

1/2/2019

INS. CASE OWNER:

KC

CC 4/AXA1900

18/1/19

LKK
IDAC:

Surveyor:

KSC

DOE:

ASSIGNMENT

Date / Time:

28/1/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SFP 98777

Name of Insured:

Um Han

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

Is driver the owner?

(YES / NO)

Nature 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

GBC 6667H



INSRS:
WSP:
Tel:
Liability:
RMKS:

City
Auto



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time

GBC 6667H - 4

SFP 98777 - 10

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call OI:

After call hr to OI:

Documentation Check List: Handler Typist

Notification hr (if non-pickup):

After call hr 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:

11/2/19 - UMR, sent mt SST letter.
8/3/19 - ✓ OI GIA

11/4/19 - call OI aware TP claim, agreed to settle & aware NCD time.
2/5/19 - Rec LOR send to TP - Pending LOD.
- seek mandate of (\$1000.00) - Pending approval.
2/5 - offer TP global \$880.00 - Pending acceptance.
8/5 - settle @ \$440.00 - Pending DV in.
10/5 - DV in. File pass to OI to check.
11/5 - file pass to Admin to close.

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:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

SS

608.23

Loss of Rental (LOR):

SS

(days)

Loss of Use (LOU):

SS

340.50 x 3 days

Loss of Income (LOI):

SS

15 x 3 days

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

SS

2.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$350.00

Total:

SS

940.73

Global Sum SS:

940.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

940.00

Name 1:

City Auto Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

clh 13/1/19



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/ASM19001811/Kpb3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 28-01-2019		
		Code : ASM		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SFP 9833Z	Veh. Inspected	GBC 6663H	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	28/01/2019	
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	23/01/2019	Inspection Date	29/01/2019	
Survey held at	CITY AUTO PTE LTD BLK 8, SIN MING IND. ESTATE #01-60/62 SIN MING ROAD SINGAPORE 575643.			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



CITY AUTO PTE LTD

One Stop Automotive Solution

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643

TEL: 6453 1235, 6452 0850 FAX: 6453 7944

24hrs Towing Services Tel: 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

AXA INSURANCE SINGAPORE PTE LTD

NO. 8
SHENTON WAY
AXA TOWER
SINGAPORE 068811

Contact : 84688982

Fax No. : 6880 4838

Estimate : QUOT201901-000489(00)

Date : 25/01/2019

Vehicle No. : GBC6663H

Make/Model : NISSAN URVAN MICROBUS 3.0
4DR 5MT ABS AIRBAG

Mileage (km) : 0

Chassis No. : JN1TG4E25Z0793122

Accident Date : 23/01/2019 00:00:00

Claim No. : SFP9833Z

Reference : GBC6663H

Policy No. : B28744907MKC

S/No	Particular	Quantity	Unit Price	Amount S\$
NET ITEMS :				
1	Tail lamp - RH	1.0	169.50	CM 169.50 ✓
2	Rear bumper	1.0	683.60	R 683.60 X
List Total :				853.10
10% Discount S\$				85.31
				767.79
LABOUR :				
	-To knock jackout damaged parts, panel beating, welding, align, refix and to renew accident parts	1.0	250.00	200 250.00
	- Spray painting on affected & replace parts	1.0	300.00	300.00 ✓
				550.00

Not Ashamed
Runny After Paint
3 days

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: _____

E & O E

Total S\$ 1,317.79

GST 7% S\$ 92.25

Amount Due S\$ 1,410.04

for CITY AUTO PTE LTD



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

AXA INSURANCE SINGAPORE PTE LTD

NO. 8
SHENTON WAY
AXA TOWER
SINGAPORE 058811

Contact : 84688982

Fax No. : 6880 4838

Estimate : QUOT201901-000489(00)

Date : 25/01/2019

Vehicle No. : GBC6663H

Make/Model : NISSAN URVAN MICROBUS 3.0
4DR 5MT ABS AIRBAG

Mileage (km) : 0

Chassis No. : JN1TG4E25Z0793122

Accident Date : 23/01/2019 00:00:00

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List Total :				853.10
10% Discount S\$				85.31
				767.79
LABOUR :				
-To knock jackout damaged parts, panel beating, welding, align, refix and to renew accident parts		1.0	250.00	250.00
- Spray painting on affected & replace parts		1.0	300.00	300.00 ✓
				550.00

