

INS. CASE OWNER:

CC 4, Asm 1900

LKK:
IDAC:

103720

ASSIGNMENT

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: % Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

2/4

CPK

12/3/19

4/4/19

USD

5/1/19

2/1/20

SMB 1554 - 12/3/19 - 12/3/19 - 12/3/19

SMB 1554 - X

12/3/19 - 12/3/19 - 12/3/19 - 12/3/19

12/3/19 - 12/3/19 - 12/3/19 - 12/3/19

12/3/19 - 12/3/19 - 12/3/19 - 12/3/19

12/3/19 - 12/3/19 - 12/3/19 - 12/3/19

12/3/19 - 12/3/19 - 12/3/19 - 12/3/19

12/3/19 - 12/3/19 - 12/3/19 - 12/3/19

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 Sett (up)

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: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPY SENT

Signature: Theresa Jto

REF: ASM(CXA)

ASSIGNMENT

From: _____ Date: 13/3/19

Estimated Cost: _____

OD ☒ TP ☐ WS ☐ TP RES ☐ OD RES ☐ EVA ☐ INV ☐ MV

To inspect Vehicle No: SHD 6014E
at Workshop m/s: SMRT
of: Woodlands Depot

Insured: _____

Policy No: _____

Claims No: _____

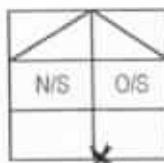
Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 2 days Res.: Yes or No

Lum Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS up

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SHD 6014E Yr Regn: 2/12/14

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

Truck / Trailer or

Make: Toyota Prius C.C. 1797

Colour: Maroon A/C: Insured / Std / NI / NA

Sp. Reading: _____ T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: JTDKN36U805753137

Gen. Cond: ☒ Good / Fair / Poor / Burnt

Steering: ☒ In order / Jammed / Leaked / Burnt or

Brake: ☒ In order / Jammed / Leaked / Burnt or

Modi: Nil / ☒ S/Rim / STD A/Rim or

Tyre Size: F: 195/65 R15

R: _____

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

TOYO / YOKO or Westlake

Front

Rear

R/Bal. 7 mm R/Bal. 7 mm

L/Bal. 7 mm L/Bal. 7 mm

D.O.A. 7/3/19 D.O.I. 13/3/19

Survey held at SMRT

Des. of Damages: Frt ☒ Rear ☐ O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

1/5 # sev (Rooftop) 13w/ 629.1

03/19/2028

SJWISSY

Date/Time: File Pass to?

☐ : Prelim. Report

Days Of Repair: _____

1)

☐ : Final Report

Resurvey No. of Trip: _____

Date/Time: File Return to?

2)

Add Fee: ☐ : Site Insp (\$

☐ : Interview (\$

☐ : Tech. Invs (\$

☐ : Weekend (\$

Survey Fee: _____

Transportation: _____

\$ + RS. \$

Photos

Others

Report Format : _____

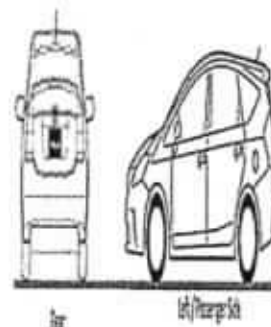
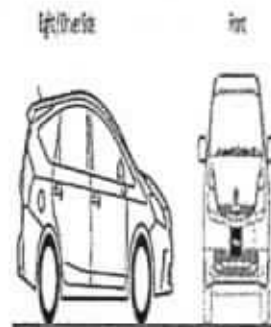
Lump Sum / I.B.I. (\$) _____

TOTAL

Poh Kin

Section A - Accident Details



| | |
|------------------------------------|--------------------|
| Registration Number | SHD6014E |
| Case Reference Number | TAX03/19/2028 |
| Registration Date | 2/12/2014 |
| Company Type | SMRT Taxis Pte Ltd |
| Make | TOYOTA |
| Model | PRIUS |
| Name of Driver | TIO SENG SING |
| Type of Accident | Head to Rear |
| Accident Date and Time | 7/3/2019 7:05 AM |
| Accident Reported Date and Time | 7/3/2019 3:24 PM |
| Is Surveyor Required? | Yes |
| Survey by | |
| Vehicle is Towed Back? | No |
| Towed Back Date and Time | |
| Replacement Vehicle Issued? | No |
| Job Card Number | 24100527 |
| Special Instruction to ARC, if any | TP/AXA |
| Prepared Date and Time | 12/3/2019 2:45 PM |
| Chassis Number | |
| Mileage | |
| Work Shop | |
| Repair Completion Date and Time | |



