

INS. CASE OWNER:

CC 4, Asm 1900

LKK:  
IDAC:

418982

## ASSIGNMENT

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.

Name of Insured

Insured Tel No.

HP:

Excess See 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



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:

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:

LOR:

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: S\$

days) Reduction:

%

Email

Call

FINAL SETTLEMENT Date/Time:

Confirm with William

Email

Call

Final Liability: %

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

If NO or B 28, Ass. Lia:

Repair Cost: M/GM S\$ 909.50

Loss of Rental (LOR): S\$ 402.50

(3.5 days) x \$ 115.00

Loss of Use (LOU): S\$

(3 x days)

Loss of Income (LOI): S\$ 175.00

(350 x 7.5 days)

LOR only ☐ LOU only ☐LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search S\$ 7.49

Medical: S\$

Disbursement: S\$

(e.g. Tow/ Independent)

Legal Cost S\$

Total: S\$ 1450.00

Global Sum S\$: 1450.00

FINAL PAYMENT Date/Time:

Confirm with:

Email

Call

Payee 1: S\$ 1450.00

Name 1:

Payee 2: (Strike if N/A) S\$

Name 2:

Payee 3: (Strike if N/A) S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

COPY SENT  
20/9/19

350.00

Comfort Design Engineering Pte Ltd.

Insured: Kalvin

REF: \_\_\_\_\_

# ASSIGNMENT

From \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

OOITP / WS / TP RES / OO RES / EVA / INV / MV

To Insp'd Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

at \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No: \_\_\_\_\_

Claims No: \_\_\_\_\_

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

\_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its

repair at the time of inspection.

WS	OIS

Est. or Make (Value): \_\_\_\_\_

DAC Accident Report: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repair: 2 days Res: Yes or No

Loss Date: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

Date / Time

Action / Instruction

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Veh No: SHC 8518K Yr Regn: 26 Nov 2015

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

Truck / Trailer or

Make: Hyundai C.C. 1.685

Colour: Blue A/C: Ins / Std / N/A

Sp. Reading: 435/1 T/Radio: Ins / Std / N/A

Eng/No: \_\_\_\_\_

C/Nr: KM HLB414AF9067826

Gen. Cond: Good / F / Poor / Burnt

Steering: Inor G / Jammed / Leaked / Burnt or

Brake: Inor G / Jammed / Leaked / Burnt or

Modi: Nil / SIRim / STD G / Rim or

Tyre Size: 205/60R16

\_\_\_\_\_

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

TOYO / YOKO or Wan Ma

\_\_\_\_\_

Front

R/Bal: 7 mm

L/Bal: 7 mm

D.O.A. 15/2/19

Survey held at: C D G E (Loyang)

Des. of Damages: Frl / Rear / OIS / WS / VIC / Rooltop or

~ 1/5 Front.

\_\_\_\_\_

The VIC / Chassis frame / Body Structure affected due to collision.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date/Time, File Pass to?

☐ : Preil. Report

☐ : Final Report

1)

Date/Time, File Return to?

2)

Report Format

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trip: \_\_\_\_\_

Add Fee: ☐ Site Insp IS

☐ Interview IS

☐ Test drive IS

Survey Fee: \_\_\_\_\_

Transportation: \_\_\_\_\_

S + RS IS

Plate

Other

## REPAIR ESTIMATE\*

VEHICLE NO : SHC 8518K

DATE 16/2/2019 11:47

MAKE :

