

ASSIGNMENT

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :S\$

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

Smf 8044K



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:

LOD

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

Email

Call

Final Liability:

%

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

Nil

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

TP Test MANDATORY FOR BY FULWA STOPS

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

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

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Totals:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

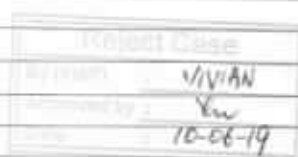
S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:



GONE SENT 10/6/19

reject \$250.00



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

Estimate : QUOT201903-000111(00)

AXA INSURANCE SINGAPORE PTE LTD

NO. 8
SHENTON WAY
AXA TOWER
SINGAPORE 068811

Date : 06/03/2019

Vehicle No : SMF8044K

Make/Model : TOYOTA PRIUS PLUS (AUTO)

Mileage (km) : 0

Chassis No : JTDZS3EU80J035085

Accident Date : 03/03/2019 00:00:00

Claim No : XD6463C

Reference : SMF8044K

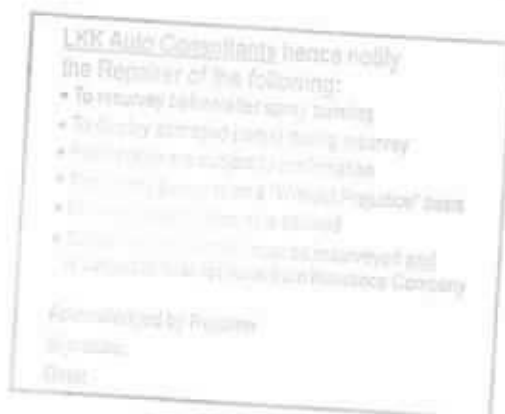
Policy No : 18-MJ001357-R00

Contact :-

Fax No : 6880 4838

*Not Notified
Recovery After repair*

S/No	Particular	Quantity	Unit Price	Amount S\$
LIST ITEMS :				
1	Front windscreen glass <i>CRA ✓</i>	1.0	0.00	1400.00
2	Front windscreen glass moulding <i>me ✓</i>	1.0	0.00	50.00
				1450.00 0.00
				290.00 0.00
				1740.00 0.00
SPECIAL NET :				
1	Front windscreen glass ERP bracket <i>me ✓</i>	1.0	0.00	26.50
2	Front windscreen glass sealant <i>me ✓</i>	1.0	0.00	40.50
SPECIAL NET Total S\$:				0.00
LABOUR :				
* To remove and refit front windscreen glass		1.0	0.00	120.00
				0.00



E. & O.E.

Total S\$ 0.00

GST 7% S\$ 0.00

Amount Due S\$ 0.00

UA
for CITY AUTO PTE LTD



CITY AUTO PTE LTD

One Stop Automotive Solution

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AXA INSURANCE SINGAPORE PTE LTD

NO. 8

SHENTON WAY

AXA TOWER

SINGAPORE 068811

Contact : -

Fax No. : 6880 4838

Estimate : QUOT201903-000111(00)

Date : 06/03/2019

Vehicle No. : SMF8044K

Make/Model : TOYOTA PRIUS PLUS (AUTO)

Mileage (km) : 0

Chassis No. : JTDZS3EU80J035085

Accident Date : 03/03/2019 00:00:00

Claim No. : XD6463C

Reference : SMF8044K

Policy No. : 18-MJ001357-R00

S/No	Particular	Quantity	Unit Price	Amount S\$
NET ITEMS :				
1	Front windscreen glass	1.0	1,680.00	CM 1,400.00 ✓
2	Front windscreen glass moulding	1.0	60.00	ME 50.00 ✓
Total Parts Purchased S\$				1,450.00
20% Of The Above Parts S\$:				290.00
Based on Cost Plus S\$:				1,740.00
SPECIAL NET :				
1	Front windscreen glass ERP bracket	1.0	0.00	ME 20SA ✓
2	Front windscreen glass sealant	1.0	0.00	ME 100 40SA ✓
SPECIAL NET Total S\$:				0.00
LABOUR :				
	* To remove and refit front windscreen glass	1.0	0.00	20 120L ✓
				0.00

