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(yee 2 (Strike if N.A.)	35	Name 2			
Payor V (Strike if N.A.)	3.5	Name 3:			



Main Office:

Move Building No. 22, Jalan Kilang, Singapore 159419 Tell: (65) 6476 3333 Fax: (65) 6271 5891 www.mova.com.sg

Workshop Dept:

Block 1008. Bukit Merah Lane 3, #01-04/06/08/94 Singapore 159722

Tell: (65) 6272 3892 Fax: (65) 6270 8314

Co. Reg. 198904033G GST Reg. M2-0088864-2

Estimate

03/04/2019

AXA INSURANCE PTE LTD

8 SHENTON WAY AXA TOWER #27-01

SINGAPORE 068811

Attention :- XA009

Page # :- 1

Veh # :- SLJ8493M

Veh Model :- FORD KUGA

Estimate# :- CK418966

Claim # :-

ACC. Date :- 31/03/19

Terms :- C.O.D Days

Remarks :-

).	Description	C	Oty	/	U.Price	Amounts S\$
*****	LIST ITEMS : Back					
-	FRONT DOOR LH 101		1	PC	1,800.00	
2.	FRONT DOOR PROTECTOR LHSCA		1	PC	580.00	
3.	FRONT DOOR WEATHERSTRIP LH		1	PC	240.00	
4.	REAR DOOR LH		1	PC	2,130.00	
5.	REAR DOOR PROTECTOR LH SU		1	PC	325.00	
5.	REAR DOOR WEATHERSTRIP LH	0	1	PC	195.00	
7.	REAR WHEEL ARCH MOULDING LH X NO	(/	1	PC	295.00	295.00
5.:	FRONT FENDER LH - REPAIR	CASUL	1	PC		
	LIST TOTAL S\$					5,565.00
	20% DISCOUNT S\$	Hp 90000068				-1.113.00
		11. 1				4,452.00
	LABOUR :	Tacy,				
	TO REMOVE & REPLACE ALL ACCIDENT AFFECTED AREAS, TO REPAIR FRONT FENDER LH, TO STRAIGHTEN & RE-ALIGN ON ACCIDENT AFFECTED AREAS	9/1				450 550.00
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	AREAS, TO REPAIR FRONT FENDER LH, TO STRAIGHTEN & RE-ALIGN ON ACCIDENT AFFECTED AREAS TO SPRAY PAINT IN ACCIDENT AFFECTED AREAS TO REMOVE FRONT DOOR MECHANISM, FRONT POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS TO REMOVE REAR DOOR MECHANISM, REAR POWER	PP 12/64/19 @ Resy before) (500	4	600 75800 600 75800 60 12800 60 12800
	AREAS. TO REPAIR FRONT FENDER LH, TO STRAIGHTEN & RE-ALIGN ON ACCIDENT AFFECTED AREAS TO SPRAY PAINT IN ACCIDENT AFFECTED AREAS TO REMOVE FRONT DOOR MECHANISM, FRONT POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS TO REMOVE REAR DOOR MECHANISM, REAR POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS		90	500	45	600 758.00 600 758.00 60 128.00 60 128.00 1,620.00

E. & O.E

NON-TAX AMOUNT S

AMOUNT DUE S\$

AMOUNT S\$

GST @ 7 %

6,072.00

425.04

6,497.04

Customer's Signature/Co. Stamp MOVA AUTOMOTIVE PTE LTD



Main Office:

Mova Building No. 22, Janes Killerg, Singapore 199419 Ter (05) 6476 3333 Fax (65) 6271 5891 www.httvs.com.ag