P - \$ 169.50
- 10%
\$ 152.55

L - \$ 500.00
\$ 652.55

Not Notional
Running After Policy
3 days

PIP - \$ 652.55 ✓ ok

E. & O.E.

Total S\$: 1,317.79
GST 7% S\$: 92.25
Amount Due S\$: 1,410.04

for CITY AUTO PTE LTD



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: 02/05/2019

Survey Details:

Date of loss	23-Jan-19
Date of appointment	28-Jan-19
Date of survey	29-Jan-19
Location of survey	CITY AUTO PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	GBC 6663H
Make and Model	NISSAN URVAN MICROBUS 3.0 4DR 5MT ABS
Date of registration	5/6/2013
Excess	
Market Value	\$33,000
Part Rebate	\$23,431
Nett Loss	\$9,569

Repair details:

Initial Estimate	\$ 1,317.79
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 152.55
Check items (estimate)	\$ -
Labour	\$ 500.00
Total	\$ 652.55
Lump Sum(if applicable)	\$ -

Number of days for repair	3
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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:

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Mandate:

Liability(TP)	100%	
Proposed repair cost(W/GST)	\$ 698.23	
Loss of use	\$ 300.00	3DAYS X \$100
Loss of rental	-	
Loss of income	-	
LTA search fees	\$ 2.00	
Others	-	
Proposed Total	\$ 1,000.23	



<MANDATE IA> - S9M01C1P [ACCIDENT INVOLVING SFP 9833Z(OI) & GBC 6663H(TP) ON 23/01/2019]

Type

 Question

Message

Liability: 100% - OI change lane and hit onto TP. Informed OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$1000.23(claim LOU). Mandate IA had been uploaded in Smartclaim. Kindly give us your approval/instruction. - Cecilia 02/05/2019

Reply

GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE

IMPORTANT NOTE : Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM

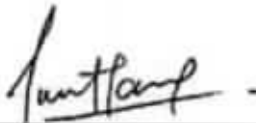
(A) PARTICULARS OF PERSON MAKING THE AMENDMENTS:

Original Report No : MOR119026122 Vehicle Registration No : SFP 9833Z
Name(as shown in NRIC): LIM HAO
(*Vehicle Driver / Vehicle Owner) (*) Please delete as appropriate
NRIC/Passport No : S9230339Z
Address : 61 HUME AVENUE #01-01 SINGAPORE 598741
Contact (Tel) : - (H/P) : 8282 5291
(Email) : LIMHAO@LIVE.COM.SG
Date of Accident : 23/02/2019 Time of Accident : 12:10
Place of Accident : ALONG JALAN ANAK BUKIT
Insurance Company : AXA INSURANCE PTE LTD

(B) ADDITIONAL INFORMATION / AMENDMENTS:

I have made a report on the above mentioned accident and would like to include additional information or make the following amendments:

I WOULD LIKE TO AMEND THE DATE OF ACCIDENT FROM 23/02/2019 TO 23/01/2019.



Signature of Vehicle Owner / Driver

Date:



Service Request Details

Claim

S9M01C1P

Reference

None 

Loss Date

January 23, 2019

28012019 @ 1038am

Request Date

January 28, 2019

Vronica veh not in

Due Date

February 4, 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

GBC6663H

Make

TPVD NISSAN

Service Address

...

Primary Contact/Insured

LIM HAO

61 HUME AVENUE, #01-01, 598741, Singapore

INSURANCE@TECKWEI.COM.SG

Claim Handler

CHAN Kian Chuan

6568804269

kianchuan.chan@axa.com.sg

Additional Instructions

NON-REPORTED

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

Catherine Chong (LKK Auto)

From: City Auto <cityauto@singnet.com.sg>
Sent: Monday, 28 January, 2019 10:15 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Subject: Arrange survey on GBC6663H

Categories: Santosh

Hi Arrangement survey dept,

Kindly arrange **LKK Auto Consultants Pte Ltd** survey on following vehicle :

TP Survey

Your vehicle : SFP9833Z

Our vehicle : GBC6663H

D.O.A : 23/01/2019

LOCATION : Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

Best Regards,

Vronica Law

City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate,
#01-60/62 Sin Ming Road,
Singapore 575643
Tel : 6453 1235
Fax : 6453 7944



