

INS CASE OWNER

CC

4, Asm 1900

4284, 14/1/19

LKK:  
IDAC:

103034

## ASSIGNMENT

Supervisor:

Date:

12/3/19

Date / Time:

8/3/2019

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SH095974

Name of Insured:

TIC SVS PIC

Insured Tel No.:

HP:

Excess Sec II :SS

5,000.00

D.O.A.:

3/3/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L YES / NO)

Claim No.:

59m01FOV

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No



INSRS:

WSP: SK Automobile

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

20/3  
CH

SH095974 - 43160119004154/14/1/19  
 SH095974 - 43160119004154/14/1/19  
 SH095974 - 43160119004154/14/1/19

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:

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. Lin:

Repair Cost:

SS

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

(\$

x

days)

Loss of Income (LOI):

SS

(\$

x

days)

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

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost:

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

Global Sum SS:

## FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

Name 1:

Payee 2: (if applicable):

SS

Name 2:

Payee 3: (if applicable):

SS

Name 3:

19/8/19

Person

REF:

# ASSIGNMENT

19710  
COE RPA 2027/July

SGX 1006T 2007 July

From: Date:  
Estimated Cost:  
OD / TP / WS / TP RES / OD RES / EVA / INV / MY  
To inspect Vehicle No: SGX 1006T  
at Workshop no: SK Automobile  
of 48, TOTTENHAM RD GAT #01-121  
Insured: AXA  
Policy No.:  
Claims No.:  
Sum Insured: Excess:  
(Client's Record)  
Make of Veh: 43924 8/3

INS	OK

(Policy Condition)  
Remark: The veh had commenced its repair at the time of inspection.  
Bal. or Market Value: 48K  
IDAC Accident Report: Consistent? Yes or No  
CHA / PR / Seen: Consistent? Yes or No  
Est. Repairs: 4 days Res.: Yes or No  
Est. Cost: 20. % A Val: Yes or No  
CA / REV / REP. / 24 HRS  
Date: Person Contacted:  
Vehicle: IN / OUT

Veh No: SGX 1006T  
Type: M/Car / Motorcycle / Bus / Van / Lorry / Taxi / Private Motor /  
Truck / Trailer or  
Make: Mercedes Benz A170 cc 1699  
Colour: Blue A/C: Insured / Std / Nil / NA  
Tp Reading: 97153 T/Water: Insured / Std / Nil / NA  
Engine:  
CHNo: WDD 1690322J481990  
Gen. Cond: Good / Fair / Poor / Burnt  
Steering: Smooth / Jammed / Leaked / Burnt or  
Brake: Smooth / Jammed / Leaked / Burnt or  
Mod: Nil / Air / STD A/Rim or  
Tyre Size: F: 195/65R15  
R:  
BS / DUN / EXNOVA / GY / PS / LZA / MIC / GHTSU / PIR / SUM /  
TOYO / OKO or  
Front: 6 mm Rear: 6 mm  
L/Rail: 6 mm L/Rail: 6 mm  
D.O.A: 03/03/19 D.O.A: 12/03/17  
Survey held at: SK Auto  
Des. of Damages: Fit / Raze / O/S / H/S / UIC / Rooftop or  
N/S Raza  
The UIC / Chassis frame / Body Structure: affected due to collision.

Date / Time Action / Instruction

US \$ 2150 (Red & 7603.78 / 784.)

Date / Time, File Path to: ☐ Prel. Report

Final Report

Date / Time, File Path to:

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Competition:

Report Format:

Lump Sum / L1 / L2

Add Fee: ☐ Gate keep 15  
☐ Informant 15  
☐ Escort fees 15  
☐ Vehicle and 15

SK Automobile Pte. Ltd.  
(Co Reg. No. 201500047H)  
23 Kaki Bukit Ave 4, #03-01  
Vicom Inspection Centre (S415933)  
Tel: 6789 5155 Fax : 6783 5155

