

INS. CASE OWNER: lynthia | CC 4 / AXA1900 3071 12/16/19 | LKK: 3071 IDAC: 12/16/19

Surveyor: kalvin | DOI: 12/16/19 | Date / Time: 12/16/19

Registered in Merit: 12/16/19

Pre-assign / CCU / FTE



Insured Vehicle No.: SFX 67634

Name of Insured: Lin Wei Hung

Insured Tel No.: HP: 157/19

Excess Sec II :SS D.O.A: 15/7/19

Is driver the owner? (YES / NO) YES Nature of Accident: accident

If NO, Driver Name / Age: ADRIAN NG

Driver Tel No.: 157/19 (V/L: YES / NO) YES

Claim No.: SAM15466/12/16

Policy No.: AD03955

Make / Model: Toyota

Place of Accident: Cambridge

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

Insured Liability: % Final ? Yes / No



INSRS: WSP: 157/19

Tel: 157/19

Liability: 157/19

RMKS: 157/19



INSRS: WSP: 157/19

Tel: 157/19

Liability: 157/19

RMKS: 157/19



INSRS: WSP: 157/19

Tel: 157/19

Liability: 157/19

RMKS: 157/19



INSRS: WSP: 157/19

Tel: 157/19

Liability: 157/19

RMKS: 157/19

Date/Time	STAGE	DATE / PIC
<u>12/16/19</u>	Non-Reporting 1st (1st):	
<u>12/16/19</u>	Non-Reporting 1st (2nd):	
<u>12/16/19</u>	Non-Reporting 1st (3rd):	
<u>12/16/19</u>	Notification 1st (if non-pickup):	
<u>12/16/19</u>	Call 01:	
<u>12/16/19</u>	After call 1st to 01:	
<u>12/16/19</u>	Documentation Check List:	Handler Typist
<u>12/16/19</u>	Notification 1st (if non-pickup):	
<u>12/16/19</u>	After call 1st to 01:	
<u>12/16/19</u>	Authorisation To Act:	
<u>12/16/19</u>	Release Voucher:	
<u>12/16/19</u>	Final Repair Bill:	
<u>12/16/19</u>	Car Rental Invoice:	
<u>12/16/19</u>	Towing Invoice:	
<u>12/16/19</u>	LTA / GIA:	
<u>12/16/19</u>	Medical Bill:	
<u>12/16/19</u>	PIR:	
<u>12/16/19</u>	Mandate/Reject Instruction:	
<u>12/16/19</u>	LOD:	
<u>12/16/19</u>	Payment Breakdown Form:	
<u>12/16/19</u>	Post-Repair Photos:	
<u>12/16/19</u>	Others:	

PRELIMINARY ADVICE Date/Time: 12/16/19 Sent By: 157/19 Confirmed By: 157/19

FINALIZATION Date/Time: 12/16/19 Confirm with: 157/19 Confirm by: 157/19

Repair Cost: \$5 (days) Reduction: % Email ☐ Call ☐

FINAL SETTLEMENT Date/Time: 12/16/19 Confirm with: 157/19 Email ☐ Call ☐

Final Liability: % (Agreed / Assessed) BOLA S/N No. 157/19 If NO or B 28, Ass. Lia: 157/19

Repair Cost: \$5

Loss of Rental (LOR): \$5 (days)

Loss of Use (LOU): \$5 (5 x days)

Loss of Income (LOI): \$5 (5 x days)

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

GIA/LTA Search: \$5

Medical: \$5

Disbursement: \$5 (e.g. Tow/ Independent)

Legal Cost: \$5

Total: \$5 Global Sum \$5: 157/19

FINAL PAYMENT Date/Time: 12/16/19 Confirm with: 157/19 Email ☐ Call ☐

Payee 1: \$5 Name 1: 157/19

Payee 2: (Strike if N.A.) \$5 Name 2: 157/19

Payee 3: (Strike if N.A.) \$5 Name 3: 157/19

Surveyor: Kolmn

REF:

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD/TP/HS/TP RES/OD RES/EVA/INV/MV

To Inspected Vehicle No: _____

at Workshop no: _____

if _____

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.

