

INSD000

INS. CASE OWNER

CC 4 ASM AXA1900

LKK

IDAC

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: only LAY HONG

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

SLN 8255m



INSRS:
WSP:
Tel:
Liability:
RMKS:

Optima



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time:

SLN 8255m - 0

Skp 9/11/19

STAGE DATE / PIC

Non-Reporting 1st (1st)

Non-Reporting 1st (2nd)

Non-Reporting 1st (Final)

Notification 1st (if non-pickup)

Call OI

After call 1st to OI

Documentation Check List: Handler Typist

Notification 1st (if non-pickup)

After call 1st 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:

%

FINAL SETTLEMENT

Date/Time:

Confirm with:

Confirm by:

Final Liability:

%

(If agreed / Assessed) BOLA No.:

If NO or B 28, Ass. Lia:

Repair Cost:

SS

5552.47

Loss of Rental (LOR):

SS

(days)

Loss of Use (LOU):

SS

12000 (560 x 2 days)

Loss of Income (LOI):

SS

(5 days)

LOR only

LOU only

LOR + LOU

LOR + LOU

(Tick only one)

GIA/LTA Search

SS

2.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost:

SS

1) Claim status: Notify/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

5679.49

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Confirm by:

Payee 1:

SS

5679.49

Name 1:

Optima Xerox Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

ASS. REC. BY:

REF:

AKN

Kenneth

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No: _____

at Workshop m/s _____

of _____

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: B105k

IDAC Accident Report: _____ Consistent? : Yes or No

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

Est. Repairs: 02 days Res.: Yes or NoLum Sum: 1-B.1 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SLN8255M Yr Regn: 10, 16Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Bmw 318i c.c. 1499Colour: M. P. White A/C: Insured / Std / Nil / NASp. Reading: 24034 T/Radio: Insured / Std / Nil / NA

Eng No: _____

C/No: WBA8E36090NU32129Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD / R/Rim or

Tyre Size: F: 225/50R17

R: _____

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

TOYO / YOKO or

Front

Rear

R/Bal. 7 mm R/Bal. 7 mmL/Bal. 7 mm L/Bal. 7 mmD.O.A. 23/3/19 D.O.I. 26/3/19

Survey held at _____

Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

o/s/rn

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

1 File pass toPIP \$ 5193.90 (Ret \$ 116.66 / 24)

Data/Time. File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Data/Time. File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Survey Fee:

Transportation:

S + RS \$

: Planes

: Others

TOTAL

Report Format :

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

Date: 26.03.2019
 Vehicle: SLN8255M
 Model: BMW 318i 1.5 SEDAN LED (A)
 Chassis: WBA8E36090NU32129 - 2016
 Reg.Year: 2016

Third Party Insurer: AXA
 Third Party Veh No: SKP4936J
 Date of Accident: 23.03.2019

ESTIMATE

NO.	DESCRIPTION	QTY	UNIT S\$	AMOUNT S\$
1	FRONT BUMPER	1		<i>Per / m</i> \$1,392.42 ✓
2	FRONT BUMPER FOG LAMP OUTER GARNISH RH	1		<i>P / 1</i> \$88.00 ✓
3	FRONT HEADLAMP RH (LED)	1		<i>\$3,250.00 CM</i> \$4,520.32 ✓
SUB TOTAL				\$6,000.74
LESS 25% <i>5%</i>				-\$1,500.19
PARTS TOTAL				\$4,500.56

NO.	SPECIAL NETT	QTY	UNIT S\$	AMOUNT S\$
1	FRONT BUMPER CLIPS	1 SET		<i>m</i> \$60.00 ✓
S/N TOTAL				\$60.00

LABOUR CHARGES:

LABOUR CHARGES KNOCKING / REPAIR & REPLACE REAR & FRONT ACCIDENT AREA & ETC 2201 \$250.00

LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINTS & FURNISHING MATERIALS \$300.00 ✓

