)

**Subject:** Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Hi,

Prior to the above, my client wish to make a third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental.

Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)

**<< <MANDATE IA> - S9M01AIH [ACCIDENT INVOLVING SKN 9882H(OI) & PC 7663K(TP) ON 08/01/2019]**

Type

🔍 Question

Message

Liability: 100%. Insured driver unable to brake and collided with third party who was making a right turn in front of OI. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$ \$5,967.26(if claim LOU) - \$6,037.26 (if claim LOR). Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 13 April 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: 13/04/2019

### Survey Details:

Date of loss	8-Jan-19
Date of appointment	15-Jan-19
Date of survey	17-Jan-19
Location of survey	UTOLUTION INDUSTRIAL PTE LTD

### Vehicle Details:

Claim Type:	Third party
Vehicle number	PC 7663K
Make and Model	NISSAN NV350 MICROBUS 2.5
Date of registration	28/12/2018
Excess	
Market Value	\$78,000
Parf Rebate	\$23,234
Nett Loss	\$54,766

### Repair details:

Initial Estimate	\$ 4,885.34
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 2,327.34
Check items (estimate)	NIL
Labour	\$ 2,308.00
Total	\$ 4,635.34
Lump Sum(if applicable)	\$ -

Number of days for repair	8
---------------------------	---



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

**Remarks:**

--

**Mandate:**

Liability(TP)	100%	
Proposed repair cost (w/GST)	\$ 4,959.81	\$ 4,959.81
Loss of use (10days x \$100.00)	\$ 1,000.00	NIL
Loss of rental (10days x \$100.00)(w/GST)	NIL	\$ 1,070.00
Loss of income	NIL	NIL
LTA search fees	\$ 7.45	\$ 7.45
Others	NIL	NIL
Proposed Total	\$ 5,967.26	\$ 6,037.26

**Mandate:**

Proposed repair cost (w/GST)	4,959.81
Loss of use (10days x \$100.00)	1,000.00
Loss of rental (10days x \$100.00)(w/GST)	1,070.00
Loss of income	NIL
LTA search fees	7.45
Others	NIL
Proposed Total	6,037.26

## Hsiao Tong (LKKAUTO)

**From:** Shu Pei (LKKAUTO)  
**Sent:** Tuesday, 16 April 2019 9:07 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: New message for service request 93420, vehicle number PC7663K

<input type="checkbox"/>	Email to TP: UNCLEAR	CHT	19/3/2019 10:49:59 PM
<input type="checkbox"/>	Message Liability: 100%. Insured driver unable to brake and collided with third party who was making a right turn in front of OI. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$ \$5,967.26(if claim LOU) - \$6,037.26 (if claim LOR). Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 13 April 2019	CHT	13/4/2019 1:31:35 PM
<input type="checkbox"/>	14/4/19 5:23 PM WANG Peter --- Pls proceed DS with quantum as proposed--- LOR is subject to rental receipt.	LSP	16/4/2019 8:54:04 AM

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)

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

From: Admin-D (LKKAUTO)  
Sent: Monday, 15 April 2019 7:53 AM  
To: Admin A <admin-a@lkkauto.com>  
Subject: FW: New message for service request 93420, vehicle number PC7663K

Best Regards,

G.Nivitha | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: peter.wang@axa.com.sg [mailto:peter.wang@axa.com.sg]  
Sent: Sunday, 14 April 2019 5:25 PM  
To: admin-d@lkkauto.com  
Subject: New message for service request 93420, vehicle number PC7663K

AXA Insurance has sent you a message for claim number S9M01AIH.

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.

---

This email has been checked for viruses by AVG.

<https://www.avg.com>

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Saturday, 4 May 2019 11:10 AM  
**To:** 'Hamzah'  
**Cc:** Admin A  
**Subject:** RE: Accident involving PC7663K and your insured SKN9882H on 8-1-2019 // LKK  
REF: CC4/ASM19000910/Upb3

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly advise if your client is still pursuing third party claim against our insured on this matter.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Saturday, 13 April 2019 1:03 PM  
**To:** Hamzah <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Accident involving PC7663K and your insured SKN9882H on 8-1-2019 // LKK REF:

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly advise.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 19 March 2019 11:01 PM

**To:** Hamzah <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Accident involving PC7663K and your insured SKN9882H on 8-1-2019 // LKK REF:

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

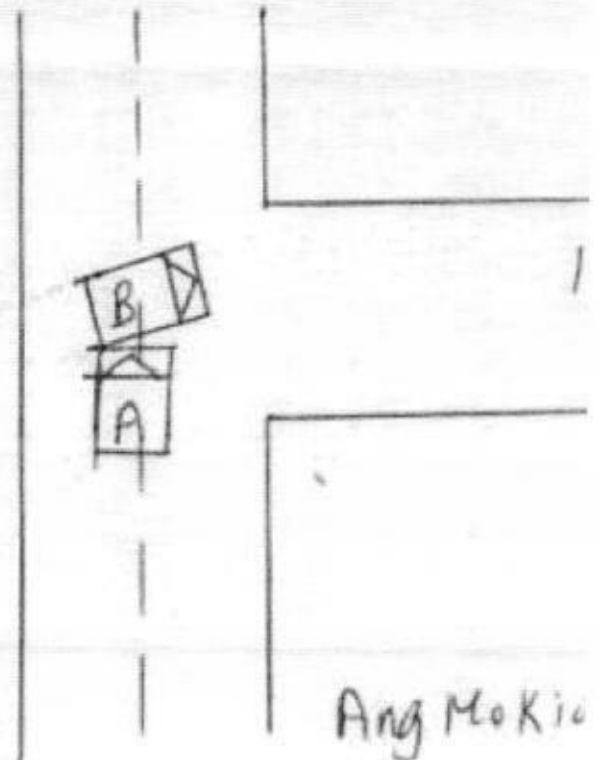
Please be informed that liability is unclear. Kindly refer to our insured statement below for your easy reference.

