

INS CASE OWNER:

Wang KATW

CC 4, ASM 1900 4452, Jfa3

LAC IDAC: 105028

Subject:

OHJ

DOI:

ASSIGNMENT

Date / Time:

19/3/2019

Registered in Merit:

Pre-assign / CCU / FTE



Insured Vehicle No. : SLC 34475

Claim No. : 59M01H7N

Name of Insured : Lee Wang Kong

Policy No. :

Insured Tel No. : HP:

Make / Model :

Excess Sec II :SS D.O.A : 15/03/2019

Place of Accident :

Is driver the owner? (YES / NO) Nature 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

SMB104U



INSRS: WSP: SmpT. m Liability: RMKS:



INSRS: WSP: Liability: RMKS:



INSRS: WSP: Liability: RMKS:



INSRS: WSP: Liability: RMKS:

Date/Time

Date/Time	STAGE	DATE / PIC
2/4 CPH	Non-Reporting ltr (1st):	
	Non-Reporting ltr (2nd):	
	Non-Reporting ltr (Final):	
	Notification ltr (if non-pickup):	
4/4/2019	Call OI: 4/4/2019	
	After call ltr to OI: 5/4/2019	
	Documentation Check List:	Handler Typist
	Notification ltr (if non-pickup)	<input type="checkbox"/>
	After call ltr to OI:	<input checked="" type="checkbox"/>
	Authorization To Act:	<input checked="" type="checkbox"/>
	Release Voucher:	<input checked="" type="checkbox"/>
	Final Repair Bill:	<input checked="" type="checkbox"/>
	Car Rental Invoice:	<input type="checkbox"/>
	Towing Invoice:	<input type="checkbox"/>
	LTA / GIA :	<input checked="" type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
	LOD:	<input checked="" type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: 16/4/2019 Sent By: CPH

FINALIZATION Date/Time: Confirm with: Confirm by:

Repair Cost: S\$ 650.00 (1 days) Reduction: 39.47 % Email Call

FINAL SETTLEMENT Date/Time: 18/4/2019 Confirm with: Audrey Email Call

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No: 15 If NO or B 28, Ass. Lia: OI change line

Repair Cost: S\$ 650.00

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

Loss of Use (LOU): S\$ 250.00 (S\$250.00 x 1 days)

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

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

GIA/LTA Search: S\$ 7.00

Medical: S\$ -

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

Legal Cost: S\$ -

Total: S\$ 907.00 Global Sum S\$:

FINAL PAYMENT Date/Time: Confirm with: Email Call

Payee 1: S\$ 907.00 Name 1: SMART BUSES LTD

Payee 2: (Specify if N.A.) S\$ Name 2:

Payee 3: (Specify if N.A.) S\$ Name 3:



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63665532
Estimator Telephone Number : 68662633
Accident Reporting Number : 68662672

Poh kin

Finalized-HJ

Date Generated : 28/03/2019
 User ID : CatherineLee

Section A - Accident Details	
Registration Number	SMB104U
Case Reference Number	BUS/03/19/9006
Registration Date	29/7/2009
Company Type	SMRT Buses Ltd
Make	MERCEDES
Model	M80C800
Name of Driver	Luo Xuanming
Type of Accident	Side Swipe
Accident Date and Time	15/3/2019 3:50 PM
Accident Reported Date and Time	18/3/2019 2:13 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100680
Special Instruction to ARC, if any	SMB104U - LEFT FRONT PORTION SLC34475 (TP) - RIGHT PORTION. INSURED WITH AXA
Prepared Date and Time	19/3/2019 10:54 AM
Chassis Number	WEB63442021000234
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	\$530.00	\$205.00
Total Spray Cost	\$432.00	\$262.00
Total Spare Part Cost	\$111.82	\$111.82
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$1,073.82	\$638.82
Lump Sum Total	\$0.00	\$550.00
Number of Repair Days	2.0	1.0
Prepared / Adjusted By	Jeong Choon Hwee	Hwee Jie
ARC / Surveyor Sign Off Date	19/03/2019 7:08 PM	20/03/2019 11:56 AM
Signature		
Remarks		U/S repair. Photo after paint

Section C - Quotation and Accident Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