MODEL : HYUNDAI i40

LS

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Front Bumper Cover X <i>ref</i>			\$ 544.50
	Front Bumper Bracket (LH) X <i>sm</i>			\$ 24.60
	Headlamp (LH) X <i>sm</i>			\$ 1,388.00
	Front Fender (LH) - <i>Ref</i>			\$ 566.30
	Front Fender Shield (LH) X <i>sm</i>			\$ 175.90
	<b>SUB TOTAL</b>			<b>\$ 2,699.30</b>
	<b>LESS 20%</b>			<b>\$ 539.86</b>
	<b>DISCOUNTED TOTAL</b>			<b>\$ 2,159.44</b>
	<b>Labour Charge</b>			
	Panel Beating			\$ <del>500.00</del> <sup>200</sup>
	Spray Painting Charge			\$ <del>500.00</del> <sup>400</sup>
	Wiring			\$ <del>30.00</del> <sup>X4</sup>
	Tuff Kote			\$ <del>50.00</del> <sup>20</sup>
	<b>TOTAL LABOUR</b>			<b>\$ 1,080.00</b>
	<b>ESTIMATE TOTAL</b>			<b>\$ 3,239.44</b>
<p><i>Kalvin LK</i></p> <p><i>18/2/19 1200h</i></p> <p><i>2 hrs</i></p> <p><i>L/S</i></p> <p><i>After Repair p/ls</i></p> <p><i>Larry Ng</i></p> <div> <p>LKR Auto Centre terms for us notify the Repairer of the following:</p> <ul style="list-style-type: none"> <li>To remain in possession of vehicle</li> <li>To display damaged parts during recovery</li> <li>Part prices are subject to confirmation</li> <li>Third party survey is on a "Without Prejudice" basis</li> <li>No illegal modification(s) is allowed</li> <li>Supplementary item(s) must be surveyed and is subject to final approval from Insurance Company</li> </ul> <p>Acknowledged by Repairer</p> <p>Signature: _____</p> <p>Date: _____</p> </div>				
This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.				

REPAIR ESTIMATE\*

AXA

VEHICLE NO : SHC 8518K

DATE 16/2/2019 11:47

MAKE :

MODEL : HYUNDAI i40

L3

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Front Bumper Cover ✓			\$ 544.50
	Front Bumper Bracket (LH) ?			\$ 24.60
	Headlamp (LH) ✕			\$ 1,388.00
	Front Fender (LH) ✓			\$ 566.30
	Front Fender Shield (LH) ✕			\$ 175.90
	<b>SUB TOTAL</b>			<b>\$ 2,699.30</b>
	<b>LESS 20%</b>			<b>\$ 539.86</b>
	<b>DISCOUNTED TOTAL</b>			<b>\$ 2,159.44</b>
	<b>Labour Charge</b>			
	Panel Beating			\$ <del>500.00</del> <sup>200</sup>
	Spray Painting Charge			\$ <del>500.00</del> <sup>400</sup>
	Wiring			\$ <del>30.00</del> ✕
	Tuff Kote			\$ <del>50.00</del> <sup>20</sup>
	<b>TOTAL LABOUR</b>			<b>\$ 1,080.00</b>
	<b>ESTIMATE TOTAL</b>			<b>\$ 3,239.44</b>
<p> <i>Kalvin L/KM</i>  <i>18/2/19 noon</i>  <i>2 hrs</i>  <i>L/S</i>  <i>After Repair photo</i> </p> <p> <i>Larry Ng</i> </p> <div> <p>Acknowledged by Reparer</p> <p>Signature: _____</p> <p>Date: _____</p> </div>				
<p>This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.</p>				



# COMFORTDELGRO ENGINEERING

Our Job Ref No : 305269477

Date : 21. Feb. 2019

ComfortDelGro Engineering Pte Ltd  
59 Loyang Drive Singapore 508989  
Fax: 6546 8156

## FINALIZATION FORM

To : LKK

Fax :

Attn : KALVIN

Vehicle Reg No. : SHC8518K

Date of Accident: 15. Feb. 2019

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

1. The repair job shall bill to: AXA SJW8804E

2. The finalized amount shall be:

(a) Spare Parts after List discount

(b) Labour Charges

Total for Part-By-Part Repair Cost

(c.) Lumpsum Repair (if applicable)

Total for Lumpsum repair cost after Less:

Final Lumpsum Repair cost \$850.00

3. Estimated normal period for repairs: 2 working days.

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

5. Thank you for your assistance.

We confirm the estimates and finalized amount.