h3/h3

Section B - Summary of Repair Estimates

Summary of Repair Estimates

| | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------------|---|---|
| Total Labour Cost | \$338.00 | \$200.00 |
| Total Spray Cost | \$558.00 | \$200.00 |
| Total Spare Part Cost | \$934.38 | \$380.82 |
| Total Other Cost | \$260.00 | \$30.00 |
| TOTAL COST | \$2,090.38 | \$810.82 |
| Lump Sum Total | \$2,100.00 | \$800.00 (L/S) |
| Number of Repair Days | 3.0 | 2.0 |
| Prepared / Adjusted By | Tuck Foo Kok | Hwee Jie (LKK) / AXA |
| ARC / Surveyor Sign Off Date | 13/03/2019 11:57 AM | 13/03/2019 11:44 AM |
| Signature |  |  |
| Remarks | | |

Section C - Quotation and Accident Invoice Details

| | | | |
|------------------|--------------|----------------|--|
| Quotation Number | QN-1904-0106 | Invoice Number | |
| Quotation Date | 08.04.2019 | Invoice Date | |
| Invoice Amount | | Prepared Date | |

Section D - Details of Repair Estimates

Part 1 - Labour Works

| Job Scope | Quotation from AR | Adjusted by Surveyor, if applicable |
|---------------------------|-------------------|-------------------------------------|
| TO REPAIR RH REAR PORTION | \$338.00 | \$200.00 |
| Total Labour | \$338.00 | \$200.00 |

Part 2 - Spray Painting & Panel Beating Related Works

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|--------------------------------------|--------------------|-------------------------------------|
| TO RESPRAY REAR BUMPER | \$378.00 | \$200.00 |
| TO RESPRAY BUMPER BEAM | \$180.00 | \$0.00 |
| Total Spray Painting & Panel Beating | \$558.00 | \$200.00 |

Part 3 - Other Costs - Accident and Accident Repair Related Expense

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|---|--------------------|-------------------------------------|
| TO CHECK WIRING AND SYSTEM FUNCTION | \$60.00 | \$30.00 |
| TO TEST AND REFIX REVERSE SENSOR SYSTEM | \$120.00 | \$0.00 |
| TO WASH AND VACUUM | \$50.00 | \$0.00 |
| Total Other Costs | \$260.00 | \$30.00 |

Part 4 - Spare Parts / Material Usage

| Part Number | Portion | Stock Number | Part Name | Quantity | List Price (\$) | Discount (%) | Final Price (\$) | Estimator Approved | Surveyor Approved |
|-------------|---------|--------------|----------------------------|----------|-----------------|--------------|------------------|--------------------|-------------------|
| | | 52159-47905 | BUMPER REAR | 1.00 | \$458.80 | 25.00 | \$343.95 | Replace | Replace |
| | | 52181-18010 | BUMPER CLIPS | 10.00 | \$1.61 | 25.00 | \$12.08 | Replace | Replace |
| | | 52023-12240 | BUMPER REINFORCEMENT REAR | 0.00 | \$205.70 | 0.00 | \$0.00 | Replace | Check |
| | | 52016-47030 | ARM SUB-ASSY, RR BUMPER LH | 0.00 | \$139.60 | 0.00 | \$0.00 | Replace | Check |
| | | 52015-47050 | ARM SUB-ASSY, RR BUMPER RH | 0.00 | \$139.60 | 0.00 | \$0.00 | Replace | Check |
| | | | SENSOR REVERSE | 0.00 | \$180.00 | 0.00 | \$0.00 | Replace | Not Given |
| | | | PIXEL STICKER | 2.00 | \$60.00 | 0.00 | \$120.00 | Replace | Replace |
| | | 76088-47020 | BUMPER LIP COVER RR/LH | 0.00 | \$72.20 | 0.00 | \$0.00 | Replace | Check |
| | | 52576-47020 | BUMPER SIDE RETAINER RR/LH | 0.00 | \$94.80 | 0.00 | \$0.00 | Replace | Check |
| | | 52563-47010 | TAIL LAMP BRACKET, LH | 0.00 | \$30.70 | 0.00 | \$0.00 | Replace | Check |
| Total | | | | | \$1,362.81 | | \$476.03 | | |