<b>TO</b> : AXA Insurance <b>ATTENTION</b> : MOTOR CLAIMS DEPARTMENT <b>ESTIMATE REPORT</b> :  <b>OWNER PARTICULAR</b> <b>NAME</b> :  <b>ADDRESS</b> :  <b>TEL. NO.</b> :  <b>OWNER INSURANCE</b> : EQ <b>POLICY NO.</b> : DMPPHQ18-005257  <b>PERSON INCHARGE</b> :	<b>DATE</b> : 9-Mar-19 <b>JOB TYPE</b> : T/P CLAIMS  <b>VEHICLE DETAILS</b> <b>VEHICLE NO.</b> : SGX1006T  <b>MODEL / MAKE</b> : MERCEDES BENZ A170  <b>CHASSIS NO.</b> : WDD1690322J481990  <b>ACCIDENT DETAIL</b> <b>DATE</b> : 03/03/2019 <b>TIME</b> : 21:45hrs
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QUOTATION SUMMARY PAGE 01

CLAIMS DETAIL : PARTS LIST

S/N	DESCRIPTION	QTY	UNIT LIST PRICE	TOTAL LIST PRICE
1	REAR FENDER LH <i>repair</i>	1	\$ 2,890.60	\$ 2,890.60
2	REAR FENDER INNER SHIELD LH <i>X s/c</i>	1	\$ 125.30	\$ 125.30
3	REAR FENDER GLASS WITH MOULDING LH <i>X s/c</i>	1	\$ 898.30	\$ 898.30
3	REAR BUMPER <i>re</i>	1	\$ 1,075.90	\$ 1,075.90
4	REAR BUMPER CHROME MOULDING LH/RH <i>re</i>	2	\$ 95.70	\$ 191.40
5	REAR BUMPER SIDE RETAINER LH/RH <i>re</i>	1	\$ 28.90	\$ 57.80
6	REAR SPORT RIM LH <i>X s/c S/N</i>	1	\$ 590.40	\$ 590.40
7	REAR SUSPENSION SHOCK ABSORBER LH <i>X 9</i>	1	\$ 232.50	\$ 232.50
8	REAR SUSPENSION STABILISER BAR LINK LH <i>X s/c</i>	1	\$ 60.30	\$ 60.30
9	REAR SUSPENSION TRAILING ARM LH <i>X</i>	1	\$ 120.90	\$ 120.90
10	REAR SUSPENSION WHEEL HUB BEARING LH <i>X</i>	1	\$ 260.80	\$ 260.80

TOTAL PRICE \$ 6,504.20

LESS -10% \$ (650.42)

**SUB TOTAL PRICE \$ 5,853.78**

CLAIMS DETAIL : PARTS LIST

S/N	DESCRIPTION	QTY	UNIT S/NETT	TOTAL S/NETT
1	REAR FENDER SEALANT LH <i>X n</i>	1	\$ 100.00	\$ 100.00
2	REAR FENDER INNER SHIELD CLIPS SET LH <i>X n</i>	1	\$ 50.00	\$ 50.00
3	REAR FENDER GLASS SEALANT WITH PRIMER LH <i>X n</i>	1	\$ 80.00	\$ 80.00
3	REAR FENDER INNER TRIM BOARD CLIPS SET LH <i>X n</i>	1	\$ 60.00	\$ 60.00
4	REAR BUMPER CLIPS SET <i>re</i>	1	\$ 60.00	\$ 60.00
5	REAR BUMPER RIVET SET <i>re</i>	1	\$ 50.00	\$ 50.00

