

INS. CASE OWNER: PW ~~ST~~

CC 4, Asm 1900 4510, K1pa3/v

LKK: 103388
IDAC:

Amk

ASSIGNMENT

DOI: 1/23/19

Date / Time:

11/3/2019

Registered in Merimen:

S 9m016mm

Pre-assign / CCU / FTE



Insured Vehicle No. : F8D 993P
 Name of Insured : MO. SHAHME E. PATTANAYAN
 Insured Tel No. : HP: 87535878
 Excess Sec II : SS D.O.A : 10/3/19
 Is driver the owner? (YES / NO) Nature of Accident :

Claim No. : _____
 Policy No. : _____
 Make / Model : _____
 Place of Accident : _____

If NO, Driver Name / Age :

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

Driver Tel No. :

(V/L: YES / NO)

Insured Liability : %

Final ? Yes / No

SHA 18645



INSRS:
WSP: LOHE layers
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:

Date/ Time		STAGE	DATE / PIC
20/3	SHA18645-X ; F8D 993P-X	Non-Reporting ltr (1st):	
17/3	DWP. sent out 1st letter.	Non-Reporting ltr (2nd):	
04/04	Sent 1st AR letter	Non-Reporting ltr (Final):	11/05/2019
5/4	1st AR → 2-3rd	Notification ltr (if non-pickup):	WS 20/6/2019
15/4	sent ^{2nd reminder} final reminder letter	Call OI:	
11/05	sent final reminder letter	After call ltr to OI:	
3/6/19 @ 3.35pm	Called OI, Mr Shahme. Not pick up.	Documentation Check List: Handler Typist	
20/6/19	Called OI. Not pick up.	Notification ltr (if non-pickup)	<input type="checkbox"/>
22/11/19	AAA repudiated TP claim	After call ltr to OI:	<input type="checkbox"/>
23/11/19	Email to TP: Repudiated. file → Mei Ruh to dox	Authorisation To Act:	<input type="checkbox"/>
		Release Voucher:	<input type="checkbox"/>
		Final Repair Bill:	<input type="checkbox"/>
		Car Rental Invoice:	<input type="checkbox"/>
		Towing Invoice:	<input type="checkbox"/>
		LTA / GIA :	<input type="checkbox"/>
		Medical Bill:	<input type="checkbox"/>
		PIR:	<input type="checkbox"/>
		Mandate/Reject Instruction:	<input type="checkbox"/>
		LOD	<input type="checkbox"/>
		Payment Breakdown Form:	<input type="checkbox"/>
		Post-Repair Photos:	<input type="checkbox"/>
		Others:	<input type="checkbox"/>

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. : _____ If NO or B 2R, Ass. Lia : _____

Repair Cost: \$S

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

Total: \$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: _____

COPY SENT 23/11/19

- 1) Claim status: Normal/Reject/Private Settle (UP)
- 2) Report Format: TP Repudiated
- 3) Survey fee: \$250.00

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE*

VEHICLE NO : SHA 1864S

DATE 11/3/2019 15:51

MAKE :

MODEL : HYUNDAI IONIQ

Like

PbyP
AXA

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Rear Bumper / <i>label</i>			\$ 459.40
	Rear Bumper Reinforcement <i>Xsu</i>			\$ 294.80
	Rear Bumper Reinforcement Bracket (LH/RH) <i>Xsu</i>	\$	138.10	\$ 276.20
	Rear Bumper Centre Moulding Assy / <i>missing</i>			\$ 451.25
	Rear Bumper Lower Centre Moulding Assy / <i>on</i>			\$ 47.50
	Rear Bumper Side Bracket (LH/RH) <i>Xsu</i>	\$	33.10	\$ 66.20
	Rear Bumper Cover Clips / <i>on</i>			\$ 22.00
	Rear Bumper Reflector Lamp (LH/RH) <i>Xsu</i>	\$	31.90	\$ 63.80
	Boot Lid Lamp (RH) / <i>on</i>			\$ 794.40
	<i>Plan Fender (RH) X repair</i>			
	<i>Rear Bootlid X repair</i>			
	SUB TOTAL			\$ 2,475.55 2531.15
	LESS 20%			\$ 495.11
	DISCOUNTED TOTAL			\$ 1,980.44 2024.92
	<i>Enblem "Hybrid" - on</i>		\$ 24.20	
	<i>Enblem "Ioniq" - on</i>		\$ 31.30 31.30	
	Rear No. Plate / <i>missing</i>			\$ 25.00 Nett
	Rear Bumper Rubber Mat / <i>on</i>			\$ 50.00 Nett
	<i>comfort straker - on</i>			\$ 60
	<i>Reverse sensor - add missing</i>			\$ 25.00
				\$ 115.70 220.77
	Labour Charge			
	Panel Beating			\$ 400.00 200
	Spray Painting Charge-Fender/Bumper			\$ 30.00 20
	Wiring Charge			\$ 50.00 20
	Tuff Kote			\$ 120.00 2
	Remove/Refix Reverse Sensor			\$ 1,200.00 1400
	TOTAL LABOUR			\$ 3,255.44
	ESTIMATE TOTAL			3695.62

Let us know if you have any queries
We warrant our work to the following:
• To remain satisfied with the quality of our work
• To replace (at no extra cost) any parts that fail during the warranty period
• Parts prices are subject to confirmation
• Third party survey is on a "without prejudice" basis
• No illegal modification(s) is allowed
• Supplementary work(s) must be surveyed and is subject to final approval from insurance company

Ka Li (UKK)
11/3/19
3 days
PIP
Before part p/ly

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.