TO CHECK WIRING & ELECTRICAL DIAGNOSTIC \$200.00 1201

LABOUR TOTAL \$750.00

PEI TING TOTAL \$5,310.56

\$4,493.90
+ S/N \$ 60.00
+ Labor \$ 640.00
P/P \$ 5,193.90 //

Not to hold
Repair B & paint
2 days

LKK Auto Consultants hereby 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 be subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Head Office

6 Kung Chong Road Singapore 159143
 Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Branch

9A Serangoon North Ave 5 Singapore 554500
 Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Branch

551 Upper Thomson Road Singapore 574415
 Tel: (+65) 6452 6868 Fax: (+65) 6452 9223



[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type: Singapore NRIC
Owner ID: 2318A

Vehicle Details

Vehicle No.: SLN8255M
Vehicle to be Exported: No
Intended Deregistration Date: 25 Mar 2019
Vehicle Make: B.M.W.
Vehicle Model: 318i SEDAN LED NAV
Primary Colour: White
Manufacturing Year: 2016
Engine No.: F6491446B38B15A
Chassis No.: WBA8E36090NU32129
Maximum Power Output: 100.0 kW (134 bhp)
Open Market Value: \$29,112.00
Original Registration Date: 27 Oct 2016
First Registration Date: 27 Oct 2016
Transfer Count: 1
Actual ARF Paid: \$27,757.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 26 Oct 2026
PARF Rebate Amount: \$20,817.00

Intended COE Rebate Details

COE Expiry Date: 26 Oct 2026
COE Category: E - Open Category
COE Period(Years): 10
QP Paid: \$56,889.00
COE Rebate Amount: \$43,156.00
Total Rebate Amount: \$63,973.00

The information contained herein is correct as at 25 Mar 2019.

OK

Nivitha (LKK Auto)

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Tuesday, 26 March 2019 12:11 PM
To: assignments
Cc: Admin A
Subject: FW: PRI - SLN8255M CLAIMING AGAINST SKP4936J DOA: 23/03/2019 (AXA)

smartclaim new case

Spoken to lily -veh in ***arrange kenneth survey today after 3pm

1.15pm 26/3/19
call in later
lily

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: Lily.loi@ow.sg <Lily.loi@ow.sg>
Sent: Tuesday, 26 March 2019 9:26 AM
To: 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: angela.tan@ow.sg; sharon@ow.sg; hockkong.ong@ow.sg; puitheng.chong@ow.sg; audrey.lim@ow.sg
Subject: PRI - SLN8255M CLAIMING AGAINST SKP4936J DOA: 23/03/2019 (AXA)

Dear Officer,

Kindly arrange PRI at 9A Serangoon North Ave 5
Thank you.

Best Regards,

Lily Loi (Ms.)

Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 8 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: 551 Upp Thomson Road Singapore 574415

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112
Tel: (+65) 6484 9919 Fax: (+65) 6481 1011
Tel: (+65) 6452 8868 Fax: (+65) 6452 9223

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Service Request Details

26/3 - After 3pm

Claim
S9M01146

Reference
None

Loss Date
23 March 2019

Report Date
26 Mar 2019 9:50:49 AM

Request Date
26 March 2019

Due Date
26 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

Vehicle Information

Incident Vehicle Registration #
SLN8255M

Make
TPVD

Model
BMW

<https://vp.smartclaims.axa.com.sg/claim-portal/html/index-vendor-service-requests.html#/service-requests/?serviceRequestNumber=106290>

English (default)

LKK AUTO CONSULTANTS PTE LTD (TP)



SERVICE REQUESTS

MESSAGES

CLAIMS

<<

TP Mandate IA < S9M01I46>

Type

Question

Message

Dear Lynn, Liability: Insured driver collided into third party vehicle (parked), Liability is down against our insured. We did clarify with OID (Ms Ong) the nature of the accident, she is agree to settle, aware that NCD (if any) is affected and furnish us a copy of Letter of Authorization. Immediate Advice (with mandate) have been uploaded in SMART CLAIM. We hereby seek your approval to offer Third Party repairer M/s "Optima Werkz Pte Ltd" is as follows: - 1) COR(w/gst): \$5,557.47 + 2) Loss of Use (4 days x \$80.00): \$320.00 + 3) GIA search: \$2.00 = Total: \$5,879.47. **2 days recommendation for repair. **All the relevant documents had been uploaded in SMART CLAIM. For your approval please. PohKin- LKK- 08/07/2019