**TOTAL \$ 400.00**

*→ S/N - 350*

QUOTATION SUMMARY

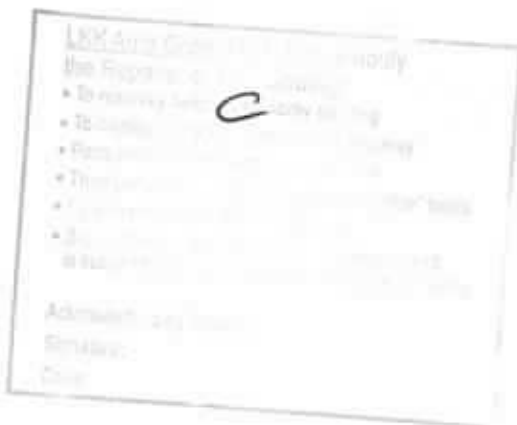
PAGE 02

CLAIMS DETAIL : LABOUR CHARGES AND SPRAY PAINTING

TO DISMANTLE & REPLACED WITH PANEL BEATING ALL THE ACCIDENT PORTION	\$ <del>1,280.00</del>	300	
TO SPRAY PAINTING ALL THE ACCIDENT PORTION & POLISHING AFFECTED AREA	\$ <del>800.00</del>	400	
TO APPLY ANTI-RUST & TUFF KOTE	\$ <del>80.00</del>	20	
TO PERFORM LIGHTING & WIRING CHECK	\$ <del>80.00</del>	X n n	
TO DISMANTLE & REINSTALL REAR FENDER GLASS PERFORM WITH WATER LEAK TEST	\$ 120.00	X n n	
TO DISMANTLE & REPLACED REAR BUMPER REVERSE SENSOR WITH DISTANCE SETTING	\$ <del>80.00</del>	60	
TO PERFORM DIAGNOSTIC CHECK & RESET MEMORY FAULT CODE TO IDENTIFICATION STANDARD	\$ <del>280.00</del>	80	
TO DISMANTLE & REPLACED REAR UNDER CARRIAGE COMPONENT LH/RH TO PERFORM FACILITATE REPAIRS	\$ <del>380.00</del>	80	
TO SEND VEHICLE FOR 3D COMPUTERISED TO PERFORM CHECK & ADJUSTED ALL WHEEL ALIGNMENT	\$ <del>120.00</del>	60	
TO DISMANTLE & REINSTALL INTERIOR CARPET WITH OTHER ATTACHMENT PARTS COMPONENT TO FACILITATE REPAIR	\$ 280.00	60	
TO PERFORM CONDUCT WATER LEAKAGE TEST OF ACCIDENT PORTION	\$ 80.00	X n n	

TOTAL

\$ 3,500.00



Time

Hp 50010068

4 days

4S

12/03/19 @ 1610

Rey after repair

ESTIMATE REPORT

TOTAL PARTS COST	:	\$	6,253.78
TOTAL LABOUR COST	:	\$	3,500.00
TOTAL REPAIR COST	:	\$	9,753.78

APPROVED DETAILS

EXCESS :  
 NO. OF REPAIR DAYS :  
 RE-SURVEY :  
 P / P OR L / S :

DATE / TIME OF SURVEY :  
 SURVEYED BY / FROM :  
 CONTACT NUMBER :  
 FAX NUMBER :  
 EMAIL ADDRESS :

SK Automobile Pte. Ltd.  
(Co Reg. No. 201500047H)  
23 Kaki Bukit Ave 4, #03-01  
Vicom Inspection Centre (S415933)  
Tel: 6789 5155 Fax : 6783 5155

TO : AXA Insurance	DATE : 9-Mar-19
ATTENTION : MOTOR CLAIMS DEPARTMENT	JOB TYPE : T/P CLAIMS
ESTIMATE REPORT :	
<b>OWNER PARTICULAR</b>	
NAME :	<b>VEHICLE DETAILS</b>
ADDRESS :	VEHICLE NO. : SGX1006T
TEL. NO. :	MODEL / MAKE : MERCEDES BENZ A170
OWNER INSURANCE : EQ	CHASSIS NO. : WDD1690322J481990
POLICY NO. : DMPPHQ18-005257	<b>ACCIDENT DETAIL</b>
PERSON INCHARGE :	DATE : 03/03/2019
	TIME : 21:45hrs

QUOTATION SUMMARY PAGE 01

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5	REAR BUMPER SIDE RETAINER LH/RH <i>LH re</i>	1 <i>PC</i>	\$ 28.90	\$ 57.80
6	REAR SPORT RIM LH <i>re SUB / S/N</i>	1	\$ 590.40	\$ 350 <i>590.40</i>
7	REAR SUSPENSION SHOCK ABSORBER LH <i>X</i>	1	\$ 232.50	\$ 232.50
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9	REAR SUSPENSION TRAILING ARM LH <i>X</i>	1	\$ 120.90	\$ 120.90
10	REAR SUSPENSION WHEEL HUB BEARING LH <i>re</i>	1	\$ 260.80	\$ 260.80