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

JOB NO : 305276293
 REGN NO : SHA1864S
 MILEAGE : 000000000
 MAKE : HYUNDAI
 MODEL : IONIQ(G2)
 DATE OF REGN : 06.09.2018
 DATE/TIME IN : 10.03.2019 13:40
 ACCIDENT DATE : 10.03.2019

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001	04-01-0104-2282-G	IONIQVC COVER-RR BUMPER#	1 L	459.40	20.00	367.52
0002	04-01-0104-2533-G	IONIQV2 MOULDING ASSY-RR	1 L	451.25	20.00	361.00
0003	09-01-9999-0068-A	HYUNDAI REVERSE SENSOR AS	1 N	135.70	2.00-	135.70
0004	28-01-0103-0005-A	(I40/SONATA)REAR BOOT LOG	1 N	30.00	0.20	30.00
0005	28-01-0103-0006-A	(I40/SONATA)REAR BOOT TEL	1 N	30.00	0.02-	30.00
0006	04-01-0104-2270-G	IONIQ EMBLEM-HYBRID	1 L	24.30	20.00	19.44
0007	04-01-0104-2271-G	IONIQ EMBLEM-IONIQ	1 L	31.30	20.00	25.04
0008	04-01-0104-2545-G	IONIQVC MOULDING-REAR BUM	1 L	47.50	20.00	38.00
0009	04-01-0104-1150-A	IONIQVC PROTECTOR MAT	1 N	50.00	2.00-	50.00
0010	04-01-0104-2398-G	IONIQ LAMP ASSY-REAR COMB	1 L	794.40	20.00	635.52
0011	04-01-0101-0111-G	HYUNDAI BUMPER COVER CLIP	10 L	22.00	20.00	17.60
0012	FNPS	NO PLATE(S)	1 N	25.00	2.00-	25.00

SUB-TOTAL : 1.734.82

JOB NATURE

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

JOB NO : 305276293
 REGN NO : SHA1864S
 MILEAGE : 000000000
 MAKE : HYUNDAI
 MODEL : IONIQ(G2)
 DATE OF REGN : 06.09.2018
 DATE/TIME IN : 10.03.2019 13:40
 ACCIDENT DATE : 10.03.2019

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

JOB / PARTS DESCRIPTION	QTY	IND	UNIT-PRICE	DISC%	AMOUNT
0000 L PANEL BEATING			200.00		
0001 23-502 SPRAYPAINT ON AFFECTED AREA			600.00		
0002 17-01 CHECK ALL LIGHTING			20.00		
0003 20-22 REMOVE/REFIX REVERSE SENSOR			30.00		
					SUB-TOTAL : 850.00
					TOTAL : 2,584.82

AUTHORISED : YES / NO

MVA NAME & SIGNATURE
 DATE :

SURVEYOR NAME & SIGNATURE
 DATE :

<< Service Request Details

Claim

S9M01GMM

Reference

None 

Loss Date

10 March 2019

Report Date

11 Mar 2019 4:22:11 PM

Request Date

11 March 2019

Due Date

12 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	Mark as
---------------	---------

Vehicle Information

Incident Vehicle Registration #

~~FED993P~~

SKA 1846S - 09E

Make

TPVD HYUNDAI

Model

HYBRID

Primary Contact/Insured

PAHRULANAM MOHAMMAD SHAHRUL BIN
196B PUNGGOL FIELD, #07-505, 822196, Singapore
87535878

Claim Handler

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

Additional Instructions
NON-REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message



Auto
Consultants
Pte Ltd

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

12 March, 2019

MOHAMMAD SHAHRUL BIN PAHRULANAM

196B PUNGGOL FIELD

#07-505

SINGAPORE 822196

Dear Sir,

OUR REF : CC4/ASM19004510/K1pa3 // S9M01GMM

YOUR REF : FBD 993P

**ACCIDENT INVOLVING FBD 993P AND SHA 1864S ON 10/03/2019 ALONG/AT
CTE TOWARDS CITY**

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Pte Ltd to deal with the third party claim against your motor policy.

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

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

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting>.

Your full co-operation is required. Kindly submit the following when lodging the report which list is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

04 APRIL 2019

1st Reminder

MOHAMMAD SHAHRUL BIN PAHRULANAM
196B PUNGGOL FIELD #07-505
SINGAPORE 822196

Dear Madam,

OUR REF : CC4/ASM19004510/K1pa3 // S9M01GMM
YOUR REF : FBD 993P
ACCIDENT INVOLVING FBD 993P AND SHA 1864S ON 10/03/2019 ALONG/AT
CTE TOWARDS CITY

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your motor policy.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 07 days, i.e by 12 APRIL 2019.**

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

We are under strict obligations to inform the **Traffic Police** of the non-reporting if we do not hear from you. The Traffic Police may thereafter contact you and or the driver to attend at their office to make a statement or they may commence investigations into the matter.