NIS	O/S

Est. or Market Value: _____

IDAC Accident Report: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repair: 2 days Res: Yes or No

Loss Sum: _____ % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SH03009R Tr Regn: 9 Jun 2016

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

Truck / Trailer or

Make: Hyundai Z4 cc 1600

Colour: Blue A/C: Ins Ad / Std / HI / NA

Sp. Reading: 269572 T/Radio: Ins Ad / Std / HI / NA

Eng/No: _____

CR/No: KMH1B41944091225

Gen. Cond: Good / Ad / Poor / Burnt

Steering: Inop Ad / Jammed / Leaked / Burnt or

Brake: Inop Ad / Jammed / Leaked / Burnt or

Mod: Nil / S/Rim / STD / Rim or

Tyre Size: F: 205/60R16

R: _____

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

TOYO / YOKO or Hankook

Front: _____ Rear: _____

R/Bal: 7 mm R/Bal: 7 mm

L/Bal: 7 mm L/Bal: 7 mm

D.O.A: 15/2/19 D.O.I: 19/2/19

Survey held at: C D G E (Loyang)

Des. of Damages: Frl / Rear / O/S / NIS / UIC / Rooltop or

N/S Front

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

Date / Time Action / Instruction

PIP # 685.68 (Red H/850/77%)

AXA
PIP

Date/Time, File Pass to?

☐ : Prel. Report

☐ : Final Report

1)

Date/Time, File Return to?

2)

Report Format

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee: ☐ : Site Insp (\$

☐ : Interview (\$

☐ : Tech Insp (\$

☐ : Tech and (\$

Survey Fee: _____

Transportation: _____

\$ + \$5.00

Photo: _____

Other: _____

REPAIR ESTIMATE*

VEHICLE NO : SHD3009R

DATE: 18. Feb. 2019

MAKE : HYUNDAI

MODEL : i40

DOA: 15. Feb. 2019

AXA

Qty	Parts Description/ Labour	Type	Unit Price	Amount
1	Front Bumper Cover <i>X Repol</i>			\$1,052.20
1	Front Bumper Side Bracket - LH <i>X Repol</i>			\$24.60
1	Front Bumper Top Bracket - LH <i>X Repol</i>			\$22.40
10	Front Bumper Clips <i>X 11</i>		\$2.20	\$22.00
1	Front Fender - LH <i>X Repol</i>			\$566.30
1	Front Wheel Cover - LH <i>hanged</i>			\$107.10
SUB TOTAL				\$1,794.60
LESS 20%				\$358.92
DISCOUNTED TOTAL				\$1,435.68
				\$-
Labour Charge				
1	Panel Beating			<i>200</i> \$500.00
1	Spray Painting Charge			<i>400</i> \$500.00
1	Tuff Kote			<i>21</i> X \$50.00
1	Wiring Charge			<i>21</i> X \$50.00
TOTAL LABOUR				\$1,100.00
ESTIMATE TOTAL				\$2,535.68
<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>				

Lerry Ng

TOTAL LABOUR

ESTIMATE TOTAL

LKK Auto Consultants hence notify
 you of the following:
 • To resurvey before/after spray painting
 • To display damaged parts during resurvey
 • Third party survey is on "Without Prejudice" basis
 • No illegal modification is allowed
 • Supplemental items must be approved by us
 is subject to final approval by the insurance company
 Acknowledged by the insured

COMFORTDELGRO ENGINEERING

Our Job Ref No : 305269747

Date : 21. Feb. 2019

ComfortDelGro Engineering Pte Ltd
59 Loyang Drive Singapore 508969
Fax: 6546 8156

FINALIZATION FORM

To : LKK

Fax :

Attn : KALVIN

Vehicle Reg No. : SHD3009R

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 SFX6763U
2. The finalized amount shall be:

(a) Spare Parts after List discount	\$85.68
(b) Labour Charges	\$600.00
Total for Part-By-Part Repair Cost	\$685.68
(c.) Lumpsum Repair (if applicable)	
Total for Lumpsum repair cost after Less: _____	
Final Lumpsum Repair cost	

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 : 

Name : Larry Ng

Tel : 6214 8316

Fax : 6546 8156

Signature : 

Name : Kater

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 Invoice Approval

COMPANY : THIRD PARTY'S CLAIMS (CAS)
CUSTOMER: 7010045
ADDRESS : COMFORT TRANSPORTATION PTE LTD
383 SIN MING DRIVE
SINGAPORE SINGAPORE 575717
65508755