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 08/07/2019

Survey Details:

Date of loss	23-Mar-19
Date of appointment	26-Mar-19
Date of survey	26-Mar-19
Location of survey	OPTIMA WERKZ PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SLN 8255M
Make and Model	BMW 318I SEDAN LED NAV
Date of registration	27/10/2016
Excess	
Market Value	\$105,000
Parf Rebate	\$63,973
Nett Loss	\$41,027

Repair details:

Initial Estimate	\$ 5,310.56
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 4,553.90	list price -5%
Check items (estimate)	\$ -	
Labour	\$ 640.00	
Total	\$ 5,193.90	
Lump Sum(if applicable)	\$ -	

Number of days for repair	2
---------------------------	---



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Remarks:

Liability: Insured driver collided into third party vehicle (parked), Liability is down against our insured. We did clarify with OID (Ms Ong) the nature of the accident, she is agree to settle, aware that NCD (if any) is affected and furnish us a copy of Letter of Authorization.

Mandate:

Liability(TP)		100%
Proposed repair cost	\$	5,557.47 (\$5,193.90 + 7%gst)
Loss of use	\$	320.00 (\$80.00 x 4 days)
Loss of rental	\$	-
Loss of income	\$	-
LTA search fees	\$	2.00
Others	\$	-
Proposed Total	\$	5,879.47

 Re:TP Mandate IA < S9M01I46>

Type

 Question

Message

Hi Poh Kin, maintain to offer at 2 days for LOU first. Proceed with proposed IA. Thanks

[Reply](#)

Hsiao Tong (LKKAuto)

From: lily.loi@ow.sg
Sent: Thursday, 7 November 2019 10:43 AM
To: Hsiao Tong (LKKAuto)
Cc: 'Sharon'; adeline@ow.sg; angela.tan@ow.sg; Admin A; Suwanna (LKK Auto)
Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

Dear Hsiao Tong,

We accepted your offer at amount \$5,679.47
Please forward DV to us.
Thank you.

--
Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143 Tel: (+65) 6472 1313 Fax: (+65) 6472 2112
Branch: 9A Serangoon North Ave 5 Singapore 554500 Tel: (+65) 6484 9919 Fax: (+65) 6481 1011
Branch: 452 Tagore Industrial Ave Singapore 787823 Tel: (+65) 6452 8868 Fax: (+65) 6452 9223

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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 7 November 2019 7:55 AM
To: lily.loi@ow.sg
Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg; Admin A <admin-a@lkkauto.com>; Suwanna (LKK Auto) <Suwanna@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 5,557.47
2. Loss of Use (2days x \$60.00)	\$ 120.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 5,679.47

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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: lily.loi@ow.sg <lily.loi@ow.sg>

Sent: Wednesday, 6 November 2019 5:57 PM

To: Suwanna (LKK Auto) <Suwanna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

Hsiao Tong,

Our Ref : SLN8255M / TP#801

Your Ref : SKP4936J

Without Prejudice

Dear Officer-In-Charge,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$5,557.47
- Loss of Use (BMW318i)	S\$ 500.00 (\$100 X 05 days)
- LTA/GIA Search fee	S\$ 2.00
Grand Total	S\$6,059.47

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

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From: Suwanna (LKK Auto) <Suwanna@lkkauto.com>
Sent: Wednesday, 6 November 2019 5:14 PM
To: lily.loi@ow.sg; Admin A <admin-a@lkkauto.com>
Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

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/ASM19005394/Kpb3

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: lily.loi@ow.sg <lily.loi@ow.sg>
Sent: Wednesday, 6 November 2019 4:44 PM
To: Admin A <admin-a@lkkauto.com>
Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

Hi Motor Claims Department,

LOD was submitted on 16/04/2019.