We hope this would not be necessary and it would only further inconvenience you as well as the driver. We look forward to hearing from you soon.

Moreover, the owner of **SHA 1864S** has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **12 APRIL 2019**, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

Yours faithfully

Hsiao Tong
Claims
Tel : 6742 3197
Fax: 6741 4108
Email : chewht@lkkauto.com

This is a computer generated letter and no signature is required.

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



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

17 APRIL 2019

2nd REMINDER

MOHAMMAD SHAHRUL BIN PAHRULANAM
196B PUNGGOL FIELD
#07-505
SINGAPORE 822196

Dear Madam,

OUR REF : CC4/ASM19004510/K1pa3 // S9M01GMM

YOUR REF : FBD 993P

**ACCIDENT INVOLVING FBD 993P AND SHA 1864S ON 10/03/2019 ALONG/AT
CTE TOWARDS CITY**

We refer to our letters of 12/03/2019 & 04/04/2019 to you requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of our AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 7 days, i.e by 25 APRIL 2019.**

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

As you are aware, the owner of the vehicle **SHA 1864S** has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **25 APRIL 2019**, we shall refer the third party claim to you for direct handling.

Yours faithfully

Hsiao Tong
Claims
Tel : 6742 3197
Fax: 6741 4108
Email : chewht@lkkauto.com

This is a computer generated letter and no signature is required.

Cc AXA Insurance Pte Ltd
(Motor Claims Dept)

To : Traffic Police – Deputy Head, Investigations Department
Fax : 65474885

ONLY FOR ACCIDENTS IN SINGAPORE

NON-INJURY MOTOR ACCIDENT REPORT SCHEME
FORM ON NON-REPORTING BY INSUREDS

Please be informed that we have yet to receive a motor accident report from our insured with regard to a non-injury motor accident as follows: -

Date of accident : 10/03/2019
Time of accident : 12:40
Place of accident : CTE TOWARDS CITY
Third Party's name : COMFORT TRANSPORTATION PTE LTD
Third Party's vehicle number : SHA 1864S
Our insured's name : MOHAMMAD SHAHRUL BIN PAHRULANAM
Our insured's vehicle number : FBD 993P
Our insured's NRIC number : NIL
Our insured's address : 196B PUNGGOL FIELD, #07-505,
SINGAPORE 822196
Our Insured's telephone number : 87535878

A letter dated **(04/04/2019)** was sent to remind our insured to report the non-injury motor accident to us. No report has yet been made.

Please do not hesitate to contact the following for any clarification on the matter.
(Please cite our reference number: **(CC4/ASM19004510/K1pa3)**)

Name and address of insurance company : AIG ASIA PACIFIC INSURANCE PTE LTD
78 SHENTON WAY
#08-16
Singapore 079120

Name of contact person : Hsiao Tong
Contact Number : 6742 3197 Fax: 6741 4108
Date : 15/04/2019



11 MAY 2019

FINAL REMINDER

**MOHAMMAD SHAHRUL BIN PAHRULANAM
196B PUNGGOL FIELD
#07-505
SINGAPORE 822196**

Dear Madam,

OUR REF : CC4/ASM19004510/K1pa3 // S9M01GMM

YOUR REF : FBD 993P

**ACCIDENT INVOLVING FBD 993P AND SHA 1864S ON 10/03/2019 ALONG/AT
CTE TOWARDS CITY**

We refer to our letters of 04/04/2019 & 17/04/2019 to you requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of our AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 7 days, i.e by 18 MAY 2019.**

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

As you are aware, the owner of the vehicle SHA 1864S has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **18 MAY 2019**, we shall refer the third party claim to you for direct handling.

Yours faithfully

Hsiao Tong
Claims
Tel : 6742 3197
Fax: 6741 4108
Email : chewht@lkkauto.com

This is a computer generated letter and no signature is required.

Cc AXA Insurance Pte Ltd
(Motor Claims Dept)

To : Traffic Police – Deputy Head, Investigations Department
Fax : 65474885

ONLY FOR ACCIDENTS IN SINGAPORE

NON-INJURY MOTOR ACCIDENT REPORT SCHEME
FORM ON NON-REPORTING BY INSURED

Please be informed that we have yet to receive a motor accident report from our insured with regard to a non-injury motor accident as follows: -

Date of accident : 10/03/2019
Time of accident : 12:40
Place of accident : CTE TOWARDS CITY
Third Party's name : COMFORT TRANSPORTATION PTE LTD
Third Party's vehicle number : SHA 1864S
Our insured's name : MOHAMMAD SHAHRUL BIN PAHRULANAM
Our insured's vehicle number : FBD 993P
Our insured's NRIC number : NIL
Our insured's address : 196B PUNGGOL FIELD, #07-505,
SINGAPORE 822196
Our Insured's telephone number : 87535878

A letter dated **(17/04/2019)** was sent to remind our insured to report the non-injury motor accident to us. No report has yet been made.