JOB NO : 305269747
REGN NO : SHD3009R
MILEAGE : 0000000000
MAKE : HYUNDAI
MODEL : I-40
DATE OF REGN : 09.06.2016
DATE/TIME IN : 18.02.2019 12:10
ACCIDENT DATE : 15.02.2019

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0103-0658-G I40VC CAP ASSY-WHEEL HUB 1 107.10 20.00 85.68

SUB-TOTAL : 85.68

JOB NATURE

0000 PB PANEL BEATING 200.00

0001 23-502 SPRAYPAINT ON AFFECTED AREA 400.00

SUB-TOTAL : 600.00

TOTAL : 685.68

MVA NAME & SIGNATURE

DATE :

AUTHORISED : YES / NO

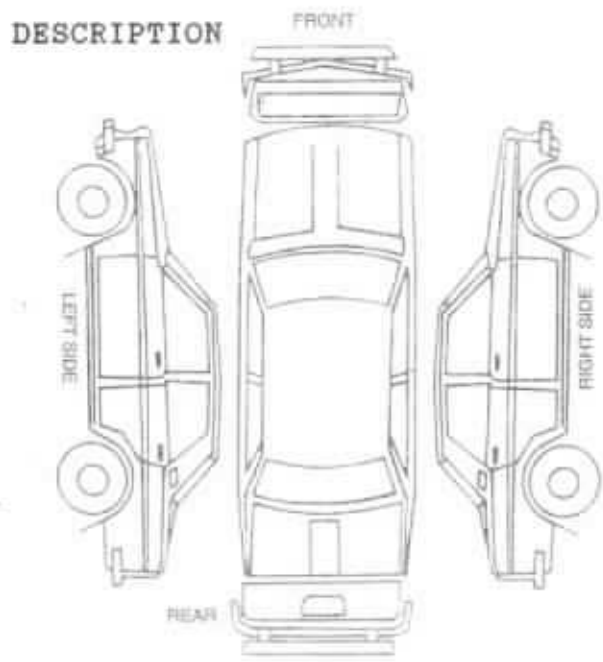
SURVEYOR NAME & SIGNATURE

DATE :

Team:	ARC Repair TP(CLSO)1	JOB CARD	Sales Order:	JC NO:	305269747
Customer:	COMFORT TRANSPORTATION PTE LTD	REGN NO:	SHD3009R	MILEAGE	
MS:	7010045	MAKE:	HYUNDAI	FUEL	
Customer NO:	383 SIN MING DRIVE	MODEL:	I-40	DATE/TIME IN	18.02.2019 12:10
Address:	Singapore SINGAPORE 575717	YR OF MANU:	09.06.2016	TARGET DATE	
	65508755	CHASSIS CODE:	KMHLB41UMGU091335	COMPLETION DATE/TIME:	
(R)	(C)				
(P)					
COUNT CARD NO.					

Accident Date: 15.02.2019
NATURE: 3P 15.02.2019 (C)

WO LABOR CODE
AXA - Left Front



BOOKED & PASSED OUT BY:		CUSTOMER'S SIGNATURE	
SERVICE ADVISOR			
Acknowledgement Slip		Exit Pass	
No:		Vehicle No.:	SHD3009R
No.:			
No.:	SHD3009R		
	LARRY		
Signature/Date		Name of Service Advisor	
Signature/Date		Date	
returned to Service Reception upon collection		To be kept by Security Guard	

REPAIR ESTIMATE*

DATE: 18. Feb. 2019

DOA: 15. Feb. 2019

AXA[illegible]

Service Request Details

copy by

Claim

S9M01E46

Reference

None

Loss Date

February 15, 2019

Request Date

February 19, 2019

Due Date

February 19, 2020

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions

Next Step

Finish the work

Previous Steps	Next Step
----------------	-----------

Vehicle Information

Incident Vehicle Registration #

SHD3009R

Make

TPVD HYUNDAI

Model

I40

Service Address

CHIA MEI LING CONSTANCE
BLK 712 #10-291, HOUGANG AVENUE 2, 530712, Singapore
97569716
ADRIANWKNG@GMAIL.COM

Claim Handler

LOH Cynthia
6568804843
cynthia.loh@axa.com.sg

Additional Instructions

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

Hsiao Tong (LKKAUTO)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 12 June 2019 10:00 AM
To: Hsiao Tong (LKKAUTO); Poh Kin (LKKAUTO); KKLau
Subject: Re: RTA involving vehicle nos. SFX 6763U and SHD 3009R on 15.02.2019

Reminder
Liability : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

Understand that you are the current case handler.

