

My Stacy

cc 4, Asm 1900 5989, pa3

108563

## ASSIGNMENT

Surveyor

DOI:

Date / Time:

4/4/2019

Ref: (if any) : 44111111

Pre-assign / CCU / FTE

SLK 3818 A

S9m01JWD



Insured Vehicle No. : \_\_\_\_\_

Claim No. : \_\_\_\_\_

Name of Insured : \_\_\_\_\_

Policy No. : \_\_\_\_\_

Insured Tel No. : \_\_\_\_\_ HP: \_\_\_\_\_

Make / Model : \_\_\_\_\_

Excess Sec II : S\$ \_\_\_\_\_ D.O.A : 11/4/2019

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

SDJ 5354 X

INSRS:  
WSP: kah wator  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:

Date/ Time

SDJ 5354 X - X ; SLK 3818 A - X

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:

PDR:

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:

S\$

( days) Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability:

%

(Agreed / Agreed) BOLA S/N No. : 100

If NO or B 28, Ass. Lia :

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

( days)

Loss of Use (LOU):

S\$

(\$ x days)

Loss of Income (LOI):

S\$

(\$ x days)

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

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

## Nivitha (LKK Auto)

---

**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Thursday, 4 April 2019 11:58 AM  
**To:** assignments  
**Subject:** FW: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018  
**Attachments:** 4819\_001.pdf; SAS2577559.pdf

**Importance:** High

12.22pm @ 4/4/19  
vehicle not in  
Anikka -

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>

**Sent:** Wednesday, 3 April, 2019 5:15 PM

**To:** SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

**Subject:** SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018

**Importance:** High

Dear Sir / Madam,

Attached pls find the claims document for your necessary action. Kindly advise the liability of direct settlement.

Thank you

Warmest Regards

Anikka Lai

Kah Motor Co. Sdn Bhd

6A Mandai Estate

Singapore 729903

DID : 6514 5248 HP : 8288 6302

Email: [anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)

---

**From:** Printer Service <[printservice@honda.com.sg](mailto:printservice@honda.com.sg)>

**Sent:** Wednesday, 3 April, 2019 5:12 PM

**To:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>

**Subject:** Attached Image



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## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 18 April 2019 12:13 PM  
**To:** Anikka Lai  
**Cc:** CS A Team; Admin A; assignments  
**Subject:** RE: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018 \*\*\* LKK REF: CC4/ASM19005989/pa3

### Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

Please be informed that liability unclear for this matter and our insured disputed liability. Therefore we are unable to comment / proceed DS at this moment.

You may advise your client to do OD claim if necessary.

Thank you.

"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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>  
**Sent:** Wednesday, 17 April 2019 6:50 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018 \*\*\* LKK REF: CC4/ASM19005989/pa3  
**Importance:** High

Dear Hsiao Tong,

Kindly advise if the liability has established.

Thank you

Warmest Regards

Anikka Lai  
Kah Motor Co. Sdn Bhd  
6A Mandai Estate  
Singapore 729903  
DID : 6514 5248 HP : 8288 6302  
Email: [anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)

---

**From:** Anikka Lai  
**Sent:** Thursday, 4 April, 2019 4:10 PM  
**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018 \*\*\* LKK REF: CC4/ASM19005989/pa3

Dear Mei Kwan,

Our client only obtained a video clip from the hospital. Attached for your kind perusal & investigation.

Thank you

Warmest Regards

Anikka Lai  
Kah Motor Co. Sdn Bhd  
6A Mandai Estate  
Singapore 729903  
DID : 6514 5248 HP : 8288 6302  
Email: [anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 4 April, 2019 3:58 PM  
**To:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018 \*\*\* LKK REF: CC4/ASM19005989/pa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

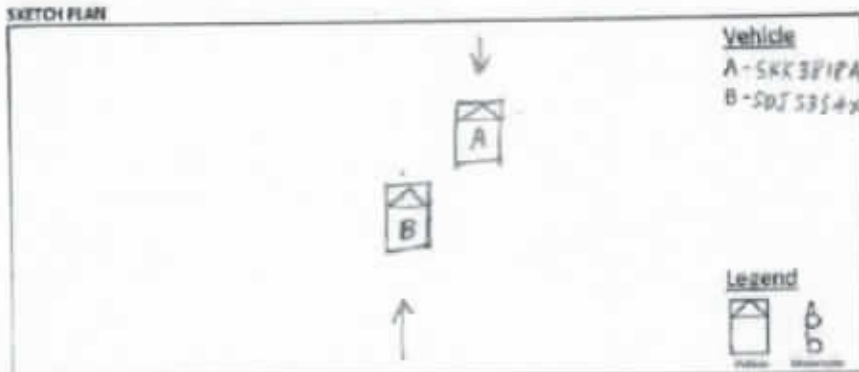
Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.