Added Spare Parts / Material Usage After Surveyor Signed off

| Part Number | Portion | Stock Number | Part Name | Quantity | List Price \$ | Discount (%) | Final Price (\$) | ARC Check | Surveyor Check |
|-------------|---------|--------------|-----------|----------|---------------|--------------|------------------|-----------|----------------|
| Total | | | | | | | | | |

476.03

- 202

380.82

+ 200.00

+ 230.00

10.82

4/5 \$800/-

SMRT Accident Vehicle Repair Estimates

| |
|---|
| SMRT Automotive Services Pte Ltd |
| 00 Woodlands Industrial Park E4, Singapore 757705 |
| FAX Number : 63685592 |
| Estimator Telephone Number : 68662623 |
| Accident Reporting Number : 68662672 |



Date Generated : 13/03/2019

User ID : ZhiYangPhua

Section A - Accident Details

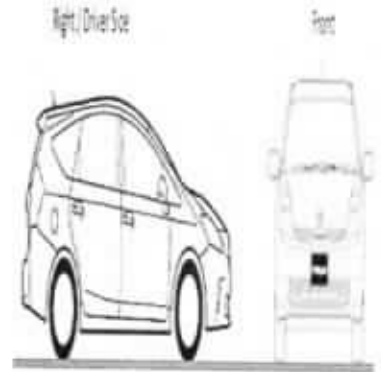
| | |
|------------------------------------|-------------------|
| Registration Number | 9HD6014E |
| Case Reference Number | TAX/03/19/2028 |
| Registration Date | 3/12/2014 |
| Company Type | SMRT Taxi Pte Ltd |
| Make | TOYOTA |
| Model | PRUIS |
| Name of Driver | TIO SEND SING |
| Type of Accident | Head to Rear |
| Accident Date and Time | 7/3/2019 7:05 AM |
| Accident Reported Date and Time | 7/3/2019 3:24 PM |
| Is Surveyor Required? | No |
| Survey by | |
| Vehicle is Towed Back? | No |
| Towed Back Date and Time | |
| Replacement Vehicle Issued? | No |
| Job Card Number | 24100527 |
| Special Instruction to ARC, if any | TPAXA |
| Prepared Date and Time | 12/3/2019 2:45 PM |
| Chassis Number | |
| Mileage | |
| Work Shop | |
| Repair Completion Date and Time | |

Section B - Summary of Repair Estimates

| Summary of Repair Estimates | | |
|------------------------------|---|---|
| | Quotation from ARC | Adjusted by Surveyor, if applicable |
| Total Labour Cost | \$338.00 | \$0.00 |
| Total Spray Cost | \$556.00 | \$0.00 |
| Total Spare Part Cost | \$815.96 | \$0.00 |
| Total Other Cost | \$280.00 | \$0.00 |
| TOTAL COST | \$2,671.96 | \$0.00 |
| Lump Sum Total | \$2,671.96 | \$0.00 |
| Number of Repair Days | 3.0 | |
| Prepared / Adjusted By | Tuck Foo Kok | |
| ARC / Surveyor Sign Off Date | 12/03/2019 2:58 PM | |
| Signature |  |  |
| Remarks | | |

Section C - Quotation and Accident Invoice Details

| | | | |
|------------------|--|----------------|--|
| Quotation Number | | Invoice Number | |
| Quotation Date | | Invoice Date | |
| Invoice Amount | | Prepared Date | |



Toyota Prius

SMRT Accident Vehicle Repair Estimates

| |
|---|
| SMRT Automotive Services Pte Ltd |
| 60 Woodlands Industrial Park E4, Singapore 757705 |
| FAX Number : 63685592 |
| Estimator Telephone Number : 68662623 |
| Accident Reporting Number : 88662672 |

Date Generated : 13/03/2019

User ID : ZhiYangPhua

Section D - Details of Repair Estimates

Part 1 - Labour Works

| Job Scope | Quotation from AR | Adjusted by Surveyor, if applicable |
|---------------------------|-------------------|-------------------------------------|
| TO REPAIR RH REAR PORTION | \$378.00 200 | |
| Total Labour | \$378.00 | |

Part 2 - Spray Painting & Panel Beating Related Works

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|--------------------------------------|--------------------|-------------------------------------|
| TO RESPRAY BUMPER BEAM | \$180.00 0 X | |
| TO RESPRAY REAR BUMPER | \$378.00 200 | |
| Total Spray Painting & Panel Beating | \$558.00 | |