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 : 68662672	

Date Generated : 28/03/2018

User ID : CatherineLee

Section D - Details of Repair Estimates

Part 1 - Labour Works									
Job Scope		Quotation from AR				Adjusted by Surveyor, if applicable			
TO REMOVE & REPLACE ABOVE ITEMS AND REPAIR FRONT LH PORTION.		\$530.00				\$265.00			
Total Labour		\$530.00				\$265.00			
Part 2 - Spray Painting & Panel Beating Related Works									
Job Scope		Quotation from ARC				Adjusted by Surveyor, if applicable			
TO PUTTY & RESPRAY		\$432.00				\$262.00			
Total Spray Painting & Panel Beating		\$432.00				\$262.00			
Part 3 - Other Costs - Accident and Accident Repair Related Expense									
Job Scope		Quotation from ARC				Adjusted by Surveyor, if applicable			
Total Other Costs									
Part 4 - Spare Parts / Material Usage									
Part Number	Partion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6009700	VE		LAMP,BUNKER FRONT, LEFT FOR MB OC 500 LE	1.00	\$155.30	10.00	\$139.77	Replace <i>CA</i>	Replace
Total					\$155.30		\$139.77		
Added Spare Parts / Material Usage After Surveyor Signed off									
Part Number	Partion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									

> [Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	2292D
Vehicle Details	
Vehicle No.:	SMB104U
Vehicle to be Exported:	No
Intended Deregistration Date:	22 Mar 2019
Vehicle Make:	MERCEDES BENZ
Vehicle Model:	OC500LE1830H
Primary Colour:	Black
Manufacturing Year:	2009
Engine No.:	45796600172135
Chassis No.:	WEB63442021000234
Maximum Power Output:	-
Open Market Value:	\$328,053.00
Original Registration Date:	29 Jul 2009
First Registration Date:	29 Jul 2009
Transfer Count:	0
Actual ARF Paid:	\$16,403.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Rebate Amount:	\$0.00
Total Rebate Amount:	\$0.00

The information contained herein is correct as at 22 Mar 2019

OK



Case Details

Case Reference Number : BUS03190038
 Type of Repair : Accident Repair
 Vehicle Registration Number : SMR104U

Company Type : SMRT Buses Ltd
 Estimation ID : EST-6139-4D
 Assigned By : Bus Claims Manager Team

Insurance Company Name : AXA Insurance Singapore Pte Ltd
 Accident Date and Time : 15/03/2019 07:50 AM
 Vehicle Age(in Months) : 158

Documents / Photographs

View Documents Photographs Total Documents : 1

Estimation Details

Spares Part's Cost Detail

SMRT Recommendation										Surveyor Approval				
SOM Type	Coating Type	Partion	Material Number	Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Disc(%)	Final Price(\$)	Repair/Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace	Remarks
Standard	Main	VE	8029700	LAMP SLIKNER FRONT LEFT FOR WS OC 360 LE	1	139.77	139.77	18.00	113.77	Replace	1	139.77	Replace	CRA
Total Spares Part Cost											139.77	139.77		
Lump Sum Discount (%)											23.88			23
Final Spares Part Cost											111.82	111.82		

Labour's Cost Detail

S.No.	Coating Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO REMOVE & REPLACE ABOVE ITEMS AND REPAIR FRONT LH PORTION.	330.00	265	
Total			330.00	265.00	

Spray Cost Detail

S.No.	Coating Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO PUTTY & RESPRAY	432.00	262	
Total			432.00	262.00	

Other Cost Detail

S.No.	Coating Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
Total			0.00	0.00	

Summary

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spares Part Detail	111.82	111.82
Total Labour Cost	330.00	265.00
Total Spray Painting	432.00	262.00
Other	0.00	0.00
Overall Total	1,873.82	638.82
Lump Sum Repair Option		0
Lump Sum Total	0.00	0.00
Surveyor Approved Amount		638.82
No. of Repair Days*	2	1
Remarks	-	L/S repair. Photo after paint
Surveyor Name		Howe Jn

Estimator Assessment(s)

Surveyor Assessment(s)

Signature



Save Clear

Survey Date

20/03/2019

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:

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 19 March 2019 2:58 PM
To: assignments
Subject: FW: AXA, Pls Send Surveyor - Accident involving Bus SMB104U Svc 190 and SLC3447S on 15 March 2019, 3:40+ pm along Kranji
Attachments: SAS2569851.pdf; LTA.pdf

Hi team,

TP smart, kindly assist.