TOTAL PRICE \$ 6,504.20 *1,557.00*  
LESS -10% \$ (650.42) *155.70*  
SUB TOTAL PRICE \$ 5,853.78 *1,401.30*

CLAIMS DETAIL : PARTS LIST

S/N	DESCRIPTION	QTY	UNIT S/NETT	TOTAL S/NETT
1	REAR FENDER SEALANT LH <i>X</i>	1	\$ 100.00	\$ 100.00
2	REAR FENDER INNER SHIELD CLIPS SET LH <i>re</i>	1	\$ 50.00	\$ 30 <i>50.00</i>
3	REAR FENDER GLASS SEALANT WITH PRIMER LH <i>X</i>	1	\$ 80.00	\$ 80.00
3	REAR FENDER INNER TRIM BOARD CLIPS SET LH <i>X</i>	1	\$ 60.00	\$ 60.00
4	REAR BUMPER CLIPS SET <i>re</i>	1	\$ 60.00	\$ 40 <i>60.00</i>
5	REAR BUMPER RIVET SET <i>re</i>	1	\$ 50.00	\$ 30 <i>50.00</i>

REAR SPORT RIM LH

TOTAL \$ 400.00 *450.00*

CLAIMS DETAIL : LABOUR CHARGES AND SPRAY PAINTING

TO DISMANTLE & REPLACED WITH PANEL BEATING ALL THE ACCIDENT PORTION	\$ <del>1,200.00</del>	300 -	
TO SPRAY PAINTING ALL THE ACCIDENT PORTION & POLISHING AFFECTED AREA	\$ <del>800.00</del>	400 -	
TO APPLY ANTI-RUST & TUFF KOTE	\$ <del>80.00</del>	20 -	
TO PERFORM LIGHTING & WIRING CHECK	\$ <del>80.00</del>	X	
TO DISMANTLE & REINSTALL REAR FENDER GLASS PERFORM WITH WATER LEAK TEST	\$ 120.00	X	
TO DISMANTLE & REPLACED REAR BUMPER REVERSE SENSOR WITH DISTANCE SETTING	\$ <del>80.00</del>	60 -	
TO PERFORM DIAGNOSTIC CHECK & RESET MEMORY FAULT CODE TO IDENTIFICATION STANDARD	\$ <del>280.00</del>	80 -	
TO DISMANTLE & REPLACED REAR UNDER CARRIAGE COMPONENT LH/RH TO PERFORM FACILITATE REPAIRS	\$ <del>380.00</del>	80 -	
TO SEND VEHICLE FOR 3D COMPUTERISED TO PERFORM CHECK & ADJUSTED ALL WHEEL ALIGNMENT	\$ <del>120.00</del>	60 -	
TO DISMANTLE & REINSTALL INTERIOR CARPET WITH OTHER ATTACHMENT PARTS COMPONENT TO FACILITATE REPAIR	\$ 280.00	60 -	
TO PERFORM CONDUCT WATER LEAKAGE TEST OF ACCIDENT PORTION	\$ 80.00	X	

TOTAL

\$ 3,500.00 1,060.00

**UKK Auto Consultancy** - Please notify the Repairer of the following:

- To recovery after spray painting
- To display delivery to the recovery
- Parts prices are on a "best price" basis
- Third party claims are on a "best price" basis
- No other charges are to be paid
- Repairs are subject to the insurance and is subject to the insurance company

Authorised by: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Farne

Hp 90010068

4 days

4S

12/03/19 @ 1610

Reay after repair

## ESTIMATE REPORT

TOTAL PARTS COST	:	\$	6,253.78
TOTAL LABOUR COST	:	\$	3,500.00
TOTAL REPAIR COST	:	\$	<u>9,753.78</u>

## APPROVED DETAILS

EXCESS :  
NO. OF REPAIR DAYS :  
RE-SURVEY :  
P / P OR L / S :

DATE / TIME OF SURVEY :  
SURVEYED BY / FROM :  
CONTACT NUMBER :  
FAX NUMBER :  
EMAIL ADDRESS :

Parts:	1,557.00
Less 10% :	<u>155.70</u>
	1,401.30
SN :	<u>450.00</u>
	1,851.30
Labour :	<u>1,060.00</u>
	2,911.30
Less 20% :	<u>582.26</u>
	<u><u>2,329.04</u></u>

4/5 2150      4/5 - 2,300  
4 days



## Hsiao Tong (LKKAUTO)

---

**From:** HO Vincent <vincent.ho@axa.com.sg>  
**Sent:** Tuesday, 23 July 2019 2:09 PM  
**To:** Rasul (LKKAUTO)  
**Cc:** Olivia Lau (LKKAUTO); Hsiao Tong (LKKAUTO); CHIONH Hock San Christopher; CHOW Soon Hee Gene  
**Subject:** FW: Finalized Request - Arrange survey for SGX1006T & SHD9597U D.O.A 03/03/2019 \*\*\* LKK REF: CC4/ASM19004289/R1ha3

Good afternoon Rasul,

This is another case which we received feedback on delay. Please advise if there are any outstanding issues or is there something which we can assist to expedite the case?