Auto
Consultants
Pte Ltd

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

11 February, 2019

LIM HAO
61 HUME AVENUE #01-01,
Singapore 598741

Dear Sir,

OUR REF : CC4/ASM19001811/Kpb3
YOUR REF : SFP 9833Z
ACCIDENT INVOLVING SFP 9833Z & GBC 6663H ON 23/01/2019 ALONG/AT
JALAN ANAK BUKIT

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 chewht@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 6742 3197 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



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: 02/03/2019

Survey Details:

Date of loss	23-Jan-19
Date of appointment	28-Jan-19
Date of survey	29-Jan-19
Location of survey	CITY AUTO PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	GBC 6663H
Make and Model	NISSAN URVAN MICROBUS 3.0 4DR 5MT ABS
Date of registration	5/6/2013
Excess	
Market Value	\$33,000
Parf Rebate	\$23,431
Nett Loss	\$9,569

Repair details:

Initial Estimate	\$ 1,317.79
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Proposed/Revised repair cost:

Parts	\$ 152.55
Check items (estimate)	\$ -
Labour	\$ 500.00
Total	\$ 652.55
Lump Sum(if applicable)	\$ -

Number of days for repair	3
---------------------------	---



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:

OI Non-reporting. We will seek mandate once OI reported.

Mandate:

Liability(TP)		%
Proposed repair cost	\$	
Loss of use	\$	no. of days
Loss of rental	\$	no. of days
Loss of income	\$	no. of days
LTA search fees	\$	
Others	\$	
Proposed Total		

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 2 March 2019 8:51 AM
To: 'motor.doc@axa.com.sg'
Cc: Admin A; CHAN Kian Chuan
Subject: <Request for Insured GIA Report> S9M01C1P ; Insured Veh: SFP 9833Z; Third Party Veh: GBC 6663H; DOA: 23/01/2019 *LKK REF: CC4/ASM19001811/Kpb3

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if there is any OI GIA. If so, kindly assist to forward a copy to us for our necessary action.

Thank you.

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)

Hsiao Tong (LKKAUTO)

From: VISHNU BATHAM Shekhar <shekhar.batham@axa.com.sg>
Sent: Monday, 4 March 2019 12:26 PM
To: Hsiao Tong (LKKAUTO)
Subject: RE: <Request for Insured GIA Report> S9M01C1P ; Insured Veh: SFP 9833Z; Third Party Veh: GBC 6663H; DOA: 23/01/2019 *LKK REF: CC4/ASM19001811/Kpb3
Attachments: GIA SFP9833Z INSD.PDF

Hi,

Insured reported, report as attached for your necessary actions.

Thank you.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, March 02, 2019 8:51 AM
To: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Subject: <Request for Insured GIA Report> S9M01C1P ; Insured Veh: SFP 9833Z; Third Party Veh: GBC 6663H; DOA: 23/01/2019 *LKK REF: CC4/ASM19001811/Kpb3

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if there is any OI GIA. If so, kindly assist to forward a copy to us for our necessary action.

Thank you.

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)

-----Disclaimer-----

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Re:<MANDATE IA> - S9M01C1P [ACCIDENT INVOLVING SFP 9833Z(OI) & GBC 6663H(TP) ON 23/01/2019]

Type

🔗 Question

Message

PLS PROCEED AS PROPOSED

Reply



CITY AUTO PTE LTD

One Stop Automotive Solutions
BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Your ref: CC4/ASM19001811/Kpb3
Our ref: JO201901-0689

02/05/2019

WITHOUT PREJUDICE

Attn: Motor Claim Dept

AXA INSURANCE SINGAPORE PTE LTD

NO. 8
SHENTON WAY
AXA TOWER
SINGAPORE 068811

Dear Sir/Mdm,

Accident involving GBC6663H and SFP9833Z on 23/01/2019

We refer to the above said accident.