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)

3:12pm @ 19/3/19
Mr. Edy
VNI
arrange on 20/3/19

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Tuesday, 19 March, 2019 10:35 AM
To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>; SG AXA Insurance SM Claims Service Team <cst@axa.com.sg>
Cc: Jeong Choon Hwee (Auto Svcs/ARC/AR & SC/Buses) <JeongCH@smrt.com.sg>; Sim Kim Bock (Auto Svcs/ARC/AR & SC/Buses) <SimKimBock@smrt.com.sg>; Catherine Lee Sau Chan (Auto Svcs/ARC/AR & SC/Buses) <catherineleesc@smrt.com.sg>
Subject: AXA, Pls Send Surveyor - Accident involving Bus SMB104U Svc 190 and SLC3447S on 15 March 2019, 3:40+ pm along Kranji

BUS/03/19/5036 : Accident involving Bus SMB104U Svc 190 and SLC3447S on 15 March 2019, 3:40+ pm along Kranji

Dear AXA,

Please arrange to have your surveyor survey SMRT Bus SMB104U asap.

Please liaise with our workshop colleagues Mr Edy Jeong at 9154 1195 / 6866 2685 or Mr Sim Kim Bock at 84990282 for bus survey soon. Thank you.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



Poh Kin (LKKAuto)

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Thursday, 18 April 2019 4:38 PM
To: Poh Kin (LKKAuto)
Cc: Admin A
Subject: Pend DV \$907 from AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road

Categories: clear

Our Ref: CC4/ASM19004952/Jfa3
Your Ref: BUS/03/19/5036/AW
Without Prejudice. Save as to Costs.

Dear Poh Kin,

Please let us have DV \$907 soon. Thank you.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]
Sent: Thursday, 18 April, 2019 4:37 PM
To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A
Subject: RE: Pend DV \$910 from AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road
Importance: High

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Our Ref: CC4/ASM19004952/Jfa3
Your Ref: BUS/03/19/5036/AW

Dear Audrey,

We refer to above matter.

Purely towards an amicable settlement and without admission of liability to our Insured's part, we revise offer settlement as below:

1. Cost of Repair	S\$ 650.00
2. Loss of Use	S\$ 250.00
3. LTA Search fee	S\$ 7.00
	S\$ 907.00

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Thursday, 18 April 2019 4:37 PM
To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A
Subject: RE: Pend DV \$910 from AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road

Importance: High

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Our Ref: CC4/ASM19004952/Jfa3
Your Ref: BUS/03/19/5036/AW

Dear Audrey,

We refer to above matter.

Purely towards an amicable settlement and without admission of liability to our Insured's part, we revise offer settlement as below:

1. Cost of Repair	S\$ 650.00
2. Loss of Use	S\$ 250.00
3. LTA Search fee	<u>S\$ 7.00</u>
	<u>S\$ 907.00</u>

kindly confirm acceptance.

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)



Auto
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Poh Kin (LKKAuto)

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Thursday, 18 April 2019 4:32 PM
To: Poh Kin (LKKAuto)
Cc: Admin A; 'cst@axa.com.sg'
Subject: Pend DV \$910 from AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road

Our Ref: CC4/ASM19004952/Jfa3
Your Ref: BUS/03/19/5036/AW
Without Prejudice. Save as to Costs.

Dear Poh Kin,

We would be glad to close off the case at \$910. Please confirm with DV \$910. Thank you.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Poh Kin (LKKAuto) [<mailto:pohkin@lkkauto.com>]
Sent: Thursday, 18 April, 2019 3:48 PM
To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A
Subject: RE: LOD to AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road
Importance: High

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Our Ref: CC4/ASM19004952/Jfa3
Your Ref: BUS/03/19/5036/AW

Dear Audrey,

We refer to above matter.

Purely towards an amicable settlement and without admission of liability to our Insured's part, we offer settlement at global sum of \$ 900.00(all in) on this matter.

kindly confirm acceptance.

Your prompt reply will be very much appreciated.

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Thursday, 18 April 2019 3:48 PM
To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A
Subject: RE: LOD to AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road

Importance: High

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Our Ref: CC4/ASM19004952/Jfa3
Your Ref: BUS/03/19/5036/AW

Dear Audrey,

We refer to above matter.

Purely towards an amicable settlement and without admission of liability to our Insured's part, we offer settlement at global sum of **\$ 900.00**(all in) on this matter.

kindly confirm acceptance.

Your prompt reply will be very much appreciated.