Part 3 - Other Costs - Accident and Accident Repair Related Expense

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|---|--------------------|-------------------------------------|
| TO TEST AND REFIX REVERSE SENSOR SYSTEM | \$120.00 X | |
| TO CHECK WIRING AND SYSTEM FUNCTION | \$80.00 30 | |
| TO WASH AND VACUUM | \$60.00 X | |
| Total Other Costs | \$260.00 | |

Part 4 - Spare Parts / Material Usage

| Part Number | Portion | Stock Number | Part Name | Quantity | List Price (\$) | Discount (%) | Final Price (\$) | Estimator Approved | Surveyor Approved |
|-------------|---------|--------------|----------------------------|----------|-----------------|--------------|------------------|--------------------|-------------------|
| | | 52015- 47050 | ARM SUB-ASSY, RR BUMPER RH | 1.00 | \$138.60 | 25.00 | \$104.70 | Replace ? | |
| | | 52161- 16010 | BUMPER CLIPS | 10.00 | \$1.61 | 25.00 | \$12.08 | Replace / | W |
| | | 76088- 47020 | BUMPER LIP COVER R/LH | 1.00 | \$72.20 | 25.00 | \$54.15 | Replace ? | |
| | | 52563- 47010 | TAIL LAMP BRACKET, LH | 1.00 | \$30.70 | 25.00 | \$23.02 | Replace ? | |
| | | 52018- 47030 | ARM SUB-ASSY, RR BUMPER LH | 1.00 | \$138.60 | 25.00 | \$104.70 | Replace ? | |
| | | | SENSOR REVERSE | 1.00 | \$180.00 | 0.00 | \$180.00 | Replace X | W |
| | | 52159- 47905 | BUMPER REAR | 1.00 | \$458.60 | 25.00 | \$343.95 | Replace / | QEF |
| | | 52023- 12240 | BUMPER REINFORCEMENT REAR | 1.00 | \$205.70 | 25.00 | \$154.27 | Replace ? | |
| | | | PIKEL STICKER | 2.00 | \$60.00 | 0.00 | \$120.00 | Replace / | W |
| | | 52576- 47020 | BUMPER SIDE RETAINER R/LH | 1.00 | \$94.80 | 25.00 | \$71.10 | Replace ? | |
| Total | | | | | \$1,382.81 | | \$1,167.97 | | |

Added Spare Parts / Material Usage After Surveyor Signed off

| Part Number | Portion | Stock Number | Part Name | Quantity | List Price \$ | Discount (%) | Final Price (\$) | ARC Check | Surveyor Check |
|-------------|---------|--------------|-----------|----------|---------------|--------------|------------------|-----------|----------------|
| Total | | | | | | | | | |

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Hwee Jie - LKK

13/3/19

L/S 2days.

Photo after paint

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 12 March 2019 6:38 PM
To: assignments
Subject: FW: SHD6014E - Survey (AXA)
Attachments: 2028 - 6014.pdf

q.siong 13/3/19
vehicle in
shanti
SURV the fire

Hi team

Kindly assist. Tp smart.

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: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) <BThaiyalN@smrt.com.sg>

Sent: Tuesday, 12 March, 2019 2:56 PM

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

Cc: Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis) <YeoPohsuan@smrt.com.sg>; Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis) <TuckFoo@smrt.com.sg>; Koo Yew Chung (Auto Svcs/ARC/AR & SC) <YewChung@smrt.com.sg>; Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis) <ZhiYang.Phua@smrt.com.sg>; Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis) <ngsiuching@smrt.com.sg>; Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis) <ChewTuckLoongKelvin@smrt.com.sg>; Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis) <weisiong@smrt.com.sg>; Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis) <kimming.chin@smrt.com.sg>

Subject: RE: SHD6014E - Survey (AXA)

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHD6014E** within 48 hours according to GIA guide line, involving your insured **SJW155Y**

Vehicle in Woodlands SMRT Depot

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | bthaiyaln@smrt.com.sg





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

SOH GEOK CHENG

BLK 475 ANG MO KIO AVE 10

#07-716

SINGAPORE 560475

Dear Sir,

OUR REF : CC4/ASM19004515/fa3 // S9M01GR6

YOUR REF : SJW 155Y

**ACCIDENT INVOLVING SJW 155Y AND SHD 6014E ON 07/03/2019 ALONG/AT
ANG MO KIO AVE 10**

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)

Poh Kin (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Tuesday, 23 July 2019 10:05 AM
To: Poh Kin (LKKAUTO)
Cc: Admin A; Vivian Lau (LKKAUTO)
Subject: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg
Attachments: IMG_8525.JPG

Dear Poh Kin,

Video footage is not available as the memory card is spoilt. There is also no scene photo. You may obtain the CCTV from your insured since his report stated that he has an in-car camera.