We enclosed here with relevant documents as stated below:-

- GIA report of GBC6663H with police report
- Repair tax invoice
- Letter of authorization
- GIA search receipt

As instructed, we are claiming the following as stated below:-

Cost of Repair	•	S\$ 698.23
Loss of use (3 Days x \$120.00)	•	S\$ 360.00
LTA Search Fee	•	S\$ 2.00
		<u>S\$ 1,060.23</u>

We do not have the survey report and photographs as our client's motor vehicle was surveyed by your appointed surveyor.

Please kindly let us know whether you are prepared to settle our client's claim & we look forward to hear from you soonest.

Thanks & regards

Vronica Law (Claim dept.)
Tel: 6453 1235
Fax: 64537944
Email: cityauto@singnet.com.sg



Auto
Consultants
Pte Ltd

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

17 APR 2019

LIM HAO
61 HUME AVENUE
#01-01
SINGAPORE 598741

Dear Sir/ Mdm

OUR REF : CC4/ASM19001811/Kgb3

YOUR REF : SFP 9833Z

**ACCIDENT INVOLVING SFP 9833Z AND GBC 6663H ALONG/AT JALAN ANAK BUKIT
ON 23/01/2019**

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 CITY AUTO PTE LTD acting on behalf of the owner of GBC 6663H against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in our favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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 10 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 ceciliachong@lkkauto.com within 10 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)
- Driver's Work Permit
- Employment Letter/ Authorisation letter from your company
- 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 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 6749 4274 or email us at ceciliachong@lkkauto.com.

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

Yours sincerely



Cecilia Chong
Case Handler
DID: 6749 4274
FAX: 6741 4108
EMAIL: ceciliachong@lkkauto.com

Cc *AXA Insurance Pte Ltd*
(Motor Claims Dept)



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-80/82, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 6898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: GOODWOOD PARK HOTEL PRIVATE LIMITED NRIC: 194780135H
Address: _____
Name of Driver: TAN LEE CHUAN NRIC: 51633611A
Address: APT BLK 469A SENGKANG WEST WAY # 06-602 (S) 741469
Accident on 23/01/2019 Involving SFP 9833Z AND 6B16663H
At/along JALAN ANAI BURIT

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle NISSAN URVAN
at my/our request I/We the above owner of Motor Vehicle No: 6B16663H do authorize
them to demand claims, settle and received whatever amount payable by the Insurance Co or Third Party
or to commence legal proceeding if necessary in my/our name for the cost or repair and the loss of
use/rental, etc and to any of there appointed solicitors to act for me/us in respect of the said
accident/claim and all amounts claimed or settled shall be belong to them absolutely. I/We further
authorize them to give an absolute discharge on my/our behalf.

I/We hereby authorize City Auto Pte Ltd, my/our repairer to give further instruction on my/our
behalf concerning the said claim and such, all future correspondence should be addressed to the
said firm/co.

My/Our repairer authorize to receive on my/our behalf monies claims, correspondence and give a
valid discharge voucher or any other documents in connection with this on my/our behalf and for
me/us.

I/We further agree to fully co-operate and attend all court hearing that are necessary and subject
to prosecution and claim maintained by City Auto Pte Ltd.

I/We further agree to undertake to indemnify them against my/our claim for the cost which arises
therewith.

In the event that my/our unsuccessful claim, I/We undertake to pay the repairer for the cost of
repairs to my motor vehicle.

Owner Signature: [Signature] GOODWOOD PARK HOTEL
22 SCOTTS ROAD
SINGAPORE 228221
FRONT OFFICE

Name: _____

Date: 24-1-19

Witness Signature: CITY AUTO PTE LTD
Blk 8 Sin Ming Road
#01-80/82 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944
(Claims Section)

Name: _____

Date: _____



AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SFP 9833Z (Insd veh)	Model: NISSAN URVAN
	GBC 6663H (TP veh)	
Date of Accident/ Time:	23/01/2019 / 12:20	

Repair Estimate (W/GST)	: \$	1,410.04	
Final Repair Cost (W/GST)	: \$	698.23	
Loss of Use	: \$	240.00	03 days at \$ 80.00 per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$		
	: \$		
Final Settlement Sum	: \$	940.00	GLOBAL SUM (ALL-IN)
Payee Name: CITY AUTO PTE LTD			
Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)			
A)	For Non GIA Registered Workshop:	Agreed Liability _____ [%]	
B)	For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: 15	
	BOLA Liability: 10 [%]	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/TORTFEASOR 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.