Signature : Larry Ng

Name : Larry Ng

Tel : 6214 8316

Fax : 6546 8156

Signature : Kalvin

Name : Kalvin

Date : 21/2/19

## For Official Use Only

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

Remarks:

Final Amount Subject to Insurer Approval



## <TP - IA UPLOADED> - S9M01E5M [ACCIDENT INVOLVING SJW 8804E(OI) & SHC 8518K(TP) ON 15/02/2019]

### Type

🔗 Question

### Message

Liability: 100%. TP video shows that third party was driving within his lane, suddenly our vehicle came from behind and collided onto third party vehicle. As such, we are of the view that liability is not in your driver's favour. Advised OI/OID about the liability. Agreed to let insurance settle at best & aware NCD issue. TP-IA had been uploaded in Smartclaims. The total quantum is < \$5,000.00. We will proceed to negotiate settlement with third party. Thank you. Hsiao Tong - 06 Sept 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: 6/9/2019

### Survey Details:

Date of loss	15-Feb-19
Date of appointment	18-Feb-19
Date of survey	18-Feb-19
Location of survey	CDGE LOYANG

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SHC8518K
Make and Model	HYUNDAI I40 1.7L CRDI
Date of registration	26-Mar-15
Part Rebate	
Market Value	\$ -
Part Rebate	\$ -
Nett Loss	\$ -

### Repair details:

Initial Estimate	\$ 3,239.44
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 453.04
Check items (estimate)	\$ -
Labour	\$ 620.00
<b>Total</b>	<b>\$ 1,073.04</b>
<b>Lump Sum(if applicable)</b>	<b>\$ 850.00</b>

Number of days for repair	<u>2 days</u>
---------------------------	---------------





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:

TP video shows that third party was driving within his lane, suddenly our vehicle came from behind and collided onto third party vehicle. As such, we are of the view that liability is not in your driver's favour. Advised OI/OID about the liability. Agreed to let insurance settle at best & aware NCD issue.  
The total quantum is < \$5,000.00. We will proceed to negotiate settlement with third party. Thank you

### Mandate:

Liability(TP)		100%
Proposed repair cost (w/GST)	\$	909.50
Loss of use		NIL no. of days
Loss of rental	\$	402.50 (3.5 days x \$115.00)
Loss of income	\$	175.00 (3.5 days x \$50.00)
LTA search fees	\$	7.49
Others		NIL
<b>Proposed Total</b>	<b>\$</b>	<b>1,494.49</b>

## Hsiao Tong (LKKAUTO)

---

**From:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Sent:** Monday, 9 September 2019 8:23 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** KKLau; Aileen Tan Lee Noi  
**Subject:** Re: Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019 //LKK REF: CC4/ASM19002975/K1pa3

**4th reminder**

**Outstanding : > 6 months**

**Without Prejudice.**

Dear Hsiao Tong.

Preceding emails refer.

We are unable to accept your offer. **The correct settlement amount should be at \$1,450.00 (global).**

Without any further delay, kindly confirm settlement and forward your D.V.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, 6 September 2019 2:29 PM  
**To:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Cc:** KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>  
**Subject:** RE: Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019 //LKK REF: CC4/ASM19002975/K1pa3

Without Prejudice

Dear Sirs/Mdm,

Thank you for your patience.

We propose settlement at a global sum of \$1,410.00(all-in).

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** William Tan Thoo Seng <[williamtan@cdge.com.sg](mailto:williamtan@cdge.com.sg)>

**Sent:** Wednesday, 21 August 2019 10:29 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>

**Subject:** Re: Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019

**3rd reminder**

**Outstanding : > 5 months**  
**Video footage forwarded on 22.05.19**

**Without Prejudice.**

Dear Hsiao Tong

Preceding emails refer.

On 16.08.19, we spoke and you said will forward your offer.

Till to date, we have yet to receive your offer. Please forward your offer immediately.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

**From:** William Tan Thoo Seng

**Sent:** Monday, 29 July 2019 10:04 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>

**Subject:** Re: Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019

**Another reminder**

**Outstanding : 5 months.\*\*\***

**Without Prejudice.**

Dear Hsiao Tong

Preceding emails refer.

The video footage was forwarded to your good office on **22.05.19**. It clearly showed liability is 100%.

Without any further delay, kindly forward your offer by **05.08.19**. Otherwise, as instructed, we will have to escalate matter to GIA.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

**From:** William Tan Thoo Seng

**Sent:** Friday, 12 July 2019 3:32 PM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>

**Subject:** Re: Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019

**Gentle reminder.**

**Liability : 100%**

**Without prejudice.**

Dear Hsiao Tong

Preceding emails refer.