Please do not hesitate to contact the following for any clarification on the matter.
(Please cite our reference number: **(CC4/ASM19004510/K1pa3)**)

Name and address of insurance company : AXA Insurance 8 Shenton Way, #24-01 AXA
Tower, 068811

Name of contact person : Hsiao Tong
Contact Number : 6742 3197 Fax: 6741 4108
Date : 10/05/2019



FBD 993P (p)



TODAY

Hi Mr MOHAMMAD SHAHRUL BIN PAHRULANAM,
ACCIDENT INVOLVING FBD 993P AND SHA 1864S ON 10/03/2019
ALONG/AT CTE TOWARDS CITY

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Singapore Pte Ltd to deal with the third party claim against your motor policy.

We have received a third party claim(s) against your motor insurance policy. We have checked our records and we are unable to trace your reporting of the accident to our office.

We have sent out our final reminder letter to you on 11/05/2019. We have been trying to contact you at 8753 5878 but to no avail.

Please report the accident within the next 7 days, i.e by 02/07/2019.

If you have any queries, please contact Ms Chew Hsiao Tong(LKK Handler) at 6742 3197 o... Read more

5:19 PM ✓

Messages you send to this chat and calls are secured with end-to-end encryption.



Type a message



FBD 993P (p)



6/24/2019

Messages you send to this chat and calls are secured with end-to-end encryption.

Hi Mr MOHAMMAD SHAHRUL BIN PAHRULANAM,
ACCIDENT INVOLVING FBD 993P AND SHA 1864S ON 10/03/2019
ALONG/AT CTE TOWARDS CITY

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Singapore Pte Ltd to deal with the third party claim against your motor policy.

We have received a third party claim(s) against your motor insurance policy. We have checked our records and we are unable to trace your reporting of the accident to our office.

We have sent out our final reminder letter to you on 11/05/2019. We have been trying to contact you at 8753 5878 but to no avail.

Please report the accident within the next 7 days, i.e by 02/07/2019.

If you have any queries, please contact Ms Chew Hsiao Tong(LKK Handler) at 6742 3197 or email us at chewht@lkkauto.com Thank you.

Best Regards, LKK Auto Consultants Pte Ltd.

5:19 PM ✓



<Seek Instruction - OI Non-Reporting> S9M01GMM [ACCIDENT INVOLVING FBD 993P(OI) & SHA 1864S(TP) ON 10/03/2019]

Type

🔗 Question

Message

Hi, Our insured has yet lodge the accident report up-to-date. Total 4 Non-reporting letters , a letter to Traffic Police & Whatsapp for reporting assistance were already been sent out. We have uploaded all the letter in Smartclaims for your perusal. Kindly advise if AXA will repudiate the claim or else advise further instruction.
Thank you. Hsiao Tong - 09 July 2019

Reply

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 22 October 2019 6:42 PM
To: Hsiao Tong (LKKAuto)
Subject: FW: New message for service request 103388, vehicle number SHA1864S

22/10/19 4:39 PM *** Repudiated due to non-reporting *** Message - Repudiation letter sent to insured. Pls help to notify TP to liaise with insured directly. - WANG Peter

-----Original Message-----

From: peter.wang@axa.com.sg <peter.wang@axa.com.sg>
Sent: Tuesday, 22 October, 2019 4:40 PM
To: admin-d@lkkauto.com
Subject: New message for service request 103388, vehicle number SHA1864S

AXA Insurance has sent you a message for claim number S9M01GMM.
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.
This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.



22 October 2019

NORMAL MAIL & REGISTERED MAIL

MOHAMMAD SHAHRUL BIN PAHRULANAM
196B PUNGGOL FIELD
#07-505
SINGAPORE 822196

Dear Sir/ Mdm

OUR REF : S9M01GMM /PWX
YOUR REF : FBD993P

ACCIDENT INVOLVING FBD993P & SHA1864S AT/ALONG CTE TWDS CITY ON 10/03/2019

We refer to our letter to you dated 12/03/2019, reminder letters dated 04/04/2019, 17/04/2019, and 11/05/2019. To date, we have yet to receive your accident report.

In view of your non-reporting, you are in breach of the policy terms and conditions.

In view of the policy breach, we are repudiating the claim and you are not afforded the protection under the motor insurance policy. You shall be personally liable for all third party claims arising from this accident and you will have to bear the damage/loss to the insured vehicle at your own cost. Attached is a copy of the third party property damage claim for your handling.

Notwithstanding, we reserve our Statutory rights to intervene for any third party injury claims and our rights to recover any payments and costs from you thereafter. We also expressly reserve our rights for possible policy breaches/exclusions which we have not mentioned in this letter.

If you need any clarification, please do not hesitate to contact our Claims Service Team hotline at 1800-8804741 (operating hours: 9am to 5.30pm) by quoting our claim reference and we shall be pleased to assist you or email address at cst@axa.com.sg by quoting our claim reference.