Thank you.

Warmest Regards



### Vincent Ho

Claims Services – SIU & SITF

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

DID: +65 6880 4349

Website: [www.axa.com.sg](http://www.axa.com.sg)

Email: [vincent.ho@axa.com.sg](mailto:vincent.ho@axa.com.sg)



Please consider the environment before printing this email

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

**From:** Pioneer Workshop <[pioneer@skauto.com.sg](mailto:pioneer@skauto.com.sg)>  
**Date:** 23 July 2019 at 12:07:51 PM SGT  
**To:** "Rasul (LKKAUTO)" <[rasul@lkkauto.com](mailto:rasul@lkkauto.com)>, SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** [gene.chowsh@axa.com.sg](mailto:gene.chowsh@axa.com.sg)  
**Subject:** Re: Finalized Request - Arrange survey for SGX1006T & SHD9597U D.O.A 03/03/2019 \*\*\* LKK REF: CC4/ASM19004289/R1ha3

### Final Reminder

Dear Rasul

We still pending your reply.

As the above mentioned case pending more than FOUR months already

Appreciate your immediate attention to this matter.

We would wish submit LOD on 31 July 2019, Kindly help to finalized above mentioned vehicle before 31 July 2019.

--

Thanks & Regards,

*Yvette Zhao*

SK Automobile Pte Ltd

48 Toh Guan Road East # 01-121  
Enterprise Hub, Singapore 608586  
D: +65 6266 0555 | F: +65 6266 3155 | [pioneer@skauto.com.sg](mailto:pioneer@skauto.com.sg)

On Thu, May 30, 2019 at 2:00 PM Pioneer Workshop <[pioneer@skauto.com.sg](mailto:pioneer@skauto.com.sg)> wrote:

Hi Mr Rasul

Kindly help top finalized below vehicle. The after photo attached.

TP AXA	SGX1006T	Lumpsum	\$2,329.04
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Repair days: 4 Days

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Thanks & Regards,

*Yvette Zhao*

SK Automobile Pte Ltd

48 Toh Guan Road East # 01-121  
Enterprise Hub, Singapore 608586  
D: +65 6266 0555 | F: +65 6266 3155 | [pioneer@skauto.com.sg](mailto:pioneer@skauto.com.sg)



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Thanks & Regards,

*Yvette Zhao*

SK Automobile Pte Ltd

48 Toh Guan Road East # 01-121

Enterprise Hub, Singapore 608586

D: +65 6266 0555 | F: +65 6266 3155 | [pioneer@skauto.com.sg](mailto:pioneer@skauto.com.sg)



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# Service Request Details

Claim

S9M01FOV

Reference

CC4/ASM19004289/R1ha3 

Loss Date

3 March 2019

Report Date

8 Mar 2019 1:42:00 PM

Request Date

8 March 2019

Due Date

8 March 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

More ▾

## Vehicle Information

Make  
TPVD MERCEDES-BENZ

Model  
A170-1.7 (A)

Service Address

...

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD  
No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

ANG Richard  
  
richard.angbs@axa.com.sg  
Additional Instructions

Messages1	Invoices	History	Documents	Assessment	Metrics	Notes
-----------	----------	---------	-----------	------------	---------	-------

New Message

TYPE	?
SENT	25/7/19 9:09 AM
FROM	LKK AUTO CONSULTANTS PTE LTD (TP)
SUBJECT	RE: TP's claim
BODY	Hi Richard, we have uploaded a copy of OI video in...



SENT 11/3/19 11:16 AM

FROM ANG Richard

SUBJECT TP's claim

BODY Hi, pls obtain the video footage from OI first to ...



TYPE ?