A moment ago, we spoke with Asher. Understand that you are the current case handler.

Since, liability is 100%, kindly forward your offer.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

**From:** Catherine Koh Mui Gek

**Sent:** Wednesday, 22 May 2019 9:14 AM

**To:** Asher Sng (LKKAUTO)

**Cc:** William Tan Thoo Seng

**Subject:** Re: Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019

Dear Asher

Attached as requested. Your principal's insured overtook from the rear left on a single lane road and initiated the accident. On the contrary, he alleged taxi grazed its R/R side.

Liability is 100% down on your principal's insured.

Kindly let us have your offer to settle soonest.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

---

**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

**Sent:** Tuesday, 21 May 2019 5:27 PM

**To:** William Tan Thoo Seng

**Cc:** Catherine Koh Mui Gek

**Subject:** Your Ref: T0219/SHC8518K/WT(st), ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Your Ref: T0219/SHC8518K/WT(st)

Our Ref: CC4/ASM19002975/K1ea3

Dear Sirs,

ACCIDENT INVOLVING SHC 8518K & SJW 8804E ON 15/02/2019

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

**Attachment(s)**

Are accident photos available for attachment? YES

Was there any video captured by Car Camera? NO

Was there any audio recorded? NO

**DETAILS OF OTHER VEHICLE PROPERTY 1**

Vehicle Registration Number SHC8518K

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category TAXI

Name of Driver SEE THO SOOK HAN

NRIC/Passport Number S7218707E

Contact Number 96556201

Address

Postcode

Insurance Company Name

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

---

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

---

**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 : MC0 619021703 Vehicle Registration No: SHCA54K

Name(as shown in NRIC): Lee Tan Sook Hui NRIC/FIN/Passport No: \_\_\_\_\_

(\*Vehicle Driver / Vehicle Owner) (\*) Please delete as appropriate

Address : \_\_\_\_\_ Singapore(

Contact (Tel)	:	Mobile No.:
---------------	---	-------------

Email Address 

Date of Accident : 15/2/19 Time of Accident : 2:30 PM

Place of Accident : D12

Insurance Company: First Capital Insurance Limited

(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:

Submit final report

Policyholder / Driver's Signature \_\_\_\_\_  
Date: \_\_\_\_\_

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:  
Date:



OXFORD  
UNIVERSITY PRESS



## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 4 September 2019 11:12 AM  
**To:** cyril\_ttk@yahoo.com.sg  
**Subject:** ACCIDENT INVOLVING SJW 8804E(AXA) AND SHC 8518K ALONG/AT PIE TWDS CTE ON 15/02/2019  
**Attachments:** SHC8518K doa 15219\_TP VIDEO.mp4

04 Sept 2019

Mr Cheng Lee Choo/ Mr Tan Tiong Keng Cyril

Dear Sirs/ Mdm

**OUR REF : CC4/ASM19002975/K1pa3 // S9M01E5M**  
**YOUR REF : SJW8804E**  
**ACCIDENT INVOLVING SJW 8804E(AXA) AND SHC 8518K ALONG/AT PIE TWDS CTE ON 15/02/2019**

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 third party claim(s) from CDGE LOYANG acting on behalf of the owner of SHC 8518K against your motor insurance policy.

We have reviewed the matter and based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by the owner of SHC8518K. Kindly refer to the attached video from SHC8518K for your easy reference. We observe that third party was driving within his lane, suddenly your vehicle came from behind and collided onto third party vehicle. As such, we are of the view that liability is not in your driver's favour. We shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

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

As Insurers, they 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following to [chewht@lkkauto.com](mailto:chewht@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)
- Copy of the letter of authorization to confirm that the driver is allow to driver the vehicle.
- 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 [cst@axa.com.sg](mailto:cst@axa.com.sg) or deliver it by hand to AXA Customer Care Centre.