Thank you.

Yours faithfully

Peter Wang Xiao
Motor Claims Department
AXA Insurance Pte Ltd

CC ANDA INSURANCE AGENCIES PTE LTD-MOTOR CYCLE SCH
AGENT CODE: 03375

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 23 October 2019 8:21 AM
To: 'catherinekoh@cdge.com.sg'
Cc: KKLau
Subject: RE: Yr ref FBD993P our taxi SHA1864S doa 10.3.19 - (BOLA S27, case long outstanding) S9M01GMM // LKK REF: CC4/ASM19004510/K1pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that our principal M/s AXA Insurance Pte Ltd had repudiated the claims in view of our insured has breach of policy terms and conditions.

Kindly re-direct your claim to our insured.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Sent: Thursday, 17 October 2019 1:03 PM
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; WANG Peter <peter.wang@axa.com.sg>
Subject: RE: Yr ref FBD993P our taxi SHA1864S doa 10.3.19 - (BOLA S27, case long outstanding) S9M01GMM
Importance: High

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Catherine,

Thank you for your email.

This matter is under the care of my colleague Mr Peter, he will review on the above matter and revert to you the soonest possible.

Meanwhile, till date our insured had yet to file an accident report which we are following up closely and shall keep you updated on the progress.

Hi Peter,

Fyna, please.

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards



KC Chan | Senior Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: kianchuan.chan@axa.com.sg
Customer Care No. 1800 8804888



Please consider the environment before printing this message

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: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>

Sent: Thursday, October 17, 2019 11:02 AM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>

Subject: [EXTERNAL] Yr ref FBD993P our taxi SHA1864S doa 10.3.19 - (BOLA S27, case long outstanding)

Importance: High

Dear Kian Chuan

This is a head to rear collision. Your insured is 100% liable for our taxi damages as per BOLA S27.

On 19.6.19, your service provider LKK informed your insured had lodged a police report and was advised to lodge a GIA report at your authorized reporting centre.

Till today, almost 4 months, believed your insured had already made his GIA report.

Appreciate you could kindly assist to look into the matter and revert on our PD claim urgently.

Thank you.

Best Regards

Catherine Koh

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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]

-----Disclaimer-----

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Our Ref : T 0319/ SHA1864S /WT(st)

Your Ref :

Date : 25-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: 190204400

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 SHA1864S YOUR INSURED FBD 993P
AND OTHER _____ ON 10.03.19**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor vehicle No : SHA1864S 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 : FBD 993P we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair		\$ 2,765.76
2	<u>4</u> days Loss of Rental @ <u>\$ 125.19</u> per day		\$ 500.76
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 :			\$ 3,274.01

HIRER'S CLAIM

7	<u>4</u> days Loss of Income @ <u>\$ 80.00</u> per days		\$ 320.00
Total Claims:			\$ 3,594.01

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 : FBD 993P
 c) GIA / Police report/s of : SHA1864S
 d) Letter of authority from owner / hirer / operator
 () Photocopy/s of Accident Scene Photo/s () Towing receipts
 () Witness statement/s () Rental Rate letter () 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 769732

LETTER OF AUTHORISATION

(NAF / PAF)

**ACCIDENT INVOLVING
ALONG**

**Hyundai Ioniq SHA1864S , FBD993P
CTE TWDS CITY
(AFTER BALESTIER EXIT)**

ON 10-Mar-19 12:40

I / We

MOHSEIN BIN KAMARUZ... (Hirer) NRIC No.: **S7434815G**

and/or

(Relief) NRIC No.:

Taxi Number

SHA1864S

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

11-Mar-2019

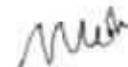
Name of Hirer

MOHSEIN BIN KAMARUZAMAN

Hirer NRIC

S7434815G

Signature :



Address

**37 CIRCUIT ROAD #15-461
370037**

Contact No.

91899591



POSTING RECEIPT FOR REGISTERED ARTICLES(S)

Singapore Post Limited
Reg. No. 102012316
10 Eunos Road 8
06-00 Singapore Post Centre
Singapore 408000

Tel: 1800
Fax: 1842 8114
To check delivery status or to raise an enquiry
on your registered article(s), please visit
www.singpost.com

(Signature)

- NOTES:
- a) Separate forms are to be used for insured and Non-Insured Registered Articles.
 - b) Please provide all information required and produce this receipt for all supplies.
 - c) Please tick, where applicable. It shall be assumed an Advice of Receipt (AOR) is required or delivery by air is requested if relevant * is left blank.
 - d) Please indicate the return address on the receipt to ensure prompt return in event of non-delivery to the addressee(s).
 - e) Please post receipt at the post office counter according to the sequence stated below.