Kindly refer to our email of 07.05.19. **We had waited for more than a month and nothing heard from Poh Kin.**

Prudently, he should revert to us, instead, we have to follow up with him and surprisingly, he simply told us case is under investigation. (???) It seem that he is not interested to handle this clear cut liability case.

Without letting him to protract matter any further and indefinitely, kindly forward your offer.

We shall hold our hands till 19.06.19.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek
Sent: Tuesday, 7 May 2019 8:55 AM
To: Poh Kin (LKKAUTO)
Cc: Asher Sng (LKKAUTO); William Tan Thoo Seng
Subject: Re: RTA involving vehicle nos. SFX 6763U and SHD 3009R on 15.02.2019

Dear Poh Kin

Attached as requested. Your principal's insured was the author of this accident. Kindly settle our PD claim as per BOLA S15.

Hsiao Tong (LKKAUTO)

From: Adrian Ng <adrianwkng@gmail.com>
Sent: Monday, 5 August 2019 12:40 PM
To: Hsiao Tong (LKKAUTO)
Subject: Re: [Request for Video Footage] - ACCIDENT INVOLVING SFX 6763U(AXA) AND SHD 3009R ALONG/AT SENGKANG EAST DRIVE ON 15/02/2019

Hi, I do have video footage but it's too large to send by email.

Is there any other way to pass to you without going down to your office?

Regards
Adrian

On Mon, Aug 5, 2019, 12:33 Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

05 Aug 2019

Ms Chia Mei Ling Constance/ Mr Adrian Ng Wui Kian

Dear Sir/ Mdm

OUR REF : CC4/ASM19003071/K1pb3// S9M01E46

YOUR REF : SFX6763U

ACCIDENT INVOLVING SFX 6763U(AXA) AND SHD 3009R ALONG/AT SENGKANG EAST DRIVE 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 COMFORTDELGRO ENGINEERING PTE LTD acting on behalf of the owner of SHD 3009R against your motor insurance policy.

As per our tele-conversation with Ms Chia earlier, we would like to request a copy of your car video footage for our necessary action.

Appreciate an early reply.

Note: Our email file size limit is 10MB.

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)



**<SEEK APPROVAL TO REJECT TP CLAIM> S9M01E46
[ACCIDENT INVOLVING SFX 6763U(OI) & SHD 3009R(TP)
ON 15/02/2019]**

Type

 Question

Message

Hi, we have uploaded a copy of OI's video in SC. Based on OI's video, third party changed lane and hit onto OI. In view of this, we seek approval to reject third party claim. Kindly let us have your instruction/ approval/ comments. Thank you. Hsiao Tong - 05 Aug 2019

Reply



Re:<SEEK APPROVAL TO REJECT TP CLAIM> S9M01E46
[ACCIDENT INVOLVING SFX 6763U(OI) & SHD 3009R(TP)
ON 15/02/2019]

Type

🔍 Question

Message

PLEASE PROCEED TO REJECT TP

Reply

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 7 August 2019 12:40 PM
To: 'williamtan@cdge.com.sg'
Cc: KKLau
Subject: <REJECTION> RTA involving vehicle nos. SFX 6763U and SHD 3009R on 15.02.2019
//LKK REF: CC4/ASM19003071/K1pb3
Attachments: SFX6763U_OI VIDEO.mp4; Statement of SFX6763U.pdf

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Our insured had submitted a copy of his car video footage and based on his video footage, it shows that our insured was driving within his lane, your driver changed lane and collided onto our insured vehicle.

In view of this, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

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)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 12 June 2019 10:00 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Poh Kin (LKKAUTO) <pohkin@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: Re: RTA involving vehicle nos. SFX 6763U and SHD 3009R on 15.02.2019

Reminder

Liability : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

Understand that you are the current case handler.

Kindly refer to our email of 07.05.19. **We had waited for more than a month and nothing heard from Poh Kin.**

Prudently, he should revert to us, instead, we have to follow up with him and surprisingly, he simply told us case is under investigation. (???) It seem that he is not interested to handle this clear cut liability case.