7 months passed and we have not yet received any offer from you.

Please reassign an new officer to follow up this case with us.

Thank you.

—

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143
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From: lily.loi@ow.sg <lily.loi@ow.sg>

Sent: Friday, 1 November 2019 3:49 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Poh Kin (LKKAuto)' <pohkin@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'angela.tan@ow.sg'

<angela.tan@ow.sg>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***

LKK REF: CC4/ASM19005394/Keb3

Dear Asher,

LOD was submitted on 16/04/2019.

7 months passed and we have not yet received any offer from you.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Lily.loi@ow.sg <Lily.loi@ow.sg>

Sent: Saturday, 17 August 2019 2:14 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Poh Kin (LKKAuto)' <pohkin@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'angela.tan@ow.sg'

<angela.tan@ow.sg>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***

LKK REF: CC4/ASM19005394/Keb3

Dear Poh Kin,

LOD submitted on 15/04/2019.

We would like to follow up the matter.

Would appreciate your principal expedite this case.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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From: Lily.loi@ow.sg <Lily.loi@ow.sg>

Sent: Thursday, 1 August, 2019 4:06 PM

To: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'angela.tan@ow.sg'

<angela.tan@ow.sg>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***

LKK REF: CC4/ASM19005394/Keb3

Dear Poh Kin,

Refer to our record, LOD was sent on 15/04/2019.

Please let us have your proposed offer without further delay.

Thank you.

--
Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 551 Upp Thomson Road Singapore 574415

Tel: (+65) 6472 1313

Tel: (+65) 6484 9919

Tel: (+65) 6452 8868

Fax: (+65) 6472 2112

Fax: (+65) 6481 1011

Fax: (+65) 6452 9223

www.ow.sg | www.facebook.com/OptimaWerkz

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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Lily.loi@ow.sg <Lily.loi@ow.sg>

Sent: Monday, 17 June, 2019 2:52 PM

To: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Poh Kin (LKKAUTO)' <pohkin@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'angela.tan@ow.sg'

<angela.tan@ow.sg>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***

LKK REF: CC4/ASM19005394/Keb3

Dear Poh Kin,

Any update??

LOD submitted 2 months already.

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

Sent: Monday, 17 June, 2019 2:46 PM

To: Lily.loi@ow.sg; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***

LKK REF: CC4/ASM19005394/Keb3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Lily,

We refer to the email below.

The current case handler for this case is Poh Kin.

Hi Poh Kin,

Kindly assist.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Lily.loi@ow.sg <Lily.loi@ow.sg>

Sent: Thursday, 13 June 2019 12:00 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>;
CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg
Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

Dear Asher,

Please let us have your proposed offer without further delay.
Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 8 Kung Chong Road Singapore 159143

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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 27 May, 2019 1:15 PM

To: Lily.loi@ow.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg; motor.doc@axa.com.sg; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA) ***
LKK REF: CC4/ASM19005394/Keb3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

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

Hi Asher

For your necessary action please.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

From: Lily.loi@ow.sg <Lily.loi@ow.sg>
Sent: Monday, 27 May, 2019 12:36 PM
To: motor.doc@axa.com.sg; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: 'Sharon' <sharon@ow.sg>; adeline@ow.sg; angela.tan@ow.sg
Subject: RE: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA)

Dear Officer,

Refer to our record, we submitted LOD by email on 15/04/2019.
We not yet receive any response to date.
Please reply as soon as possible.
Thank you.

--
Best Regards,

Lily Loi (Ms.)
Senior Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143
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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

From: Lily.loi@ow.sg <Lily.loi@ow.sg>
Sent: Tuesday, 16 April, 2019 12:40 PM
To: 'motor.doc@axa.com.sg' <motor.doc@axa.com.sg>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>
Cc: 'Sharon' <sharon@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'angela.tan@ow.sg' <angela.tan@ow.sg>
Subject: LOD - ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019 (AXA)

Our Ref : SLN8255M / TP#801
Your Ref : SKP4936J

Without Prejudice

Dear Officer-In-Charge,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$5,557.47
- Loss of Use (BMW318i)	S\$ 500.00 (\$100 X 05 days)
- LTA/GIA Search fee	S\$ 2.00
Grand Total	S\$6,059.47

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//WERKZ PTE. LTD.