1. Name & Address of Addressee:
 MOHRMAD SHARUL BIN FAH AULANIM
 191 B PUNJONG FIELD #07-505
 SINGAPORE 822196

(FBD 993P)

2. Name & Address of Addressee:
 Andrew Michael Gullen
 15 BULMORAL 992E
 THE BULMORAL
 SINGAPORE 259849

(SLN 442V)

AP* <input checked="" type="checkbox"/> Y <input type="checkbox"/> M <input type="checkbox"/> N	BP* <input type="checkbox"/> I <input type="checkbox"/> AIR <input type="checkbox"/> SUR
Insurance* <input type="checkbox"/> 1 Y \$ _____	(<input type="checkbox"/>) M
Contract:	
AP* <input checked="" type="checkbox"/> Y <input type="checkbox"/> M <input type="checkbox"/> N	BP* <input type="checkbox"/> I <input type="checkbox"/> AIR <input type="checkbox"/> SUR
Insurance* <input type="checkbox"/> 1 Y \$ _____	(<input type="checkbox"/>) M
Contract:	

For Official Use Only
(When supplies are printed in order of posting at counter)

RA TSN Ref: 2634/098/00193
 Date: 08 Apr 2019
 RA No: R1133318756
 R11323188456

Sender's Agreement
 I have read, understood and agreed to the terms and conditions of posting overhead. I accept the maximum liability payable for Registered Mail Service and certify that all information provided by me is true and the item(s) does not contain any hazardous or prohibited item(s).

Name & Signature

Date

12/2011

SINGAPORE POST
 TANJONG PAGAR
 GST Reg. Add: SINGAPORE POST CENTRE
 10 EUNOS ROAD 8
 SINGAPORE 408600
 GST Reg. No: M2-0105651-9
 Date: 08 Apr 2019 Time: 13:21:01

Description	Amount (\$)	GST@7%
Ref. No: PSL01/2634/098/0139 Postage Label LOCAL 2 X 2.54	5.08	0.33
SUB TOTAL	5.08	0.33

TOTAL AMOUNT 5.08
 GST COLLECTED BY SINGPOST 0.33
 MOP: CASH : \$5.08

Enjoy up to 3% cashback on eligible online and retail spend with the Spree Credit Card. No minimum spend required. T&Cs apply. Sign up now at singpost.com/spreecard

Pay any bills on SAM and earn LinkPoints now! Terms & conditions apply

Thank you for visiting Singapore Post

#Zero-rated for GST
 *Exempt
 +Out of Scope
 **Supplier Item
 Price inclusive of 7% GST where applicable
 I have checked & confirmed the product is visually good, functional & performed within expectation.

PAID

GST REG. NO. M2-8921817-3

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
SHA1864S

INV. NO/DATE
91432859 19.03.2019

MAKE
HYUNDAI

JOB NO.
305276293

MODEL
IONIQ(G2)

ODMETER READING

DATE OF REG
06.09.2018

DATE/TIME IN
10.03.2019 13:40

CHASSIS CODE
KMHC851CVKU107406

Description : 3P 10.03.2019

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0104-2282	IONIQVC COVER-RR BUMPER#	1	459.40	20.00	367.52
0002	04-01-0104-2533	IONIQV2 MOULDING ASSY-RR BUMPER CTR	1	451.25	20.00	361.00
0003	09-01-9999-0068	HYUNDAI REVERSE SENSOR ASSY*	1	135.70	0.00	135.70
0004	28-01-0103-0005	(I40/SONATA)REAR BOOT LOGO CTPL	1	30.00	0.00	30.00
0005	28-01-0103-0006	(I40/SONATA)REAR BOOT TEL NUMBER CTPL*	1	30.00	0.00	30.00
0006	04-01-0104-2270	IONIQ EMBLEM-HYBRID	1	24.30	20.00	19.44
0007	04-01-0104-2271	IONIQ EMBLEM-IONIQ	1	31.30	20.00	25.04
0008	04-01-0104-2545	IONIQVC MOULDING-REAR BUMPER LWR CTR	1	47.50	20.00	38.00

- WE ACCEPT NEITHER ALL THE RESPONSIBLE PRECAUTIONS AGAINST THEFT, THEFT OR ACCIDENTAL DAMAGE. THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARE OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT COMPANY'S RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL NOTIFY US WITHIN 24 HOURS FROM SUCH DELIVERY. ANY NOTICED DEFECTS TO THE COMPANY OR ANY COMPLAINTS, UNWARRANTED. THE VEHICLES WILL BE RELEASED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- REPAIRS OR FULL PAIR WORKS WILL BE COMPLETED ON A TRY TO CURE BASIS IN RESPECT TO ANY DEFECTS OR WORK DONE UNLESS ADVISED TO THE CONTRARY BY THE CUSTOMER AND NOT PAID ON THE DATE OF PAYMENT. I.E. AFTER 30 DAYS FROM THE INVOICES DATE THE REPAIRS OR DEFECTS WILL BE REPAIRED AT THE COMPANY'S RISK.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND NOTIFY THE COMPANY OF ANY DEFECTS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL PROCEED WITH THE WORK AS AGREED AND INVOICE.