Without letting him to protract matter any further and indefinitely, kindly forward your offer.

We shall hold our hands till 19.06.19.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek

Sent: Tuesday, 7 May 2019 8:55 AM

To: Poh Kin (LKKAUTO)

Cc: Asher Sng (LKKAUTO); William Tan Thoo Seng

Subject: Re: RTA involving vehicle nos. SFX 6763U and SHD 3009R on 15.02.2019

Dear Poh Kin

Attached as requested. Your principal's insured was the author of this accident. Kindly settle our PD claim as per BOLA S15.



Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

From: Poh Kin (LKKAUTO) <pohkin@lkkauto.com>
Sent: Monday, 6 May 2019 5:44 PM
To: William Tan Thoo Seng; Catherine Koh Mui Gek
Cc: Admin A; Asher Sng (LKKAUTO)
Subject: RTA involving vehicle nos. SFX 6763U and SHD 3009R on 15.02.2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Our Ref: CC4/ASM19003071/K1fb3
Your Ref: T0219/SHD 3009R/WT(st)

Dear Sir/Madam,

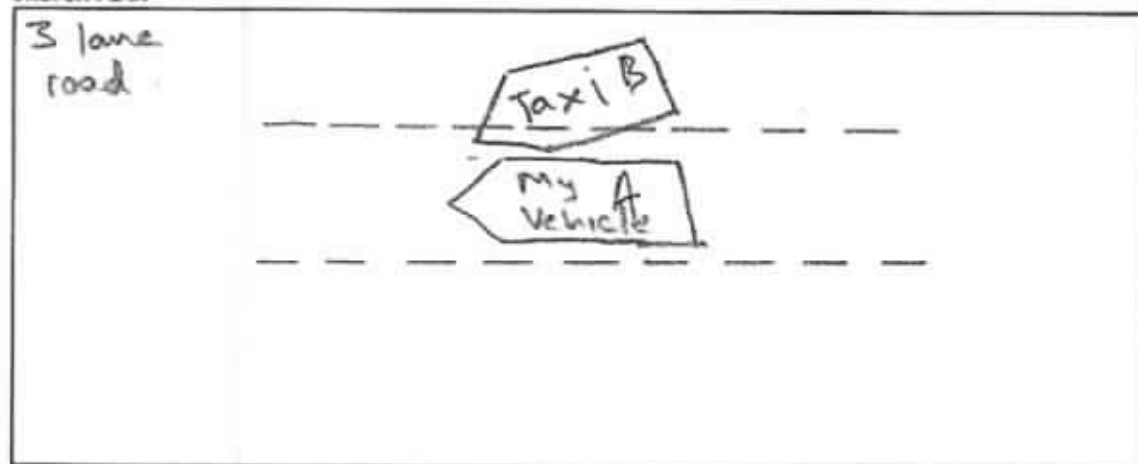
We refer to the above matter.

Please be informed that Liability unclear on this matter. There is no conclusive evidence yet to substantiate either party's version. Below is a copy of our insured's accident report statement for your perusal.

We are in a course of investigating into the circumstances of the accident.

In order to justify your client's claim smoothly and promptly, we appreciate if you could kindly furnish us a copy of CCTV footage / accident scene photos / evidence for our necessary action.

Date of accident: 15/2/19 Time: 21:00 Location: Sengkang East Drive
My Vehicle A: SFX 6763 U Vehicle B: SHD 3009 R Vehicle C: —
SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was travelling in the middle lane of Sengkang East Drive when the taxi SHD 3009R suddenly cut into my lane from the right lane and hit my car.
Date : 15/2/19
Time : 21:00

"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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

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]

Our Ref : T 0219/ SHD3009R /WT(st)

Your Ref :

Date : 05-Mar-19

CDGE Taxi Claims Dept
59 Loyang Drive 4th Flr
Singapore 508969

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No. 196004400

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

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

**ACCIDENT INVOLVING OUR TAXI SHD3009R YOUR INSURED SFX6763U
AND OTHER _____ ON 15.02.19**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor vehicle No : SHD3009R which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SFX6763U we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$	733.88
2	<u>3</u> days Loss of Rental @ <u>\$ 119.28</u> per day	\$	357.84
3	Survey Report Fees <i>(Surveyed by M/s LKK)</i>	\$	-
4	GIA / LTA Search Fee	\$	7.49
5	GIA / Police Report Fees	\$	-
6	Towing Fees	\$	-
Sub Total :		\$	1,099.01