Head office: 8 Kung Chong Road Singapore 159143

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Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

Our Ref : SLN8255M / TP#801
Your Ref : SKP4936J

WITHOUT PREJUDICE

Date : 15 April 2019

AXA INSURANCE PTE LTD

No.8 Shenton Way
#27-01/02 AXA Tower
Singapore 068811
Attention: Motor Claims Department

**ACCIDENT INVOLVING SLN8255M & SKP4936J ON 23/03/2019
ALONG HOUGANG 1 MALL BASEMENT CARPARK**

We refer to the above captioned.

We are claiming the below followings:

- Cost of Repair (incl. of GST)	S\$5,557.47
- Loss of Use (BMW318i)	S\$ 500.00 (\$100 X 05 days)
- LTA/GIA Search fee	S\$ 2.00

Grand Total	<u>S\$6,059.47</u>
--------------------	---------------------------

If you have any enquiries, please contact our representative, Ms. Sharon Ten & Ms. Lily at 64849919 or email sharon@ow.sg / lily.loi@ow.sg

All payment is to be issued direct to **Optima Werkz Pte Ltd.**

Your prompt attention is most grateful and look forward to your speedy settlement.

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

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

Optima Werkz Pte Ltd

9A Serangoon North Avenue 5, Singapore 554500
Tel (+65) 6484 9919 Fax: (+65) 6481 1101
Co Reg & GST No: 201212455W

TAX INVOICE

To: AXA INSURANCE PTE LTD

8 SHENTON WAY
#24-01 AXA TOWER
SINGAPORE 068811

Tel 68804888
Fax: 63382522

INV NO. : 121902366
INVOICE DATE : 13/04/2019
REF : TP#801
VEH NO. : SLN8255M
CAR MODEL : 318i SEDAN
CURRENT MILEAGE:
ADVISOR : ONG HOCK KONG
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
FRONT BUMPER	1	PCS	1,322.80	1,322.80
FRONT BUMPER FOG LAMP OUTER GARNISH RH	1	PCS	83.60	83.60
FRONT HEADLAMP RH (LED)	1	PCS	3,087.50	3,087.50
FRONT BUMPER CLIPS	1	SET	60.00	60.00
LABOUR CHARGES KNOCKING / REPAIR & REPLACE REAR & FRONT ACCIDENT AREA & ETC	1	JOB	220.00	220.00
LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINTS & FURNISHING MATERIALS	1	JOB	300.00	300.00
TO CHECK WIRING & ELECTRICAL DIAGNOSTIC	1	JOB	120.00	120.00

Remarks: DOA: 23/03/2019 @ 2100 HRS
CLAIMANT: WU LING YING ANGELINE
TP VEHICLE: SKP4936J

Singapore Dollars: Five Thousand Five Hundred Fifty-Seven And Cent Forty-Seven Only

Name: _____

NRIC No.: _____

Signature: _____

SUB TOTAL	SGD	5,193.90
GST 7.00%	SGD	363.57
GRAND TOTAL	SGD	5,557.47

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs.
I/We declare the repairs for above vehicle have been completed to my/our satisfaction.

- 1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 3) Goods sold are not refundable/returnable.

Original invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount.

for Optima Werkz Pte Ltd

AUTHORISED SIGNATURE(S)



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/ASM19005394/Kpb3q2

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

Date : 13-11-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKP 4936J	Veh. Inspected	SLN 8255M
Policy No.	VA1/GA379177	Coverage (\$)	0.00
Claim No.	S9M01146	Excess (\$)	0.00
Assign From		Assign Date	26/03/2019