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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)

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English (default) ▾

LKK AUTO CONSULTANTS PTE LTD (TP) ▾



SERVICE REQUESTS

MESSAGES

CLAIMS



Please proceed DS with quantum as proposed

Type

🔔 Question

Message



English (default) ▾

LKK AUTO CONSULTANTS PTE LTD (TP) ▾



SERVICE REQUESTS

MESSAGES

CLAIMS

<< <S9M01H7N> IA Mandate uploaded

Type

Question

Message

Dear Peter, Liability: Insured collided with the third party vehicle while changing lane. Liability is down against our insured. We did clarify with insured (Mr Lee) nature of the accident and he is agree to settle, aware that NCD (if any) is affected. Immediate Advice (with mandate) have been uploaded in SMART CLAIM. We hereby seek your approval to offer Third Party repairer M/s "SMRT Automotive Service Pte Ltd" is as follows: - 1)COR : \$650.00 + 2) Loss of Use (1days x \$250.00): \$250.00 + 3) LTA search: \$7.00 = Total: \$907.00. **1days recommendation for repair. **All the relevant documents had been uploaded in SMART CLAIM. For your approval please.
PohKin - 16/04/2019





Immediate Advice

To : AXA Insurance Pte Ltd

Date: 16/4/2019

Survey Details:

Date of loss	15-Mar-19
Date of appointment	19-Mar-19
Date of survey	20-Mar-19
Location of survey	SMRT, WL

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SMB104U
Make and Model	MERCEDES BENZ OCS00LE1830H
Date of registration	29-Jul-09
Parf Rebate	
Market Value	\$ -
Parf Rebate	\$ -
Nett Loss	\$ -

Repair details:

Initial Estimate	\$ 1,073.82
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 139.77
Check items (estimate)	\$ -
Labour	\$ 527.00
Total	\$ 666.77
Lump Sum(if applicable)	\$ 650.00

Number of days for repair	1
----------------------------------	----------



Remarks:

--

Mandate:

Liability(TP)		100%	
Proposed repair cost	\$	650.00	
Loss of use	\$	250.00	
Loss of rental	\$	-	
Loss of income	\$	-	
LTA search fees	\$	7.00	
Others	\$	-	
Proposed Total	\$	907.00	

Poh Kin (LKKAuto)

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Friday, 12 April 2019 2:06 PM
To: cst@axa.com.sg; kianchuan.chan (kianchuan.chan@axa.com.sg)
Cc: Admin A; Vivian Lau (LKKAuto)
Subject: LOD to AXA - SMRT Ref : BUS/03/19/5036/AW - Accident involving SMB104U and SLC3447S on 15 March 2019 along Kranji Road
Attachments: A04.bmp; A01.bmp; A02.bmp; A03.bmp; img-412134227-0001.pdf
Importance: High

SMRT Ref : BUS/03/19/5036/AW
AXA Ref : SLC3447S

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB104U. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 650
Loss of Use (\$275 x 1 Day)	\$ 275
LTA Search Fee	\$ 7
Total	\$ 932

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Survey Report with bus photos to be furnished by AXA's own appointed surveyor LKK.

This is an undeniable case of AXA's insured vehicle straddling squarely on two lanes, encroaching into bus's lane as it hit unto bus. Meanwhile bus was straight and fully within its own lane at the moment of hit. We shall look forward to AXA's offer/DV soon. Thank you.



Auto
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Pte Ltd

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

08 APRIL 2019

LEE WENG KONG
BLK 202 BOON LAY DRIVE
#06-29
SINGAPORE 640202

Dear Sir/Madam,

OUR REF : CC4/ASM19004952/Jfa3
YOUR REF : SLC 3447S
ACCIDENT INVOLVING SLC 3447S AND SMB 104U ALONG KRANJI ROAD ON
15/03/2019

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

We have received a claim from SMRT AUTOMOTIVE SERVICES PTE LTD, acting on behalf of the owner of SMB 104U against your motor insurance policy.

Based on the accident report, accident scenario, it was reported that your vehicle had collided with Third Party vehicle SMB 104U. As such, liability is down against us.

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

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to pohkin@lkkauto.com within 7 days from the date of this letter **if not provided at AXA's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (if any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)



Auto
Consultants
Pte Ltd

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

- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at pohkin@lkkauto.com

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

Yours sincerely,

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

c.c. AXA Insurance Pte Ltd (AXA)
(Motor Claims Dept)

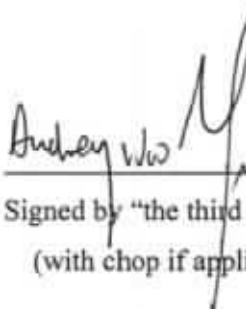
AUTHORIZATION TO ACT


I, SMRT BUSES LTD (the third party claimant") of 6 ANG MO KIO STREET 62 (S)569140 (address), owner of SMB 104U (vehicle no.) hereby authorize SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SMB 104U that was damaged pursuant to the accident which occurred on 15/03/2019 (date) along Kranji Road (location) involving vehicle no/s SLC 3447S ("the accident").


I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT BUSES LTD.