CITY AUTO PTE LTD
 Blk 8 Sin Ming Road
 #01-58/60/62 Sin Ming Ind Est
 Singapore 675643
 Tel: 6453 1235 Fax: 6453 7944
 Signature of Rep (Claims Section)
 Name of Rep (Claims Section)
 Date:

CITY AUTO PTE LTD
 Blk 8 Sin Ming Road
 #01-58/60/62 Sin Ming Ind Est
 Singapore 675643
 Tel: 6453 1235 Fax: 6453 7944
 Signature of Witness / Workshop stamp
 Name of Witness
 Date:

KSC
 Signature of AXA's surveyor/representative
 Name of AXA's surveyor /Representative
 Date:



CITY AUTO PTE LTD

One Stop Automotive Solutions
BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

AXA INSURANCE SINGAPORE PTE LTD

NO. 8
SHENTON WAY
AXA TOWER
SINGAPORE 068811

Attention: Motor Claim Department

Contact : 6338 7288

Fax No. : 6880 4838

TAX INVOICE

Tax Invoice : I2019-002420

Date : 12/04/2019

Vehicle No. : GBC8663H

Make / Model : NISSAN URVAN MICROBUS 3.0
4DR 5MT ABS AIRBAG

Mileage (km) : 130084

Chassis No. : JN1TG4E25Z0793122

Accident Date : 23/01/2019

Claim No. : CC4/ASM19001811/Kpb3

Reference : JO201901-0689

Policy No. : B28744907MKC

S/No.	Particular	Quantity	Unit Price	Amount
			S\$	S\$
	NET ITEMS :			
1	Tail lamp - RH	1.0	169.50	169.50
	List Total :			169.50
	10% Discount S\$:			16.95
				152.55
	LABOUR :			
	-To knock jackout damaged parts, panel beating,welding, align, reflex and to renew accident parts		200.00	200.00
	- Spray painting on affected & replace parts		300.00	300.00
	LABOUR Total S\$:			500.00

Total S\$: 652.55

GST @ 7% S\$: 45.68

Grand Total S\$: 698.23

CASH / NETS / CREDIT CARD PAYMENT ONLY

Customer's Signature/Co. Stamp

for CITY AUTO PTE LTD

Please note all works performed by City Auto Pte Ltd as performed in this invoice is subjected to the following Warranty conditions:

1) Any replacement of electrical components will carry 1 month warranty period from date of this invoice.

2) Any replacement of mechanical components will carry 3 months warranty period.

Please note that all warranty does not cover wear and tear conditions regardless of any components.

City Auto Pte Ltd reserves the right to determine any warranty conditions.

Thank You For Your Business !



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**
8 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

Third Party Insurer Enquiry

Our Ref No: GR-19-014894

Date of Request: 25/01/2019

Your Ref No: Online Purchase

City Auto Pte Ltd
180 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 25/01/2019
Enquiry By Jason Quak Leng Hui
TP Vehicle No. SFP9833Z
Accident Date 23/01/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SFP9833Z	AXA Insurance Pte Ltd	23/08/2018-22/08/2019	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.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

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

8 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-19-014694

Date of Request: 25/01/2019

Your Ref No: Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 25/01/2019
Enquiry By Jason Quak Leng Hui
TP Vehicle No. SFP98332
Accident Date 23/01/2019

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:	SFP 9833Z (Insd veh)	Model:	NISSAN URVAN
	GBC 6663H (TP veh)		
Date of Accident:	23/01/2019		

Global Sum Settlement	: <input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	: \$	1,410.04
Final Repair Cost	: \$	698.23
Loss of Use	: \$	240.00
Rental (if any)	: \$	3days at \$80.00 per day
LTA / GIA Search Fee	: \$	2.00

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

	: \$	
Final Settlement Sum (Global Sum)	: \$	940.00

Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)	
A) For Non GIA Registered Workshop:	Agreed Liability _____ (%)
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: _____
	15
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) CITY AUTO PTE LTD	: \$ 940.00