## Accident Sketch Plan

### SKETCH PLAN

veh A : SKN 9882H

B : PC 7663K



### DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

My car SKN 9882H turn into Ave 10
when a van sudden turn right
Park 1, I apply emergency b
van, unfortunate the car s
hit the van.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hamzah <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>

**Sent:** Monday, 25 February 2019 9:24 AM

**To:** Shu Pei (LKKAUTO)

**Cc:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg); [cst@axa.com.sg](mailto:cst@axa.com.sg); Admin A; Admin-D (LKKAUTO); Hsiao Tong (LKKAUTO)

**Subject:** Re: Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Dear Shu Pei,

What is the outcome of this case.

Your claim handler has yet to response.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)

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**From:** Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Sent:** Tuesday, January 29, 2019 9:52:42 AM

**To:** Hamzah

**Cc:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg); [cst@axa.com.sg](mailto:cst@axa.com.sg); Admin A; Admin-D (LKKAUTO); Hsiao Tong (LKKAUTO)

**Subject:** FW: Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM19000910/Upb3	Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Hamzah <[hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)>

**Sent:** Tuesday, 29 January 2019 9:00 AM

**To:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg); [cst@axa.com.sg](mailto:cst@axa.com.sg)

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** Re: Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Hi,

Survey done BY LKK Auto Consultant on 17-1-2019.

Kindly check your insured liability and revert for direct settlement.

Regards

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**From:** Hamzah

**Sent:** Monday, January 14, 2019 4:19 PM

**To:** [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)

**Cc:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)

**Subject:** Accident involving PC7663K and your insured SKN9882H on 8-1-2019

Hi,

Prior to the above, my client wish to make a third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental.

Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate.

Regards

Hamzah Sa'ad

Service Supervisor

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

TEL: +65 67038680 DID: +65 67038690 FAX: +65 68467483

Hp: +65 96450079 Email: [hamzah\\_saad@tanchong.com](mailto:hamzah_saad@tanchong.com)




# 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/ASM19000910/Uwb3s2		
8 SHENTON WAY #24-01 AXA TOWERS SINGAPORE 068811 ATTN: PETER WANG		Date : 15-08-2019		
		Code : ASM		
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SKN 9882H	Veh. Inspected	PC 7663K	
Policy No.	GA206251/1	Coverage (\$)	0.00	
Claim No.	S9M01AIH	Excess (\$)	0.00	
Assign From	PETER WANG	Assign Date	15/01/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	NISSAN NV350 MICROBUS (A)	c.c	2488	
Engine No.	HIDDEN	Year of Reg.	2018	
Chassis No.	JN1TC2E26Z0056069	Colour	WHITE	
Odometer	889	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	195 R15	DUNLOP	8 mm	
L/H Front Tyre	195 R15	DUNLOP	8 mm	
R/H Rear Tyre	195 R15	DUNLOP	8 mm	
L/H Rear Tyre	195 R15	DUNLOP	8 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	08/01/2019	Inspection Date	17/01/2019	
Survey held at	AUTOLUTION INDUSTRIAL PTE LTD 19 UBI ROAD 4 SINGAPORE 408623			
<b>5a. Remarks</b>				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>8 Working Days</b>		

**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. PC 7663K**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	WHEEL CAP REAR RH (N) (CONSISTENT)	CUT	151.20	151.20
1	REAR SIDE PANEL RH (N) (CONSISTENT)	* CHECK	1,793.40	-
6	CLIP REAR BUMPER @ \$1.20 (N) (CONSISTENT)	NECESSARY	7.20	7.20
1	REAR BUMPER FASCIA (N) (CONSISTENT)	CUT / DEFORMED	600.50	600.50
	LESS 20% DISCOUNT		-510.46	-151.78
			2,041.84	607.12
<b>SPECIAL NETT ITEMS</b>				
1	SUNDRIES (SN) (CONSISTENT)	* CHECK	100.00	-
1	SEALANT WINDOW PANEL (SN) (CONSISTENT)	NECESSARY	80.00	80.00
1	REAR MUD FLAP RH (SN) (CONSISTENT)	DISTORTED	105.50	105.50
			285.50	185.50
<b>LABOUR</b>				
	LABOUR CHARGES TO RENEW REAR BUMPER AND RH REAR SIDE PANEL.		1,400.00	1,250.00
	CHARGES TO SPRAY PAINTING SAME.		700.00	600.00
	REMOVE AND INSTALL RH REAR WINDOW PANEL.		180.00	180.00
	CHECK WHEEL ALIGNMENT.		98.00	98.00
	REMOVE AND INSTALL FUEL TANK.		180.00	180.00
			2,558.00	2,308.00
<b>GRAND TOTAL</b>			<b>4,885.34</b>	<b>3,100.62</b>
<b>RECOMMENDED COST OF REPAIRS (REPAIR COST NOT CONCLUDE) (EXCLUDE CHECK ITEMS S\$1,534.72 NETT)</b>				<b>3,100.62</b>

Report Ref No. CC4/ASM19000910/Uwb3s2

**CHUA KANG SENG**

Licensed Appraiser

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