- 1) Please let us know when did your insured made an accident report. If he has made a late report, the damage to his car would have been repaired. Our driver made a report on the day of accident and the grazed mark (greyish in colour) is clearly seen at the rear right corner of our taxi (as attached).
- 2) If there is no accident, why is your insured able to put up a sketch of the actual location of accident scene.

We have instructions to escalate the matter if there is no settlement.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Poh Kin (LKKAUTO) [mailto:pohkin@lkkauto.com]
Sent: 16/07/2019 09:33
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A; Vivian Lau (LKKAUTO)
Subject: RE: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg
Importance: High

WITHOUT PREJUDICE
SAVE AS TO COSTS

Our Ref: CC3/AIG19002897/Jfb3
Your Ref: TAX/03/19/2028/lg

Dear Lee Gek,

We refer to the above matter.

Poh Kin (LKKAUTO)

From: Poh Kin (LKKAUTO)
Sent: Tuesday, 16 July 2019 9:33 AM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A; Vivian Lau (LKKAUTO)
Subject: RE: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

Importance: High

**WITHOUT PREJUDICE
SAVE AS TO COSTS**

Our Ref: CC3/AIG19002897/Jfb3
Your Ref: TAX/02/19/2063/lg

Dear Lee Gek,

We refer to the above matter.

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

Date of accident: 07/03/19 Time: 07:05 Location: JUNCTION of AMK Ave 10
My Vehicle A: SJW 155Y Vehicle B: SHD 6014E Vehicle C: -
SKETCH PLAN



Poh Kin (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Friday, 10 May 2019 2:56 PM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured)
Our Ref: TAX/03/19/2028/lg
Attachments: TAX 03 19 2028.pdf

Dear All,

We quantify our own losses as follows:-

| | |
|----------------|--------------------------------|
| Cost of Repair | \$800.00 |
| Loss of Rental | \$333.84 (3 days x \$111.28) |
| LTA Search Fee | \$7.00 |
| Total | \$1,140.84 |

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search

We have notified AXA of PRS on 12/3/2019 at 2.56pm and our taxi was surveyed on 13/3/2019 at 11.44am. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV190400274
Date : 23.04.2019
Vehicle No. : SHD6014E
Your Ref No. : TAX/03/19/2028
Our Ref No. : 24100527
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

| Description | Qty | Unit Cost | Add / (Discount) Amount | Amount |
|--|------|-----------|-------------------------|-----------|
| LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION | 1.00 | | \$ | 800.00 |
| GRAND TOTAL | | | | \$ 800.00 |

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 06.03.2019

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/03/19/2028

From: SMRT Taxis Pte Ltd

Date: 20/03/2019

ACCIDENT INVOLVING SHD 6014E & SJW 155Y ON 7/3/2019 ALONG ANG MO KIO AVE 10

This is to confirm that the daily rental rate for SHD 6014E is \$111.28 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Laid Up Report

Accident Start Date : 01/03/2019
Accident End Date : 21/03/2019

Date Generated : 21/03/2019
User Name : LeeGek

| Case Reference Number | Vehicle Registration Number | Company Type | Vehicle Make | Vehicle Model | Job Card Number | Date and Time (Accident Repair) | Date and Time (Repair Completed) |
|-----------------------|-----------------------------|-------------------|--------------|---------------|-----------------|---------------------------------|----------------------------------|
| TAX03/19/2028 | SHD6014E | SMRT Taxi Pte Ltd | TOYOTA | PROUS | 24100527 | 11/03/2019 12:00 PM | 14/03/2019 11:21 AM |

Enquire Transaction History

Transaction History Details

| | | | |
|-------------------|--|-------------------------------------|----------------------|
| Log Date/Time: | 12 Mar 2019 / 09:42:56 | Transaction Amount: | \$7.49 |
| Asset Type: | Vehicle | Channel: | External Agency |
| Asset ID: | S/W155V | Business Transaction Reference No.: | 20190312094256363012 |
| Transaction Type: | 18.32 Insurance Enquiry (GIRO Payment) | | |
| User ID: | ESASBAHD - BALQISH BINTE ABDUL HALIL | | |