E. & O.E.

2000.00
 Total S\$: 1,740.00
 GST 7% S\$: 121.80
 Amount Due S\$: 1,861.80

for CITY AUTO PTE LTD

<< Re:RE: [SEEK APPROVAL TO REJECT TP CLAIM]

Type

🔔 Question

Message

Hi, please proceed to reject. thanks.

[Reply](#)



[SEEK APPROVAL TO REJECT TP CLAIM]

Type

🔍 Question

Message

Hi Jas, refer to the third party video footage third party vehicle was hit by a flying stone. We are of the opinion that insured shall not be liable for the accident. Kindly let us have your approval to reject tp claim.
Thank you - (A.S 24/05/2019)

Reply

Vivian Lau (LKKAuto)

From: Vivian Lau (LKKAuto)
Sent: Monday, 10 June, 2019 3:20 PM
To: City Auto
Cc: Hsiao Tong (LKKAuto)
Subject: RE: Arrange survey on SMF8044K *** LKK REF: CC4/ASM19004211/ea3 // VIRTUAL
Attachments: Sketch Plan.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Your Ref: SMF 8044K
Our Ref: CC4/AXM19004211/Kwa3

Dear Sir/Madam,

Accident on 03/03/2019 involving SMF 8044K & XD 6463C

We refer to the above matter

We have review on your client's CCTV, your client vehicle was hit by a flying stone. We are of the view that the video footage inconclusive evidence.

We attached herewith our insured's accident report for your perusal.

We are regret to inform you that we are unable to look into your client claim.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: City Auto <cityauto@singnet.com.sg>

Sent: Wednesday, 3 April 2019 12:32 PM

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

Subject: RE: Arrange survey on SMF8044K *** LKK REF: CC4/ASM19004211/ea3 // VIRTUAL

Dear Asher,

Please let us know what is the liability of this case?

Kindly check and revert to us.

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

From: Mei Kwan (LKKAuto) [mailto:MeiKwan@lkkauto.com]

Sent: Thursday, 7 March, 2019 3:22 PM

To: City Auto

Cc: CS A Team; Admin A; assignments; Asher Sng (LKKAuto)

Subject: RE: Arrange survey on SMF8044K *** LKK REF: CC4/ASM19004211/ea3 // VIRTUAL

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

Please provide us the following and arrange for TP survey.

- ***evidence i.e. video and scene photo.***
- ***SMF 8044K GIA report / police report***
- ***PIR result (if any)***
- ***Estimated cost of repair***

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

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: City Auto <cityauto@singnet.com.sg>

Sent: Wednesday, 6 March, 2019 5:24 PM

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

Subject: Arrange survey on SMF8044K

Hi Arrangement survey dept,

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

TP Survey

Your vehicle : XD6463C

Our vehicle : SMF8044K

D.O.A : 03/03/2019

LOCATION : **BLK 8 Sin Ming Industrial Estate #01-58/60/62 Singapore 575643**

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

Service Request Details

*Uty Auto
- virtual*

Claim

S9M01G72

Reference

None 

Loss Date

March 3, 2019

Report Date

Mar 7, 2019 8:41:31 AM

Request Date

March 7, 2019

Due Date

March 7, 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

Complete Work

Submit

Vehicle Information

Incident Vehicle Registration #

SMF8044K

Make

TPVD TOYOTA

Model

UNKNOWN

Primary Contact/Insured

ORIENT NATURAL RESOURCES PTE. LTD.
24 SIN MING LANE, #02-94 MIDVIEW CITY, 573970, Singapore
63380083
ASPETRA.MOTOR@GMAIL.COM