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

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

*Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.*

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)

## LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING  
ALONGI 40 SHC8518K , SJW8804E  
FLYOVER FROM PIE TO CTE AMK

ON 15-Feb-19 21:35

I / We

SEE THO SOOK HAN

(Hirer) NRIC No.: S7218707E

and/or

(Relief) NRIC No.:

Taxi Number

SHC8518K

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

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

Date

16-Feb-2019

Name of Hirer

SEE THO SOOK HAN

Hirer NRIC

S7218707E

Signature :



Address

573A WOODLANDS DR16 #06-630  
731573

Contact No.

96556201



### AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SJW8804E	(Insd veh)	Model: HYUNDAI : I40
	SHC8518K	(TP veh)	
Date of Accident/Time:	15/02/2019		

Repair Estimate	: \$	3,466.20	
Final Repair Cost	: \$		
Loss of Use	: \$		days at \$ per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$		
Others:	: \$		
	: \$		
Final Settlement Sum (Global Sum)	: \$	1,450.00	
Payee Name : COMFORTDELGRO ENGINEERING 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 <input checked="" type="checkbox"/> No <input type="checkbox"/> BOLA Scenario No: <u>NIL</u>	
	BOLA Liability: _____ (%)	Assessed Liability (*): <u>100</u> (%)	
* 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.

Signature of workshop representative / **Workshop stamp**  
 Name of Representative: COMFORTDELGRO ENGINEERING PTE LTD  
 Date: 10.9.19  
 88 LOYANG DRIVE  
 SINGAPORE 508889



AWK

Signature of AXA's surveyor/representative:  
 Name of AXA's surveyor /Representative:  
 Date: 20/9/2019

Signature of Witness / **Workshop stamp (if applicable)**  
 Name of Witness: COMFORTDELGRO ENGINEERING PTE LTD  
 Date: 88 LOYANG DRIVE  
 SINGAPORE 508889

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

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

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 1

8010010

AXA INSURANCE PTE LTD

8 SHENTON WAY AXA TOWER #24-01  
SINGAPORE 068811

CONTACT NO: 63387288

VEHICLE NO  
SHC851BK

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
26.03.2015

CHASSIS CODE  
KMH1B41UMF0067826

NO/DATE  
91427575 22.02.2019

JOB NO.  
305269477

ODOMETER READING

JOB TYPE

Description : 3P 15.02.2019

### Invoice for lump Sum Repair

Total lump Sum Repair Amt.	850.00
Add GST @ 7.000 %	59.50
<b>Total Invoice amount.</b>	<b>909.50</b>

Issued by : KATHERINE TAN 22.02.2019 15:04:26  
Repair Type : CLSD / 57 / 57  
Payment Type/Term : /Credit 30 days

1. WHILE TAKING ALL REASONABLE PRECAUTIONS AGAINST THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR LOSS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND KEPT BY OWNERS' RISK.  
2. CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM VEHICLE DELIVERY, OR NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. THEREAFTER, THE VEHICLE WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.  
3. INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN EXCESS OF THE AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT OR AFTERWARDS. FOR THE INVOICE FOR THE PERIOD OF DEFALCY.  
4. PLEASE EXAMINE THE INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY DISCREPANCIES OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Our Ref: CT19020461

Date: 21 February 2019



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON                      15/02/2019    @ 21:35 hrs  
ALONG                              FLYOVER FROM PIE TO CTE AMK  
INVOLVING                      SJW8804E

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHC8518K** (the "Taxi"). The Taxi was hired to **SEE THO SOOK HAN IC NO S7218707E** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$115.00** per day (inclusive of GST).

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

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

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

Yours faithfully

Christine Tay  
Assistant Manager, Fleet Safety

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

[illegible]

## Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SJW8804E	15 Feb 2019 / 21:35:00	Successful	A12	AXA INSURANCE PTE LTD

[Previous](#)[OK](#)

SUC PERK



**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/ASM19002975/K1pa3q2

8 SHENTON WAY #24-01  
AXA TOWERSINGAPORE 068811  
ATTN:RICHARD ANG

Date : 26-09-2019



Code : ASM

**1. Policy Particulars :- THIRD PARTY CLAIM**

Insured Veh.	SJW 8804E	Veh. Inspected	SHC 8518K
Policy No.	GA416896/1	Coverage (\$)	0.00
Claim No.	S9M01E5M	Excess (\$)	0.00
Assign From		Assign Date	18/02/2019