Search Date / Time: 07 Mar 2019 19:05:00
Insurance Company: AXA INSURANCE PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)

Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)

From: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 12/03/2019 14:56
To: 'motor.survey@axa.com.sg'
Cc: Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Chew Tuck Loong Kelvin (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex))
Subject: RE: SHD6014E - Survey (AXA)
Attachments: 2028 - 6014.pdf

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHD6014E** within 48 hours according to GIA guide line, involving your insured **SJW155Y**

Vehicle in Woodlands SMRT Depot

Regards
Shanti
SMRT Automotive Services PTE LTD
Accident Reporting Center (Claims Dept)
6866 2671/2 | bthaiyaln@smrt.com.sg





<Request for OI Video> S9M01GR6

Type

🔗 Question

Message

Hi, Please be informed that OID insisted that there was no collision/ accident. Third party has no video footage / scene photos. We noted that OI report indicated that she had video footage. Kindly assist to upload OI video in SC for our viewing. Thank you.

Reply

Hsiao Tong (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Friday, 4 October 2019 1:26 PM
To: Hsiao Tong (LKKAUTO)
Subject: FW: New message for service request 103720, vehicle number SHD6014E

4/10/19 1:20 PM *** Message INCONSISTENT DAMAGES, TO REJECT TP CLAIM - CHAN Kian Chuan

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

From: kianchuan.chan@axa.com.sg <kianchuan.chan@axa.com.sg>
Sent: Friday, 4 October, 2019 1:17 PM
To: admin-d@lkkauto.com
Subject: New message for service request 103720, vehicle number SHD6014E

AXA Insurance has sent you a message for claim number S9M01GR6.

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.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 5 October 2019 1:52 PM
To: Tan Lee Gek (Auto Svcs/Claims) (LeeGek@smrt.com.sg)
Cc: Admin A
Subject: Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg
Attachments: IMG_8525.JPG; POLICE REPORT_SJW155Y.pdf; PHOTOS FROM OI.pdf; SJW155Y.MP4

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Our insured video does not capture how the accident happen, it shows that her car had no damage. We attached here with a copy of our insured police report and scene photos submitted by our insured for your easy reference. The damages to your client taxi is inconsistent.

In view of this, we have our principal instruction to reject your client's claim.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Suwanna (LKK Auto) <Suwanna@lkkauto.com>

Sent: Tuesday, 24 September 2019 3:04 PM

To: LeeGek@smrt.com.sg

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Miss Hsiao Tong.

Hi Hsiao Tong,

FYNA, our ref CC4/ASM19004515/Jpa3

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com | fax: 67414108

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

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Tuesday, 24 September 2019 2:45 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

**URGENT
REMINDER**

Dear All,

We refer to our email of 23/7/2019.

Please let us know by **2nd October 2019** if your principal is prepared to settle our claim, otherwise we will pursue our claim accordingly. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Sent: 23/07/2019 10:05

To: Poh Kin (LKKAuto)

Cc: Admin A; Vivian Lau (LKKAuto)

Subject: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

Dear Poh Kin,

Video footage is not available as the memory card is spoilt. There is also no scene photo. You may obtain the cctv from your insured since his report stated that he has an in-car camera.

- 1) Please let us know when did your insured made an accident report. If he has made a late report, the damage to his car would have been repaired. Our driver made a report on the day of accident and the grazed mark (greyish in colour) is clearly seen at the rear right corner of our taxi (as attached).
- 2) If there is no accident, why is your insured able to put up a sketch of the actual location of accident scene.

We have instructions to escalate the matter if there is no settlement.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd



From: Poh Kin (LKKAUTO) [mailto:pohkin@lkkauto.com]
Sent: 16/07/2019 09:33
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A; Vivian Lau (LKKAUTO)
Subject: RE: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg
Importance: High

WITHOUT PREJUDICE
SAVE AS TO COSTS

Our Ref: CC3/AIG19002897/Jfb3
Your Ref: TAX/03/19/2028/lg

Dear Lee Gek,

We refer to the above matter.

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

Date of accident: 07/03/19 Time: 07:05 Location: Junction of Amk Ave 10
My Vehicle A: SJW155Y Vehicle B: SHD6014E Vehicle C: -
SKETCH PLAN



Brief Details.