Claim Handler

TAN Jas
6568804844
jas.tan@axa.com.sg

Additional Instructions

TP CITYAUTO VIRTUAL ACC NR-we will send the letter, please do not finalise repair cost

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

**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/ASM19004211/Kwa3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811
ATTN: JAS TAN

Date : 17-06-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	XD 6463C	Veh. Inspected	SMF 8044K
Policy No.	VFX/P2214992	Coverage (\$)	0.00
Claim No.	S9M01G72	Excess (\$)	0.00
Assign From		Assign Date	07/03/2019

2. Vehicle Particulars & Condition

Make & Model	TOYOTA PRIUS (A)	c.c	1798
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	JTDZS3EU80J035085	Colour	METALLIC DARK GREY
Odometer	24122	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	205/60 R16	YOKOHAMA	8 mm
L/H Front Tyre	205/60 R16	YOKOHAMA	8 mm
R/H Rear Tyre	205/60 R16	YOKOHAMA	8 mm
L/H Rear Tyre	205/60 R16	YOKOHAMA	8 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR WINDSCREEN CRACKED. DAMAGES SEE DETAILS.

5. General Information

Accident Date	03/03/2019	Inspection Date	08/03/2019
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:	1 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. SMF 8044K

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	FRONT WINDSCREEN GLASS (CONSISTENT) (WCP)	CRACKED	1,400.00	1,400.00
1	FRONT WINDSCREEN GLASS MOULDING(CONSISTENT) (WCP)	NECESSARY	50.00	50.00
	COST PLUS 20%		290.00	290.00
			1,740.00	1,740.00
	<u>SPECIAL NETT ITEMS</u>			
1	FRONT WINDSCREEN GLASS ERP BRACKET (SN) (CONSISTENT)	NECESSARY	26.00	26.00
1	FRONT WINDSCREEN GLASS SEALANT (SN) (CONSISTENT)	NECESSARY	40.00	40.00
			66.00	66.00
	<u>LABOUR</u>			
	TO REMOVE AND REFIT FRONT WINDSCREEN GLASS.		120.00	120.00
			120.00	120.00
	GRAND TOTAL		1,926.00	1,926.00
RECOMMENDED COST OF REPAIRS				1,926.00

Report Ref No. CC4/ASM19004211/Kwa3q2

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 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

SYM01G72

Reference

CCA/ASM19004211/KwaJaz2

Loss Date

3 March 2019

Report Date

7 Mar 2019 8:41:31 AM

Request Date

7 March 2019

Due Date

Vehicle Information

Incident Vehicle Registration #

SMF8044K

Make

TPVO TOYOTA

Model

UNKNOWN

Service Address

...

Primary Contact/Insured

ORIENT NATURAL RESOURCES PTE. LTD.
24 SIN MING LANE, #02-94 MIDVIEW CITY,
573970, Singapore
63380083
ASPETRA.MOTOR@gmail.com

Claim Handler

TAN Jia
6568004844
jks.tan@axa.com.sg

Actions

Next Step

Wait for Approve Invoice

Add Document

Additional Instructions

TP CITYAUTO VIRTUAL ACC NR we will send the letter, please do not finalise repair cost

Document Type

Document SubType

+ Upload Documents

NAME

TYPE

SUB-TYPE

AUTHOR

DATE UPLOADED

Accident Statement

Reports & Statement

Merimen

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKKInvoice1 (4).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	20 June 2019
 LKKInspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 June 2019
 LKKAdjustment1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 June 2019
 SHF_B04AK - TP VIDEO.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	24 May 2019
 LKK Survey Photo.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	24 May 2019
 TP ESTIMATE - MARKED (INCOMPLETE).pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	24 May 2019
 TP CITYAUTO-EMAIL FROM WORKSHOP FOR TP REG.msg	Letters and Correspondence	Others	NIKAM Saitosh Pandurang	7 March 2019