I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 25 (day) of April (month) 2019 (year)


Signed by "the third party claimant"
(with chop if applicable)




Signed by "the workshop"
(with chop)





redefining / insurance



CLAIM REF : S9M01H7N
INSURED : LEE WENG KONG

DISCHARGE VOUCHER

We/I SMRT BUSES LTD, CO REG No. 198202292/D hereby agree to accept the sum of dollars [nine hundred seven only] (S\$ 907.00) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. SLC 3447S as a result of an accident on 15th March 2019 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. SMB 104U.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SLC 3447S in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SLC 3447S.

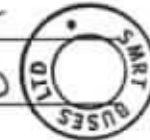
Dated this 25 day of April 2019

Claimant's Signature

: Audrey Weng

NRIC no./ Company Stamp

: SMRT BUSES LTD



Occupation/ Business

: Claims.

Address

: 6 Ang Mo Kio St 62 SG 569 140.

Telephone No.

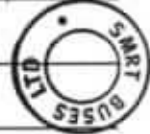
: 6556 3521

Witness's Name

: Eileen Bay

Witness's Signature

: [Signature]



Witness's NRIC No.

: S XXXX151G



Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



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 : 1990042802
Invoice No. : IV190400043
Date : 04.04.2019
Vehicle No. : SMB104U
Your Ref No. : BUS/03/19/5036
Our Ref No. : 24100680
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00		\$	650.00
GRAND TOTAL				\$ 650.00

Remark :

Make/Model : MBOC500
Accident Date : 15.03.2019

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

Authorized Signature
for SMRT Automotive Services Pte Ltd

Enquire Transaction History

Transaction History Details

Log Date/Time:	18 Mar 2019 / 14:14:15		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SLC34475		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20190318141415094180

Search Date / Time: 15 Mar 2019 15:50:00
Insurance Company: AXA INSURANCE PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)



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/ASM19004952/Jfa3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811

Date : 07-05-2019



ATTN:PETER

Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLC 3447S	Veh. Inspected	SMB 104U
Policy No.	VA1/GA197994/1	Coverage (\$)	0.00
Claim No.	S9M01H7N	Excess (\$)	0.00
Assign From		Assign Date	19/03/2019

2. Vehicle Particulars & Condition

Make & Model	MERCEDES BENZ OC500	c.c	11967
Engine No.	HIDDEN	Year of Reg.	2009
Chassis No.	WEB63442021000234	Colour	GREEN
Odometer	734065	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	275/70 R22.5	CONTINENTAL	7 mm
L/H Front Tyre	275/70 R22.5	CONTINENTAL	7 mm
R/H Rear Tyre	275/70 R22.5	CONTINENTAL	7 mm
L/H Rear Tyre	275/70 R22.5	CONTINENTAL	7 mm

4. Description of Damages

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

5. General Information

Accident Date	15/03/2019	Inspection Date	20/03/2019
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.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	1 Working Days
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LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.: 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 104U

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	LAMP,BLINKER:FRONT LEFT,FOR MB OC 500 LE (CONSISTENT) LESS 10% DISCOUNT	CRACKED	155.30 -	155.30 -15.53
	LABOUR			
	TO REMOVE & REPLACE ABOVE ITEMS AND REPAIR FRONT LH PORTION .		530.00	265.00
	TO PUTTY & RESPRAY .		432.00	262.00
			962.00	527.00
	GRAND TOTAL		1,117.30	666.77
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				650.00

Report Ref No. CC4/ASM19004952/Jfa3q2

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.

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
payment breakdown.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
LIA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
LOO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
LKKInspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
LKKAdjustment1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
DISCHARGE VOUCHER.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
WORKSHOP INVOICE.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
Email through CST - TP requested to settle at \$910.mmg	Letters and Correspondence	Third Party	WANG Peter	23 April 2019
Immediate Advice (with mandate) dated 16.04.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	16 April 2019
LKK Recovery photo.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	16 April 2019
LKK Survey photo.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	16 April 2019
Letter to OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	16 April 2019
TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	31 March 2019

NAME	TYPE	SUB TYPE	AUTHOR	DATE UPLOADED
01 Bear Video (included).avi	Evidence	Videos	WANG Peter	20 March 2019
01 Video (included).avi	Evidence	Videos	WANG Peter	20 March 2019
TP PRE-EMAIL FROM WORKSHOP WITH ESTIMATE & TP-GIA.mpeg	Forms / Claim Documents	Estimate / Quotation	DHIWAR Namrata	19 March 2019
SLC34475 INSD-GIA.PDF	Reports & Statement	GIA Report	DHIWAR Namrata	19 March 2019