JOANNE LEE KHANG MIN
LKK Auto Consultants Pte Ltd

17/06/2019
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/ASM19001811/Kgb3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:KIAN CHUAN			Date : 17-06-2019 Code : ASM	
<div style="text-align: right;"></div>				
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SFP 9833Z	Veh. Inspected	GBC 6663H	
Policy No.	GA392305/1	Coverage (\$)	0.00	
Claim No.	S9M01C1P	Excess (\$)	0.00	
Assign From		Assign Date	28/01/2019	
2. Vehicle Particulars & Condition				
Make & Model	NISSAN URVAN	c.c	2953	
Engine No.	HIDDEN	Year of Reg.	2013	
Chassis No.	JN1TG4E25Z0793122	Colour	WHITE	
Odometer	128631	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	195 R15X8	YOKOHAMA	9 mm	
L/H Front Tyre	195 R15X8	YOKOHAMA	9 mm	
R/H Rear Tyre	195 R15X8	YOKOHAMA	9 mm	
L/H Rear Tyre	195 R15X8	YOKOHAMA	9 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	23/01/2019	Inspection Date	29/01/2019	
Survey held at	CITY AUTO PTE LTD BLK 8, SIN MING IND. ESTATE #01-60/62 SIN MING ROAD SINGAPORE 575643.			
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. GBC 6663H

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	TAIL LAMP -RH (N) (CONSISTENT)	CRACKED	169.50	169.50
1	REAR BUMPER (N) (CONSISTENT)	TO REPAIR SEE LABOUR	683.60	-
	LESS 10% DISCOUNT		-85.31	-16.95
			767.79	152.55
	LABOUR			
	TO KNOCK JACKOUT DAMAGED PARTS ,PANEL BEATING ,WELDING ,ALIGN,REFIX AND TO RENEW ACCIDENT PARTS.INCLUSIVE OF THE REPAIR OF REAR BUMPER.		250.00	200.00
	SPRAY PAINTING ON AFFECTED & REPLACE PARTS.		300.00	300.00
			550.00	500.00
	GRAND TOTAL		1,317.79	652.55
	RECOMMENDED COST OF REPAIRS			652.55

Report Ref No. CC4/ASM19001811/Kgb3q2

KONG SENG CHEONG

Licensed Appraiser

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 by 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	S9M01C1P	
Reference	CC4/ASM19001011/Kgp3q2	
Lost Date	23 January 2019	
Report Date	28 Jan 2019 10:20:57 AM	
Request Date	28 January 2019	
Due Date		
Vendor Name	LKX AUTO CONSULTANTS PTE LTD (TP)	
Type of Loss	Third Party Vehicle Damage	
Services	Pending verification - Direct Settlement	
...		
Primary Contact/Insured	LIM HAO 61 HUME AVENUE, #01-01, 598741, Singapore INSURANCE@TECKWEL.COM.SG	
Claim Handler	CHAN Kian Chuan 656804269 kianchuan.chan@axa.com.sg	
Vehicle Information		
Incident Vehicle Registration #	GBCM663H	
Make	TRVD NISSAN	
Model	UNKNOWN	
Service Address		

Actions

Next Step: Wait for Approve Invoice

Add Invoice

Additional Instructions NON-REPORTED















Messages Invoices History Documents Assessment Metrics Notes

Document Type Document SubType

• •

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKXInvoice1 (0).pdf	Invoice	Surveyor/ Assessor expense	LKX AUTO CONSULTANTS PTE LTD (TP)	19 June 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 PAYMENT BREAKDOWN_LKK.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 LKKInspection (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 LKKAdjustment1a (2).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 GIA_SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 WORKSHOP INVOICE.pdf	Invoice	Replacer	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	19 June 2019
 LKK-RESURVEY PHOTO.W	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 May 2019
 MANDATE IA DD 02052019.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 May 2019
 CI REPORT.pdf	Reports & Statement	GIA Report	CHAN Kian Chuan	2 March 2019
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 March 2019
 PAIRF_COE_Relate_Enquiry.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 March 2019
 TPI_ESTIMATE-_MAILED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	2 March 2019

NAME	TYPE	SUB TYPE	AUTHOR	DATE UNLOADED
 LA 00 020319.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 March 2019
 Nian_reporting_letter.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	2 March 2019
 EMAIL FROM WORKSHOP FOR TP REG.mng	Letters and Correspondence	Others	NIKAM Santosh Pandurang	28 January 2019