SENT 8/3/19 2:09 PM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT S9M01FOV

BODY VNI. Repairer will arrange



## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 25 July 2019 9:17 AM  
**To:** claims@transcab.com.sg  
**Cc:** Transcab\_AVA\_Claims; Admin A  
**Subject:** ACCIDENT INVOLVING SHD 9597U(AXA) AND SGX 1006T ALONG/AT RAFFLES BOULEVARD ON 03/03/2019

25 JULY 2019

Transcab Taxi  
Singapore

Dear Sir,

**OUR REF : CC4/ASM19004289/R1pa3**

**YOUR REF : P1680520 (SHD 9597U)**

**ACCIDENT INVOLVING SHD 9597U(AXA) AND SGX 1006T ALONG/AT RAFFLES BOULEVARD ON 03/03/2019**

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 SK AUTOMOBILE PTE LTD acting on behalf of the owner of SGX 1006T against your motor insurance policy.

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following 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)
- 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 AXA immediately. You may email it to [cst@axa.com.sg](mailto:cst@axa.com.sg) / [chewht@lkkauto.com](mailto:chewht@lkkauto.com) or deliver it by hand to our 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), 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 6742 3197 or email us at [chewht@lkkauto.com](mailto:chewht@lkkauto.com).

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

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)



## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 25 July 2019 10:20 AM  
**To:** Pioneer Workshop  
**Cc:** Admin A  
**Subject:** <REJECTION>Your Ref: SGX1006T \*Our Ref: CC4/ASM19004289/R1pa3 [ACCIDENT INVOLVING SHD 9597U(AXA) & SGX 1006T ON 03/03/2019]  
**Attachments:** Statement of SHD9597U.pdf; VIDEO SCREENSHOT-SHD9597U.pdf

Your Ref: **SGX1006T**  
Our Ref: CC4/ASM19004289/R1pa3

**Without Prejudice**

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SHD 9597U(AXA) & SGX 1006T ON 03/03/2019**

We refer to the above matter.

Attached is a copy of our insured accident report and car video footage screenshot for your easy reference. It shows that your client had cut into our insured driver lane and resulted the accident.

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

Thank you.

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)



# 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/ASM19004289/R1pa3q2

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

Date : 27-08-2019



Code : ASM

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHD 9597U	Veh. Inspected	SGX 1006T
Policy No.	VPX/P1680520	Coverage (\$)	0.00
Claim No.	S9M01FOV	Excess (\$)	0.00
Assign From		Assign Date	08/03/2019

## 2. Vehicle Particulars & Condition

Make & Model	MERCEDES BENZ A170	c.c	1699
Engine No.	HIDDEN	Year of Reg.	2007
Chassis No.	WDD1690322J481990	Colour	BLUE
Odometer	97153	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		

## 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/65 R15	YOKOHAMA	6 mm
L/H Front Tyre	195/65 R15	YOKOHAMA	6 mm
R/H Rear Tyre	195/65 R15	YOKOHAMA	6 mm
L/H Rear Tyre	195/65 R15	YOKOHAMA	6 mm

## 4. Description of Damages

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

## 5. General Information

Accident Date	03/03/2019	Inspection Date	12/03/2019
Survey held at	48 Toh Guan Road East #01-121 Enterprise Hub		
Repairer	SK AUTOMOBILE PTE LTD		