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	91432859	2,765.76	

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
SHA1864S
INV. NO/DATE
91432859 19.03.2019
MAKE
HYUNDAI
JOB NO.
305276293
MODEL
IONIQ(G2)
ODOMETER READING
DATE OF REG
06.09.2018
DATE/TIME IN
10.03.2019 13:40
CHASSIS CODE
KMHC851CVKU107406

S/No	Part No.		Qty	Unit Price	%Disc	Net
0009	04-01-0104-1150	IONIQC PROTECTOR MAT	1	50.00	0.00	50.00
0010	04-01-0104-2398	IONIQ LAMP ASSY-REAR COMB INSIDE RH#	1	794.40	20.00	635.52
0011	04-01-0101-0111	HYUNDAI BUMPER COVER CLIP REAR	10	2.20	20.00	17.60
0012	FNPS	NO PLATE(S)	1	25.00	0.00	25.00
SUB-TOTAL :						1,734.82

JOB NATURE

0001	L	PANEL BEATING		200.00		200.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA		600.00		600.00
0003	17-01	CHECK ALL LIGHTING		20.00		20.00
0004	20-22	REMOVE/REFIX REVERSE SENSOR		30.00		30.00

1) WE/WE'VE OBTAINED ALL NECESSARY PERMITS AND APPROVALS FROM THE RELEVANT AUTHORITIES. THE COMPANY ACCEPTS NO RESPONSIBILITY FOR DAMAGE OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED IN A CAREFUL MANNER.

2) CUSTOMERS SHOULD INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 3 DAYS FROM DATE DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

3) RECEIPT OF ALL PARTS AND/OR WORK SHALL BE ISSUED ON A DAY TO DAY BASIS IN RESPECT OF ANY WORKS DONE AND PAYING TO THE COMPANY BY THE CUSTOMER ARE NOT PAID ON THE DUE DATE OF PAYMENT I.E. AFTER 30 DAYS FROM THE INVOICE FOR THE REPAIR OR REPAIRS.

4) PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS 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.
8010010	91432859	2,765.76	

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 3

8010010

AXA INSURANCE PTE LTD

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

CONTACT NO: 63387288

VEHICLE NO
SHA1864S

MAKE
HYUNDAI

MODEL
IONIQ(G2)

DATE OF REG
06.09.2018

CHASSIS CODE
KMHC851CVKU107406

INV. NO/DATE
91432859 19.03.2019

JOB NO.
305276293

ODOMETER READING

DATE/TIME IN
10.03.2019 13:40

S/No	Part No.	Qty	Unit Price	%Disc	Net
SUB-TOTAL :					850.00

Items total	2,584.82
Add GST @ 7.000 %	180.94
Invoice amount	2,765.76

Issued by : CHEWSEELENG 19.03.2019 11:38:39
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

- 1) VISITOR TERMS: ALL PERSONS MUST TAKE NECESSARY PRECAUTIONS AGAINST THEFT, THEFT OR ACCIDENTAL DAMAGE. THE COMPANY ACCEPTS NO RESPONSIBILITY FOR DAMAGE OR THEFT OF EXHIBIT PROPERTIES BELONGING TO CUSTOMER AND VEHICLES ARE DRIVEN AND TESTED AT COMPANY'S RISK.
- 2) CUSTOMER MUST INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SIGN WITHIN 7 DAYS FROM SUCH DELIVERY. ANY DEFECTS OR DAMAGE MUST BE REPORTED TO THE COMPANY BY ANY COMPLAINTS, OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED BY CUSTOMER.
- 3) PAYMENT OF ALL PRE-ARRANGED WORK IS OBLIGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT WITHIN THE DUE DATE OF PAYMENT, I.E. AFTER 30 DAYS FROM THE INVOICE FOR THE RETURN OF DEPOSIT.
- 4) PLEASE EXAMINE THE INVOICE IMMEDIATELY UPON DELIVERY AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS BY RECEIPT. IF THE COMPANY DOES NOT ACKNOWLEDGE 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.
8010010	91432859	2,765.76	

Our Ref: CT19030255

Date: 19 March 2019



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 10/03/2019 @ 12:40 hrs
ALONG CTE TWDS CITY
INVOLVING FBD993P

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 **SHA1864S** (the "Taxi"). The Taxi was hired to **MOHSEIN BIN KAMARUZAMAN IC NO S7434815G** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.19** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte 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.

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
FBD993P	10 Mar 2019 / 12:40:00	Successful	A12	AXA INSURANCE PTE LTD

Previous

OK

SHA 1864 ~~8~~ 5



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/ASM19004510/K1pa3q2

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

Date : 25-10-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	FBD 993P	Veh. Inspected	SHA 1864S
Policy No.		Coverage (\$)	0.00
Claim No.	S9M01GMM	Excess (\$)	0.00
Assign From		Assign Date	11/03/2019

2. Vehicle Particulars & Condition

Make & Model	HYUNDAI IONIQ	c.c	1580
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	KMHC851CVKU107406	Colour	BLUE
Odometer	42285	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	195/65 R15	MICHELIN	7 mm
L/H Front Tyre	195/65 R15	MICHELIN	7 mm
R/H Rear Tyre	195/65 R15	MICHELIN	7 mm
L/H Rear Tyre	195/65 R15	MICHELIN	7 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	10/03/2019	Inspection Date	12/03/2019
Survey held at	COMFORTDELGRØ 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: **3 Working Days**