On 07/03/2019 at about 0705hrs, I was on my way to drop off my children to school. When I was about to turn out from the car park, there was a Transcab taxi with the registration plate number SHD6014E stopped in the yellow box. After I made the turn and when the traffic light turn green, the taxi moved a bit and stopped. He did that multiple times without any signals on. I assumed that he was looking for passenger around that area. We then horn him and overtook him, the taxi driver followed us and approached us at Deyi Secondary School. I then told the driver to follow me until Anderson Primary School as I was behind time to drop off my other two children. There, He claimed that our car had collided with the rear of his taxi. We made a check on our car but there was no damages at all. There was a slight dent on right rear of his taxi. It has white paint stain on it. The taxi driver was behaving aggressively towards us.

I am sure that I did not bang onto him as my car did not feel impact. He said that he wanted to make a claim on the things I did not do. I have an In-car camera but I was not sure weather it was switched on or not as I will always plug out before I leave my car.

I am lodging this report to disclaim liabilities and for record purposes.

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

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

Your prompt reply will be very much appreciated.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

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

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



Save the Earth. Print only when necessary.

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From: Tan Lee Gek (Auto Sves/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]

Sent: Thursday, 27 June 2019 2:45 PM

To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: URGENT / REMINDER Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

URGENT
REMINDER

Dear Poh Kin,

Please let us have your offer by **5th July 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: 13/05/2019 09:37

To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Cc: Admin A; CS A Team

Subject: FW: LOD Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

| LKK ref | Officer in charge |
|----------------------|-------------------|
| CC4/ASM19004515/jfa3 | Poh Kin |

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

Best Regards,

Shu Pei Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Sent: Friday, 10 May 2019 2:56 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 7/3/2019 involving SHD 6014E & SJW 155Y (AXA's insured) Our Ref: TAX/03/19/2028/lg

Dear All,

We quantify our own losses as follows:-

| | |
|----------------|--------------------------------|
| Cost of Repair | \$800.00 |
| Loss of Rental | \$333.84 (3 days x \$111.28) |
| LTA Search Fee | \$7.00 |
| Total | \$1,140.84 |

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search

We have notified AXA of PRS on 12/3/2019 at 2.56pm and our taxi was surveyed on 13/3/2019 at 11.44am.
We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

| Affiliated to Federation Internationale Des Experts En Automobile | | | | |
|--|--|------------------------------|------------|---|
| AXA INSURANCE PTE LTD | | Ref : CC4/ASM19004515/Jpa3q2 | | |
| 8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:KIAN CHUAN | | Date : 26-02-2020 | |  |
| | | Code : ASM | | |
| 1. Policy Particulars :- THIRD PARTY CLAIM | | | | |
| Insured Veh. | SJW 155Y | Veh. Inspected | SHD 6014E | |
| Policy No. | GA260484 | Coverage (\$) | 0.00 | |
| Claim No. | S9M01GR6 | Excess (\$) | 0.00 | |
| Assign From | | Assign Date | 12/03/2019 | |
| 2. Vehicle Particulars & Condition | | | | |
| Make & Model | TOYOTA PRIUS | c.c | 1798 | |
| Engine No. | HIDDEN | Year of Reg. | 2014 | |
| Chassis No. | JTDKN36U805753137 | Colour | MAROON | |
| Odometer | - | Steering | IN ORDER | |
| Brakes | IN ORDER | Modification | SPORTS RIM | |
| General | GOOD | | | |
| 3. Conditions of Tyres | | | | |
| | Size | Make | Balance | |
| R/H Front Tyre | 195/65 R15 | WEST LAKE | 7 mm | |
| L/H Front Tyre | 195/65 R15 | WEST LAKE | 7 mm | |
| R/H Rear Tyre | 195/65 R15 | WEST LAKE | 7 mm | |
| L/H Rear Tyre | 195/65 R15 | WEST LAKE | 7 mm | |
| 4. Description of Damages | | | | |
| THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS. | | | | |
| 5. General Information | | | | |
| Accident Date | 07/03/2019 | Inspection Date | 13/03/2019 | |
| Survey held at | SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 | | | |
| 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: | | 2 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. SHD 6014E