2. Vehicle Particulars & Condition

Make & Model	B.M.W. 318I (A)	c.c	1499
Engine No.	HIDDEN	Year of Reg.	2016
Chassis No.	WBA8E36090NU32129	Colour	METALLIC PEARL WHITE
Odometer	24034	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	225/50 R17	BRIDGESTONE	7 mm
L/H Front Tyre	225/50 R17	BRIDGESTONE	7 mm
R/H Rear Tyre	225/50 R17	BRIDGESTONE	7 mm
L/H Rear Tyre	225/50 R17	BRIDGESTONE	7 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	23/03/2019	Inspection Date	26/03/2019
Survey held at	OPTIMA WERKZ PTE LTD 9A SERANGOON NORTH AVE 5 SINGAPORE 554500		

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. SLN 8255M

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	FRONT BUMPER (CONSISTENT)	BUCKLED / DENTED	1,392.42	1,392.42
1	FRONT BUMPER FOG LAMP OUTER GARNISH RH (CONSISTENT)	DISTORTED	88.00	88.00
1	FRONT HEADLAMP RH (LED) (CONSISTENT)	CRACKED	4,520.32	3,250.00
	LESS 5% DISCOUNT		-300.04	-236.52
			5,700.70	4,493.90
	<u>SPECIAL NETT ITEMS</u>			
1	SET FRONT BUMPER CLIPS (SN) (CONSISTENT)	NECESSARY	60.00	60.00
			60.00	60.00
	<u>LABOUR</u>			
	LABOUR CHARGES KNOCKING /REPAIR & REPLACE REAR & FRONT ACCIDENT AREA & ETC.		250.00	220.00
	LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINTS & FURNISHING MATERIALS.		300.00	300.00
	TO CHECK WIRING & ELECTRICAL DIAGNOSTIC.		200.00	120.00
			750.00	640.00
	GRAND TOTAL		6,510.70	5,193.90
RECOMMENDED COST OF REPAIRS				5,193.90

Report Ref No. CC4/ASM19005394/Kpb3q2

KONG SENG CHEONG

Licensed Appraiser

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

⏪ Service Request Details

Claim	59M03146		
Reference	CCA/ASM1900/394/Nj03q2	✎	
Loss Date	23 March 2019		
Report Date	26 Mar 2019 9:50:49 AM		
Request Date	26 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

Approve Invoice

Vehicle Information	
Incident Vehicle Registration #	SLN835SM
Make	TMVD
Model	BMW
Service Address	
...	
Primary Contact/Insured	
SEAH MOK CHWEE BLK 718 HOUGANG AVE 2, #02-311 FLORENCE REGENCY, 530718, Singapore	
SEAH MOK CHWEE@YAHOO.COM.SG	
Claim Handler	
KHONG Lynn 68804892 lynn.khong@axa.com.sg	

Additional Instructions

3

MessagesInvoicesHistoryDocumentsAssessmentMetricsNotes

Document TypeDocument SubType

•••

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
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NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKKInvoice1 (7).pdf	Invoice	Surveyor / Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 LKKInspection (2).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 LKKAdjustment1a (2).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 CIA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 PAYMENT BREAKDOWN, EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 AUTHORIZATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 Immediate Advice (with mandate) dated 04.07.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	8 July 2019
 LKK RESURVEY PHOTO.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	8 July 2019
 TP estimate- Marked review.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	8 July 2019
 LOA.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	8 July 2019
 Letter to OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	8 July 2019
 LKK SURVEY PHOTO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	29 May 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 TP LOD.mig	Legal	Letter of Demand/Notice of Proceedings	VISHNU BATHAM Sridhar	17 April 2019
 EMAIL FROM WORKSHOP FOR TP LOD.mig	Letters and Correspondence	Others	NIKAM Santosh Pandurang	17 April 2019
 GAJ79177-Policy Schedule.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	KHONG Lynn	26 March 2019
 SN74936J IN5.PDF	Reports & Statement	GIA Report	KUMAR Shailendra	26 March 2019
 SLN6255M TP.PDF	Reports & Statement	GIA Report	KUMAR Shailendra	26 March 2019
 PRI FROM WORKSHOP.mig	Letters and Correspondence	Workshop	KUMAR Shailendra	26 March 2019