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHA 1864S

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	REAR BUMPER (CONSISTENT)	DEFORMED	459.40	459.40
1	REAR BUMPER REINFORCEMENT (CONSISTENT)	SERVICEABLE	294.80	-
2	REAR BUMPER REINFORCEMENT BRACKET (LH/RH) @\$138.10 (CONSISTENT)	SERVICEABLE	276.20	-
1	REAR BUMPER CENTRE MOULDING ASSY (CONSISTENT)	MISSING	451.25	451.25
1	REAR BUMPER LOWER CENTRE MOULDING ASSY (CONSISTENT)	CRACKED	47.50	47.50
2	REAR BUMPER SIDE BRACKET (LH/RH) @\$33.10 (CONSISTENT)	SERVICEABLE	66.20	-
1	REAR BUMPER COVER CLIPS (CONSISTENT)	NECESSARY	22.00	22.00
2	REAR BUMPER REFLECTOR LAMP (LH/RH) @\$31.90 (CONSISTENT)	SERVICEABLE	63.80	-
1	BOOT LID LAMP (RH) (CONSISTENT)	CRACKED	794.40	794.40
1	REAR FENDER (RH) (CONSISTENT) (NPA)	TO REPAIR SEE LABOUR	-	-
1	REAR BOOTLID (CONSISTENT) (NPA)	TO REPAIR SEE LABOUR	-	-
1	EMBLEM 'HYBRID' (CONSISTENT)	NECESSARY	24.30	24.30
1	EMBLEM 'IONIQ' (CONSISTENT)	NECESSARY	31.30	31.30
	LESS 20% DISCOUNT		-506.23	-386.03
			2,024.92	1,464.12
SPECIAL NETT ITEMS				
1	REAR NO.PLATE (CONSISTENT) (SN)	MISSING	25.00	25.00
1	REAR BUMPER RUBBER MAT (CONSISTENT)(SN)	NECESSARY	50.00	50.00
1	COMFORT STICKER (CONSISTENT) (SN)	NECESSARY	60.00	60.00
1	REVERSE SENSOR (CONSISTENT) (SN)	MISSING	135.70	135.70
			270.70	270.70
LABOUR				
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF REAR FENDER (RH) AND REAR BOOTLID .		400.00	200.00
	SPRAY PAINTING CHARGE -FENDER/BUMPER.		800.00	600.00
	WIRING CHARGE.		30.00	20.00

Report Ref No. CC4/ASM19004510/K1pa3q2



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.: 2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TUFF KOTE.	NOT NECESSARY	50.00	-
	REMOVE/REFIX REVERSE SENSOR .		120.00	30.00
			1,400.00	850.00
GRAND TOTAL			3,695.62	2,584.82
RECOMMENDED COST OF REPAIRS				2,584.82

Report Ref No. CC4/ASM19004510/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: SYN01GMIM
 Reference: CCAJASM19004510/K1.pdf02
 Loss Date: 10 March 2019
 Report Date: 11 Mar 2019 4:22:11 PM
 Request Date: 10 March 2019
 Due Date:

Vendor Name: LKK AUTO CONSULTANTS PTE LTD (TP)
 Type of Loss: Third Party Vehicle Damage
 Services: Pending verification - Direct Settlement

Actions

Next Step: Wait for Approve Invoice

Add Invoice

Vehicle Information

Incident Vehicle Registration #: SHA18645
 Make: TPVO HYUNDAI
 Model: HYBRID
 Service Address:

...

Primary Contact/Insured

PAHRULANAM MOHAMMAD SHAHRUL BIN
 194B PUNGGOL FIELD, #07-505, 022196,
 Singapore
 87535878

Claim Handler

WANG Peter
 peter.wang@axa.com.sg

Additional Instructions NON-REPORTED

Messages Invoices History Documents Assessment Metrics Notes

Document Type: Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKKInvoice1 (4).pdf	Invoice	Supervisor Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	30 October 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Registered Mail Fee.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 October 2019
LKKInjection (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 October 2019
LKKAdjustment1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 October 2019
LKK PHOTO 2.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 October 2019
LKK PHOTO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	30 October 2019
Email to TP_requidate dd 231019.pdf	Letters and Correspondence	Third Party	LKK AUTO CONSULTANTS PTE LTD (TP)	23 October 2019
Reputation letter to insured & agent.pdf	Letters and Correspondence	Policy Holders / Insured	WANG Peter	22 October 2019
AXA_LIST_REMINDER_FBO_993P.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	9 July 2019
2nd_Reminder_Letter.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	9 July 2019
WHATAPP_55.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	9 July 2019
Traffic Police (Non-reporting).pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	21 May 2019
Final reminder.pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 May 2019
TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	17 March 2019
Ltr to Insured -non reporting.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	12 March 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
EMAIL FOR TP REC.mig	Letters and Correspondence	Others	NIKAM Santosh Pandurang	11 March 2019