HIRER'S CLAIM

7	<u>3</u> days Loss of Income @ <u>\$ 80.00</u> per days	\$	240.00
Total Claims:		\$	1,339.01

We enclose herewith the following documents to support the claims: -

- a) Original repair bill and photocopies of photographs 4 pcs
- b) LTA search slip/s of : SFX6763U
- c) GIA / Police report/s of : SHD3009R
- d) Letter of authority from owner / hirer / operator
 - (X) Photocopy/s of Accident Scene Photo/s (X) Towing receipts
 - () Witness statement/s (x) Rental Rate letter (x) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

William Tan

CDGE Claims Department

Tel: 6214 8737 Fax: 6214 1843 Email: williamtan@cdge.com.sg

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

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Senoko
24 Senoko Loop
Singapore 758156

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

Yishun
Yishun Industrial Park A
Singapore 768732

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING
ALONGI 40 SHD3009R , SFX6763U
SENGKANG E DRIVE TWDS PUNGGOL RD

ON 15-Feb-19 21:00

I / We

ANDY GAY KHIAM SEEN

(Hirer) NRIC No.:

S1631297E

and/or

(Relief) NRIC No.:

Taxi Number

SHD3009R

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

18-Feb-2019

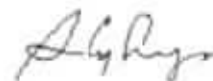
Name of Hirer

ANDY GAY KHIAM SEEN

Hirer NRIC

S1631297E

Signature :



Address

431C YISHUN AVE 1 #08-579
763431

Contact No.

90080331

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 1

8010010

AXA INSURANCE PTE LTD

8 SHENTON WAY AXA TOWER #24-01
SINGAPORE SG 068811

CONTACT NO: 63387288

VEHICLE NO
SHD3009R

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
09.06.2016

CHASSIS CODE
KMHLB41UMGU091335

INV. NO/DATE
91428648 28.02.2019

JOB NO.
305269747

ODOMETER READING

DATE/TIME IN
18.02.2019 12:10

Description : 3P 15.02.2019 (C)

S/No	Part No.	Qty	Unit Price	%Disc	Net
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PART REQUISITION

0001	04-01-0103-0658	I40VC CAP ASSY-WHEEL HUB	1	107.10	20.00	85.68
SUB-TOTAL			:			85.68

JOB NATURE

0001	PB	PANEL BEATING		200.00		200.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA		400.00		400.00
SUB-TOTAL			:			600.00

1. THE COMPANY TAKES ALL REASONABLE PRECAUTIONS TO PREVENT THE ACCIDENTAL DAMAGE TO THE COMPANY PROPERTY IN CONNECTION WITH THE USE OF ITS SERVICES. THE COMPANY SHALL NOT BE RESPONSIBLE FOR DAMAGE OR LOSS OF PROPERTY BELONGING TO CUSTOMERS AND VEHICLES ARE OWNED AND USED AS CUSTOMER PROPERTY.

2. CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 3 DAYS FROM SUCH DELIVERY (NOT LATER THAN 3 DAYS) ADVISE THE COMPANY OF ANY COMPLAINTS. OTHERWISE THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

3. PAYMENT OF 10% DEPOSIT SHALL BE MADE ON A DAY TO DAY BASIS. THE REMAINING 90% SHALL BE PAID BY THE COMPANY BY THE CUSTOMER AND NOT LATER THAN THE DUE DATE OF PAYMENT (15 DAYS AFTER THE DATE OF INVOICE FOR THE WORKS ORDERED).

4. PLEASE EXAMINE THE WORKS IMMEDIATELY UPON DELIVERY AND ADVISE THE COMPANY OF ANY DEFECTS OR DISCREPANCIES WITHIN 3 DAYS OF RECEIPT OF THE VEHICLE. OTHERWISE THE COMPANY WILL TREAT THE WORK AS COMPLETED AND ACCEPTED.