**2. Vehicle Particulars & Condition**

Make & Model	HYUNDAI I40	c.c	1685
Engine No.	HIDDEN	Year of Reg.	2015
Chassis No.	KMHLB41UMFU067826	Colour	BLUE
Odometer	433131	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	FAIR		

**3. Conditions of Tyres**

	Size	Make	Balance
R/H Front Tyre	205/60 R16	WEST LAKE	7 mm
L/H Front Tyre	205/60 R16	WEST LAKE	7 mm
R/H Rear Tyre	205/60 R16	WEST LAKE	7 mm
L/H Rear Tyre	205/60 R16	WEST LAKE	7 mm

**4. Description of Damages**

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

**5. General Information**

Accident Date	15/02/2019	Inspection Date	18/02/2019
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969		

**5a. Remarks**

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

**5b. Estimate Days of Repair**

ESTIMATED NORMAL PERIOD FOR REPAIR:	<b>2 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. SHC 8518K

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	FRONT BUMPER COVER (CONSISTENT)	TO REPAIR SEE LABOUR	544.50	-
1	FRONT BUMPER BRACKET (LH) (CONSISTENT)	SERVICEABLE	24.60	-
1	HEADLAMP (LH) (CONSISTENT)	SERVICEABLE	1,388.00	-
1	FRONT FENDER (LH)(CONSISTENT)	DENTED	566.30	566.30
1	FRONT FENDER SHIELD (LH) (CONSISTENT)	SERVICEABLE	175.90	-
	LESS 20% DISCOUNT		-539.86	-113.26
			2,159.44	453.04
<b>LABOUR</b>				
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF FRONT BUMPER COVER .		500.00	200.00
	SPRAY PAINTING CHARGE.		500.00	400.00
	WIRING.	NOT NECESSARY	30.00	-
	TUFF KOTE.		50.00	20.00
			1,080.00	620.00
<b>GRAND TOTAL</b>			<b>3,239.44</b>	<b>1,073.04</b>
<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)</b>				<b>850.00</b>

Report Ref No. CC4/ASM19002975/K1pa3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

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

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

Service Request Details

Claim: S9M01ESM

Reference: CCA/ASM19002775/K1pa3q2

Loss Date: 15 February 2019

Report Date: 18 Feb 2019 10:48:21 AM

Request Date: 14 August 2019

Due Date:

Vendor Name: LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss: Third Party Vehicle Damage

Services: Pending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #: SHC8518K

Make: TPVO HYUNDAI

Model: i40

Service Address:

...

Primary Contact/Insured: CHENG LEE CHOO  
BLK 507 HOUGANG AVENUE B, #08-660, S30507, Singapore  
JOCELYN.JANG@AXAASSUREINSURANCE.COM.SG

Claim Handler: ANG Richard  
richard.ang@axa.com.sg

Actions

Next Step: Wait for Approve Invoice

Add Invoice

Additional Instructions: INSURED NOT REPORTED

Messages   Invoices   History   Documents   Assessment   Metrics   Notes

Document Type: Document SubType:

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (5).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019

NAME RENTAL RECEIPT.pdf	Types / Claim Documents	Sub-Type Others	AXA AUTO CONSULTANTS PTE LTD (TP)	DATE 30 September 2019 RECEIVED
RENTAL MILEAGE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
LTA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
LKKInspection (5).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
LKKAdjustment1a (5).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
PAYMENT BREAKDOWN, EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
WORKSHOP INVOICE.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	30 September 2019
TP_ESTIMATE_ - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	6 September 2019
LKK Resurvey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 September 2019
LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	6 September 2019
TP - IA old 060919.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	6 September 2019
SHCBS1BK.docx 150219 - TP VIDEO.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	10 July 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	UPLOADED 25 February 2019
 EMAIL FROM WORKSHOP (THIRD PARTY PRQ.mpg)	Letters and Correspondence	Workshop	KADRI Mateen	18 February 2019
 Ltr to Insured -non reporting.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	18 February 2019