## 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:	4 Working Days
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## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SGX 1006T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	REAR FENDER LH (CONSISTENT)	TO REPAIR SEE LABOUR	2,890.60	-
1	REAR FENDER INNER SHIELD LH (CONSISTENT)	SERVICEABLE	125.30	-
1	REAR FENDER GLASS WITH MOULDING LH (CONSISTENT)	SERVICEABLE	898.30	-
1	REAR BUMPER (CONSISTENT)	DEFORMED	1,075.90	1,075.90
2	REAR BUMPER CHROME MOULDING LH/RH @\$95.70 (CONSISTENT)	NECESSARY	191.40	191.40
2	REAR BUMPER SIDE RETAINER LH/RH @\$28.90 (CONSISTENT)	NECESSARY	57.80	57.80
1	REAR SUSPENSION SHOCK ABSORBER LH (CONSISTENT)	SERVICEABLE	232.50	-
1	REAR SUSPENSION STABILISER BAR LINK LH (CONSISTENT)	SERVICEABLE	60.30	-
1	REAR SUSPENSION TRAILING ARM LH (CONSISTENT)	SERVICEABLE	120.90	-
1	REAR SUSPENSION WHEEL HUB BEARING LH (CONSISTENT)	SERVICEABLE	260.80	-
	LESS 10% DISCOUNT		-591.38	-132.51
			5,322.42	1,192.59
1	REAR SPORT RIM LH (CONSISTENT) (SN)	SCRATCHED	590.40	350.00
	LESS 10% DISCOUNT		-59.04	-
			531.36	350.00
<b>SPECIAL NETT ITEMS</b>				
1	REAR FENDER SEALANT LH (CONSISTENT) (SN)	NOT NECESSARY	100.00	-
1	REAR FENDER INNER SHIELD CLIPS SET LH (CONSISTENT) (SN)	NECESSARY	50.00	30.00
1	REAR FENDER GLASS SEALANT WITH PRIMER LH (CONSISTENT) (SN)	NOT NECESSARY	80.00	-
1	REAR FENDER INNER TRIM BOARD CLIPS SER LH (CONSISTENT) (SN)	NOT NECESSARY	60.00	-
1	SET REAR BUMPER CLIPS (CONSISTENT) (SN)	NECESSARY	60.00	40.00

Report Ref No. CC4/ASM19004289/R1pa3q2

**LKK Auto Consultants Pte Ltd**

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Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	SET REAR BUMPER RIVET (CONSISTENT) (SN)	NECESSARY	50.00	30.00
			400.00	100.00
	<b>LABOUR</b>			
	TO DISMANTLE & REPLACED WITH PANEL BEATING ALL THE ACCIDENT PORTION.INCLUSIVE OF THE REPAIR OF REAR FENDER LH .		1,200.00	300.00
	TO SPRAY PAINTING ALL THE ACCIDENT PORTION & POLISHING AFFECTED AREA.		800.00	400.00
	TO APPLY ANTI-RUST & TUFF KOTE.		80.00	20.00
	TO PERFORM LIGHTING & WIRING CHECK.	NOT NECESSARY	80.00	-
	TO DISMANTLE & REINSTALL REAR FENDER GLASS PERFORM WITH WATER LEAK TEST.	NOT NECESSARY	120.00	-
	TO DISMANTLE & REPLACED REAR BUMPER REVERSE SENSOR WITH DISTANCE SETTING.		80.00	60.00
	TO PERFORM DIAGNOSTIC CHECK & RESET MAMORY FAULT CODE TO IDENTIFICATION STANDARD.		280.00	80.00
	TO DISMANTLE & REPLACED REAR UNDERCARRIAGE COMPONENTS LH/RH TO PERFORM FACILITATE REPAIRS.		380.00	80.00
	TO SEND VEHICLE FOR 3D COMPUTERISED TO PERFORM CHECK & ADJUSTED ALL WHEEL ALIGNMENT.		120.00	60.00
	TO DISMANTLE & REINSTALL INTERIOR CARPET WITH OTHER ATTACHMENT PARTS COMPONENT TO FACILITATE REPAIR.		280.00	60.00
	TO PERFORM CONDUCT WATER LEAKAGE TEST OF ACCIDENT PORTION.	NOT NECESSARY	80.00	-
			3,500.00	1,060.00
<b>GRAND TOTAL</b>			<b>9,753.78</b>	<b>2,702.59</b>
<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENR CONDITION)</b>				<b>2,150.00</b>

Report Ref No. CC4/ASM19004289/R1pa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor


HO LEONG CHUAN

Automotive Assessor

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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.



NAME	TYPE	SUB TYPE	AUTHOR	DATE UPLOADED
 LKK Inspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2019
 LKK Adjustment 1a (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 August 2019
 LKK Resurvey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	25 July 2019
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	25 July 2019
 Email to TP_Reject dd 250719.pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	25 July 2019
 SHD 9597U-Q1 VIDEO.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	25 July 2019
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	17 March 2019
 CIA REPORT OF SCX1006AT (TP).PDF	Reports & Statement	CIA Report	KADRI Mailem	8 March 2019
 CIA REPORT OF SHD9597U DMED.PDF	Reports & Statement	CIA Report	KADRI Mailem	8 March 2019
 EMAIL FROM WORKSHOP (THIRD PARTY PRU).msg	Letters and Correspondence	Workshop	KADRI Mailem	8 March 2019