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.
8010010	91428648	733.68	

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 2

8010010

AXA INSURANCE PTE LTD

8 SHENTON WAY AXA TOWER #24-01
SINGAPORE SG 068811

CONTACT NO: 63387288

VEHICLE NO
SHD3009R

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
09.06.2016

CHASSIS CODE
RMHLB41UMGU091335

INV. NO/DATE
91428648 28.02.2019

JOB NO.
305269747

ODOMETER READING

DATE/TIME IN
18.02.2019 12:10

Items total	685.68
Add GST @ 7.000 %	48.00
Invoice amount	733.68

Issued by : CHEWBEELENG 28.02.2019 08:51:36
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

1. WHILEY TAKES ALL RESPONSIBILITY FOR THE THEFT OR ACCIDENTAL DAMAGE TO THE VEHICLE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR DAMAGE OR LOSS OF PROPERTY BELONGING TO CUSTOMERS WHO DRIVE AND VEHICLES ARE DRIVEN AND ISSUED A DAMAGE CLAIM.

2. CUSTOMERS SHALL INSURE THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINT OR DAMAGE. THE VEHICLE WILL BE IN GOOD WORKING ORDER.

3. INTEREST ON 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWED TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DATE OF PAYMENT OR WITHIN 30 DAYS FROM THE NOTICE FOR THE PAYMENT OF DUE.

4. DURING REPAIRS, THE MOTOR VEHICLE WILL BE KEPT IN A SAFE AND SECURE PLACE. THE COMPANY OR ANY SUBSIDIARY OR ASSOCIATE WITHIN 14 DAYS OF RECEIVING THE VEHICLE DOES NOT HAVE FROM THE CUSTOMER. THE COMPANY WILL ISSUE THE INVOICE AT THE END OF THE REPAIR.

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.
8010010	91428648	733.68	

Our Ref: CT19020517

Date: 21 February 2019



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 15/02/2019 @ 21:00 hrs
ALONG SENGKANG E DRIVE TWDS PUNGGOL RD
INVOLVING SFX6763U

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 **SHD3009R** (the "Taxi"). The Taxi was hired to **ANDY GAY KHIAM SEEN IC NO S1631297E** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$119.28** 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.

DATE	NAME OF DRIVER	MILEAGE READING			MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF DRIVER
						FROM	TO		
9/2/19	SHD 3009R	268	1	25	15	1145am	445pm		
11/2/19		268	2	49	190	445pm	12am		
12/2/19		268	4	38	194	530pm	1230am		
13/2/19		268	6	34	257	445pm	130am		
14/2/19		268	8	92	181	215pm	916pm		
15/2/19		269	0	74	230	3pm	1am		
16/2/19		269	3	04	130	1pm	630pm		
17/2/19		269	4	44	108	230pm	8pm		
18/2/19	Accident 3	Shyly			Loyang	1210	—		
20/2/19	Repair	GAY KHIAM SEEN			<	—	1530		

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SFX6763U	15 Feb 2019 / 21:00:00	Successful	A12	AXA INSURANCE PTE LTD

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

SND 3009R



Auto
Consultants
Pte Ltd

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

11 JULY 2019

CHIA MEI LING CONSTANCE
BLK 712 HOUGANG AVE 2
#10-291
SINGAPORE 530712

Dear Sir/ Mdm

OUR REF : CC4/ASM19003071/K1b3 // S9M01E46

YOUR REF : SFX 6763U

**ACCIDENT INVOLVING SFX 6763U AND SHD 3009R ALONG/AT SENGKANG EAST
DRIVE 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 COMFORTDELGRO ENGINEERING PTE LTD acting on behalf of the owner of SHD 3009R against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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 pohkin@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
- 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 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).

If you need any clarification, please do not hesitate to contact as at Mr Poh Kin, Chong (LKK Handler) 6841 2132 or pohkin@lkkauto.com Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Poh Kin, Chong
Case Handler
DID: 6841 2132
FAX: 6741 4108
Email: pohkin@lkkauto.com

cc AXA INSURANCE PTE LTD

**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/ASM19003071/K1pb3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811
ATTN:CYNTHIA LOH

Date : 17-10-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SFX 6763U	Veh. Inspected	SHD 3009R
Policy No.	GA030955	Coverage (\$)	0.00
Claim No.	S9M01E46	Excess (\$)	0.00
Assign From		Assign Date	19/02/2019