| Qty | Description of Parts | Condition | Estimate By Workshop (\$) | Our Adjusted (\$) |
|-----|---|---------------|---------------------------|-------------------|
| | <u>REPLACEMENT OF PARTS</u> | | | |
| 1 | BUMPER REAR (DISC 25%) | DEFORMED | 458.60 | 343.95 |
| 10 | BUMPER CLIPS @\$1.61 (DISC 25%) | NECESSARY | 16.10 | 12.08 |
| 2 | PIXEL STICKER @\$60.00 (SN) | NECESSARY | 120.00 | 120.00 |
| 1 | BUMPER REINFORCEMENT REAR | NOT NECESSARY | 205.70 | - |
| 1 | ARM SUB-ASSY ,RR BUMPER LH | NOT NECESSARY | 139.60 | - |
| 1 | ARM SUB-ASSY ,RR BUMPER RH) | NOT NECESSARY | 139.60 | - |
| 1 | SENSOR REVERSE | NOT NECESSARY | 180.00 | - |
| 1 | BUMPER LIP COVER RR/LH | NOT NECESSARY | 72.20 | - |
| 1 | BUMPER SIDE RETAINER RR/LH | NOT NECESSARY | 94.80 | - |
| 1 | TAIL LAMP BRACKET ,LH | NOT NECESSARY | 30.70 | - |
| | | | 1,457.30 | 476.03 |
| | <u>LABOUR</u> | | | |
| | PANEL BEATING & BODY WORK. | | 338.00 | 200.00 |
| | SPRAY PAINT. | | 558.00 | 200.00 |
| | TO CHECK WIRING AND SYSTEM FUNCTION . | | 80.00 | 30.00 |
| | TO TEST AND REFIX REVERSE SENSOR SYSTEM. | NOT NECESSARY | 120.00 | - |
| | TO WASH AND VACUUM . | NOT NECESSARY | 60.00 | - |
| | | | 1,156.00 | 430.00 |
| | GRAND TOTAL | | 2,613.30 | 906.03 |
| | RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION) | | | 800.00 |

Report Ref No. CC4/ASM19004515/Jpa3q2

ONG HWEE JIE

Automotive Assessor

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 | SYN01GB6 |
| Reference | CC4/ASM19004515/Jaa3a2  |
| Loss Date | 7 March 2019 |
| Report Date | 12 Mar 2019 3:30:24 PM |
| Request Date | 12 March 2019 |
| Due Date | |

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

Actions

Next Step

Wait for: Approve Invoice

Add Invoice

| | |
|---------------------------------|----------|
| Vehicle Information | |
| Incident Vehicle Registration # | SHD6014E |
| Make | TRVD |
| Model | TOYOTA |
| Service Address | |

...

| | |
|---|--|
| Primary Contact/Insured | |
| SOH GEOK CHENG | |
| BLK 475 ANG MO KIO AVE 10, #07-716, 560475, Singapore | |
| SOH.SERENE7@GMAIL.COM | |

| | |
|---------------------------|--|
| Claim Handler | |
| CHAN Kian Chuan | |
| 68805444 | |
| kianchuan.chan@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 |
|--------------------|------|---------------------|---------|---------------|
| Accident Statement | | Reports & Statement | Meimien | |

| NAME | TYPE | SUB TYPE | AUTHOR | DATE UPLOADED |
|---|-------------------------------|--------------------------------|--------------------------------------|--------------------|
|  LKKInvoice1 (4).pdf | Invoice | Surveyor/ Assessor: expense | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020 |
|  LKKInspection.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020 |
|  LKKAdjustment1a (2).pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020 |
|  LKK PHOTO-2.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020 |
|  LKK PHOTO.pdf | Forms / Claim Documents | Others | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020 |
|  Email_to_TP_reject_dd_051019.pdf | Letters and Correspondence | Third Party | LKK AUTO CONSULTANTS PTE LTD (TP) | 22 October 2019 |
|  Video - Accident.MP4 | Evidence | Videos | CHAN Kian Chuan | 4 October 2019 |
|  TP ESTIMATE-MARKED.pdf | Reports & Statement | Estimate / Quotation | LKK AUTO CONSULTANTS PTE LTD (TP) | 31 March 2019 |
|  Video - Accident.MP4 | Evidence | Videos | CHAN Kian Chuan | 20 March 2019 |
|  Ltr to Insured -non reporting.pdf | Letters and Correspondence | Policy Holders / Insured | LKK AUTO CONSULTANTS PTE LTD (TP) | 12 March 2019 |
|  PRJ FROM WORKSHOP WITH TP GIA SHD001AE.mpg | Forms / Claim Documents | Claim Form | KUMAR Subashda | 12 March 2019 |