**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

I was at the Ren Li Hospital (p. 1) + up my car and wanted to reverse into a carpark lot. I check traffic clear so I slowly reverse when suddenly car B hit the rear left side of my car.

**Please provide us evidence i.e. video/ scene photo and arrange for TP survey.**

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

**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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>

**Sent:** Wednesday, 3 April, 2019 5:15 PM

**To:** SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

**Subject:** SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018

**Importance:** High

Dear Sir / Madam,

Attached pls find the claims document for your necessary action. Kindly advise the liability of direct settlement.

Thank you

Warmest Regards

Anikka Lai

Kah Motor Co. Sdn Bhd

6A Mandai Estate

Singapore 729903

DID : 6514 5248 HP : 8288 6302

Email: [anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)

**From:** Printer Service <[printservice@honda.com.sg](mailto:printservice@honda.com.sg)>

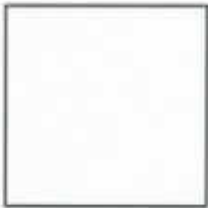
**Sent:** Wednesday, 3 April, 2019 5:12 PM

**To:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>

**Subject:** Attached Image



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## Hsiao Tong (LKKAUTO)

---

**From:** Anikka Lai <anikkalai@honda.com.sg>  
**Sent:** Tuesday, 30 April 2019 6:03 PM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** Hsiao Tong (LKKAUTO); CS A Team; Admin A; assignments  
**Subject:** RE: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018 \*\*\* LKK REF: CC4/ASM19005989/pa3

Dear Mei Kwan / Hsiao Tong,

Our client decided to seek for advice from others workshop. Pls be informed that we will close case from here.

Thank you

Warmest Regards

Anikka Lai  
Kah Motor Co. Sdn Bhd  
6A Mandai Estate  
Singapore 729903  
DID : 6514 5248 HP : 8288 6302  
Email: [anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)

---

**From:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Sent:** Thursday, 4 April, 2019 3:58 PM  
**To:** Anikka Lai <anikkalai@honda.com.sg>  
**Cc:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018 \*\*\* LKK REF: CC4/ASM19005989/pa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.



**SKETCH PLAN**

**Vehicle**  
A-SKK3818A  
B-SDJ5354X

**Legend**

**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

I was at the Ren Ci Hospital (p. 1) top my car and wanted to reverse into a carpark lot. I check traffic clear so I slowly reverse when suddenly car B. hit the rear left side of my car

**Please provide us evidence i.e. video/ scene photo and arrange for TP survey.**

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

**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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>

**Sent:** Wednesday, 3 April, 2019 5:15 PM

**To:** SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

**Subject:** SDJ5354X - TP CLAIMS AGAINST SKK3818A DOA: 01/04/2018

**Importance:** High

Dear Sir / Madam,

Attached pls find the claims document for your necessary action. Kindly advise the liability of direct settlement.

Thank you

Warmest Regards

Anikka Lai

Kah Motor Co. Sdn Bhd

6A Mandai Estate

Singapore 729903

DID : 6514 5248 HP : 8288 6302

Email: [anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)

**From:** Printer Service <[printservice@honda.com.sg](mailto:printservice@honda.com.sg)>

**Sent:** Wednesday, 3 April, 2019 5:12 PM

**To:** Anikka Lai <[anikkalai@honda.com.sg](mailto:anikkalai@honda.com.sg)>

**Subject:** Attached Image



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Auto  
Consultants  
Pte Ltd

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

17 MAY 2019

**TEO KENG KOK**  
13 DIX ROAD  
SINGAPORE 549695

Dear Sir/ Mdm

**OUR REF : CC4/ASM19005989/pa3**

**YOUR REF : SKK 3818A**

**ACCIDENT INVOLVING SKK 3818A AND SDJ 5354X ALONG/AT REN CI HOSPITAL  
C/P (AMK) ON 01/04/2019**

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 KAH MOTOR.CO.SDN.BHD acting on behalf of the owner of SDJ 5354X against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as your vehicle reversed and collided with third party. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to [chewht@lkkauto.com](mailto:chewht@lkkauto.com) within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without 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 6742 3197 or email us at [chewht@lkkauto.com](mailto:chewht@lkkauto.com).

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

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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



**S9M01IWD**

Type

🔍 Question

Message

Hi, please be informed that our insured disputed on liability on this matter. OI insisted that third party should notice that he was reversing and still wanted to squeeze beside his car and resulted the accident. OI counter claim was rejected by third party insurer and OI disagreed third party claim against him. OI is willing to fight for this case. We have requested further evidence from third party repairer(Kah Motor) for our review, however third party repairer informed us that their client had decided to seek advise from others workshop, In view of this, we will proceed to close file at our end. \*\*No survey done by LKK. Thank you. Hsiao Tong - 08 June 2019

[Reply](#)