2. Vehicle Particulars & Condition

Make & Model	HYUNDAI I40	c.c	1685
Engine No.	HIDDEN	Year of Reg.	2016
Chassis No.	KMHLB41UMGU091335	Colour	BLUE
Odometer	269577	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	HANKOOK	7 mm
L/H Front Tyre	205/60 R16	HANKOOK	7 mm
R/H Rear Tyre	205/60 R16	HANKOOK	7 mm
L/H Rear Tyre	205/60 R16	HANKOOK	7 mm

4. Description of DamagesTHE VEHICLE SUSTAINED DAMAGES AT THE N/S FRONT PORTION.
DAMAGES SEE DETAILS.**5. General Information**

Accident Date	15/02/2019	Inspection Date	19/02/2019
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969		

5a. RemarksA)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.**5b. Estimate Days of Repair**

ESTIMATED NORMAL PERIOD FOR REPAIR:	2 Working Days
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**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 3009R

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	FRONT BUMPER COVER (CONSISTENT)	TO REPAIR SEE LABOUR	1,052.20	-
1	FRONT BUMPER SIDE BRACKET -LH (CONSISTENT)	SERVICEABLE	24.60	-
1	FRONT BUMPER TOP BRACKET-LH (CONSISTENT)	SERVICEABLE	22.40	-
10	FRONT BUMPER CLIPS @\$2.20 (CONSISTENT)	NOT NECESSARY	22.00	-
1	FRONT FENDER -LH(CONSISTENT)	TO REPAIR SEE LABOUR	566.30	-
1	FRONT WHEEL COVER -LH(CONSISTENT)	GRAZED	107.10	107.10
	LESS 20% DISCOUNT		-358.92	-21.42
			1,435.68	85.68
LABOUR				
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF FRONT FENDER -LH AND FRONT BUMPER COVER .		500.00	200.00
	SPRAY PAINTING CHARGE.		500.00	400.00
	TUFF KOTE.	NOT NECESSARY	50.00	-
	WIRING CHARGE.	NOT NECESSARY	50.00	-
			1,100.00	600.00
GRAND TOTAL			2,535.68	685.68
RECOMMENDED COST OF REPAIRS				685.68

Report Ref No. CC4/ASM19003071/K1pb3q2

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	59M01E46
Reference	CC4/ASM19003071/K1263d2
Loss Date	13 February 2019
Report Date	19 Feb 2019 8:43:00 AM
Request Date	19 February 2019
Due Date	
Vendor Name	LK AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next Step

Wait for Approve Invoice

Approve Invoice

Vehicle Information	
Incident Vehicle Registration #	SHD3009H
Make	TPVD HYUNDAI
Model	I40
Service Address	
...	
Primary Contact/Insured	

CHIA MEI LING CONSTANCE
BLK 712 #10-291, HOUGANG AVENUE 2, S30712, Singapore
97569716
ADRIANWONG@GMAIL.COM

Claim Handler
LOH Cynthia
6568604843
cynthia.loh@axa.com.sg

Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

Document Type Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKInvoice1 (13).pdf	Invoice	Surveyor/ Assessor expense	LK AUTO CONSULTANTS PTE LTD (TP)	17 October 2019

NAME LKK Inspection.pdf	TYPE / Claim Documents	SUB-TYPE Others	ADRI AUTO CONSULTANTS PTE LTD (TP)	DATE 17 October 2019
LKK Adjustment 1a (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	17 October 2019
LKK PHOTO-2.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	17 October 2019
LKK PHOTO.jpg	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	17 October 2019
Email to TP_reject dtd 070819 .pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	8 August 2019
SFY6763U_OI VIDEO.mp4	Evidence	Video	LKK AUTO CONSULTANTS PTE LTD (TP)	5 August 2019
From Vic.tif	Letters and Correspondence	Investigator / Adjustor	LOH Cynthia	22 May 2019
To CST & LKK.tif	Letters and Correspondence	Investigator / Adjustor	LOH Cynthia	22 May 2019
TP Video Footage SHD 3009E.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	8 May 2019
GIA REPORT OF SHD3009R (TP).PDF	Reports & Statement	GIA Report	KADRI Mateen	19 February 2019
GIA REPORT OF SFK6763U (HSD).PDF	Reports & Statement	GIA Report	KADRI Mateen	19 February 2019
EMAIL FROM WORKSHOP (THIRD PARTY PR).img	Letters and Correspondence	Workshop	KADRI Mateen	19 February 2019