Workshop Dept: Block 1008. Bukit Merah Larre 3. #01-04/06/08/94 Singapore 169722

Tel (65) 6272 3892 Fax (65) 6270 8314

Automotive Pte Ltd

Estimate

03/04/2019

AXA INSURANCE PTE LTD **8 SHENTON WAY** AXA TOWER #27-01 SINGAPORE 068811

Attention - XA009

5- 1 Page #

Veh# - SLJ8493M

Veh Model :- FORD KUGA

Estimate# :- CK418966

Claim# :-

ACC. Date :- 31/03/19

Terms

- C.O.D Days

Remarks :-

No.	Description		Qty		U.Price	Amounts S\$
1, 2, 3, 4, 5, 6, 7, 8,	FRONT DOOR LH M/ FRONT DOOR PROTECTOR LH SW/ FRONT DOOR WEATHERSTRIP LH AM REAR DOOR LH AMARIAN AND AND AND AND AND AND AND AND AND A	Rasul	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	PC PC PC PC PC	1,800,00 580,00 240,00 2,130,00 325,00 195,00 295,00	1,800.00 580.00 240.00 2,130.00 325.00 195.00 5,565.00
	20% DISCOUNT S\$	Hp quo con	18		92	-1,113.00
	LABOUR: TO REMOVE & REPLACE ALL ACCIDENT AFFECTED AREAS. TO REPAIR FRONT FENDER LH.TO STRAIGHTEN & RE-ALIGN ON ACCIDENT AFFECTED AREAS TO SPRAY PAINT IN ACCIDENT AFFECTED AREAS TO REMOVE FRONT DOOR MECHANISM, FRONT POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS TO REMOVE REAR DOOR MECHANISM, REAR POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS TO RUST PROOF ON ACCIDENT DAMAGED PARTS	4 dan Ple 12/04/19 Rem befo	,	50k	5	4,452.00 4,452.00 556.00 156.00 126.00

E. & O.E

NON-TAX AMOUNT S

AMOUNT S\$

GST @ 7 %

6,072.00

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AMOUNT DUE S\$

6,497.04

Customer's Signature/Co. Stamp MOVA AUTOMOTIVE PTE LTD



Automotive Pte Ltd

Qty	U.Price	Amounts S\$
1	PC 1 800 00	
Rapul	PC 580.00 PC 240.00 PC 2,130.00 PC 325.00 PC 195.00 PC 293.00	240.00 2,130.00 325.00 195.00
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arts \$5270-20%		60 128.00
bour \$ 1176		1,620.00
a	\$4216 abour \$ 1176 fotal 4s \$ 5386 -20% 4s \$ 4300 40A4s.	\$4216 abour \$ 1176 fotal 4s \$ 5386 -20%

Customer's Signature/Co. Stamp MOVA AUTOMOTIVE PTE LTD

GST @ 7 %

AMOUNT DUE S\$

425.04

6,497.04

Service Request Details

Mr. ware they

59M01IQQ

Roterence

None A

31 March 2019

4 Apr 2019 8:54:00 AM

4 April 2019

4 April 2020

LKK AUTO CONSULTANTS PTE LTD (TP)

Third Party Vehicle Damage

Pending verification - Direct Settlement

Actions

Finish the work

Vehicle Information

Incident Vehicle Repotration #

SLIB493M

TPVD FORD

KUGA-1.6 TURBO ECOBOOST

Primary Contact/Insured

GO HUI CHING 153 TOA PAYOH LOR 2, #13-604, 310153, Singapore 96816140 PEGDNZ@GMAIL.COM

Claim Handler

HO Winnle 6568804833 winnie.ho@axa.com.sg

#Widthonal Instructions

More Invoices History Documents Assessment Metrics Notes

Hsiao Tong (LKKAuto)

From:

Suann <suann@mova.com.sg>

Sent:

Tuesday, 28 May 2019 1:58 PM

To:

Hsiao Tong (LKKAuto); Admin A

Subject:

SLJ8493M & SLZ4972P on 31/3/19 LOD.pdf; PERF INV.pdf; RA.pdf; GIA SEARCH.pdf; ATA.pdf

Dear sir / mdm

Attachments:

Attached is our letter of demand. Please look into it & let us have your offer.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager MOVA Automotive Pte Ltd Tel: +65 6272 3892

Fax: +65 6270 8314



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<TP - Mandate IA> - S9M01IQQ [ACCIDENT INVOLVING SLZ 4972P(OI) & SLJ 8493M(TP) ON 31/03/2019]

Type

Question

Message

Liability: 100%. Insured driver filtered into third party's lane and collided with third party. Inform OI about third party claim. OI will let AXA to handle and aware NCD issue. We seek your mandate at \$3,617.95(if claim LOU) -\$3,805.95(if claim LOR). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 10-Jan-2020

Reply



51 UBI AVE 1, 202-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

Immediate Advice

To: AXA Insurance Pte Ltd

Date: 10/01/2020

Survey Details:

Date of loss	31-Mar-19
Date of appointment	4-Apr-19
Date of survey	12-Apr-19
Location of survey	MOVA AUTOMOTIVE PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SLJ 8493M
Make and Model	FORD KUGA TREND 1.6 (A)
Date of registration	20/12/2013
Excess	
Market Value	\$65,000
Parf Rebate	\$50,958
Nett Loss	\$14,042

Repair details:

0,072.00	Initial Estimate	\$ 6,072.00
----------	------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 2,512.00
Check items (estimate)	\$
Labour	\$ 1,420.00
Total	\$ 3,932.00
Lump Sum(if applicable)	\$ 3,150.00

Number of days for repair	4
---------------------------	---



5) UBLAYE 1, 002-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

Remarks:

OID filtered into t	hird party's lar	e and caused	f the accident.

Mandate:

Liability(TP)	100%		
Proposed repair cost (w/GST)	\$ 3,370.50	\$	3,370.50
Loss of use (4days x \$60.00)	\$ 240.00		NIL
Loss of rental (4days x \$100)(w/GST)	NIL	5	428.00
Loss of income	NIL		NIL
LTA search fees	\$ 7.45	\$	7.45
Others	NIL		NIL
Proposed Total	\$ 3,617.95	\$	3,805.95

20

3/24,74

ماريه

Hsiao Tong (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Friday, 10 January 2020 4:33 PM

To:

Hsiao Tong (LKKAuto)

Subject:

FW: New message for service request 108500, vehicle number SLJ8493M

10/1/20 11:29 AM

*** MessageHi Hsiao Tong, pls proceed. Tks - HO Winnie

----Original Message----

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>

Sent: Friday, 10 January, 2020 11:30 AM

To: admin-d@lkkauto.com

Subject: New message for service request 108500, vehicle number SLI8493M

AXA Insurance has sent you a message for claim number S9M01IQQ.

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.



RE: <TP - Mandate IA> - S9M01IQQ [ACCIDENT INVOLVING SLZ 4972P(OI) & SLJ 8493M(TP) ON 31/03/2019]

Type

Question

Message

Hi, We have offered third party up to g/s \$3,690.00(all-in). However third party rejected our offer & proposed g/s \$3,900.00(all-in). The breakdown of third party propose is as follows: - 1)Cost of Repair (w/GST): \$3,584.50 + 2.)LOR(w/GST)(3days × \$100.00): \$321.00 + 3). LTA/GIA Search Fee: \$2.00 = TOTAL: \$ 3,907.50(G/s \$3,900.00). Kindly let us have your further mandate. Thanks. Hsiao Tong -08 March 2020

Reply

Hsiao Tong (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Monday, 9 March 2020 7:40 PM

To:

Hsiao Tong (LKKAuto)

Subject:

FW: New message for service request 108500, vehicle number SLI8493M

9/3/20 10:55 AM *** MessageHi Hsiao Tong, this accident will not happen if TP is vigilant enough as OI had already inch out, and TP willing to give way. offer maintain. Tks - HO Winnie

----Original Message-----

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>

Sent: Monday, 9 March, 2020 10:57 AM

To: admin-d@lkkauto.com

Subject: New message for service request 108500, vehicle number SLI8493M

AXA Insurance has sent you a message for claim number S9M01IQQ.

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:

Suann <suann@mova.com.sg>

Sent:

Thursday, 12 March 2020 1:03 PM

To:

Hsiao Tong (LKKAuto)

Cc:

Admin A

Subject:

RE: SLI8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

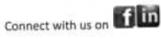
Dear Hsiao Tong

We accept your offer.

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314





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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Thursday, 12 March 2020 8:24

To: Suann Cc: Admin A

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Without Prejudice (save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We have reviewed the matter and we are of the view that this accident will not happen if your client is vigilant enough as our insured had already inched out, and your client is willing to give way.

Therefore, we have our principal instruction to maintain offer at a global sum of \$3,690.00(all-in).

Kindly re-consider our offer.

"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: Hsiao Tong (LKKAuto)

Sent: Sunday, 8 March 2020 12:49 PM
To: Suann <suann@mova.com.sg>
Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Without Prejudice

Dear Sirs/Mdm,

We are seeking further instruction from our principal on this matter.

Kindly hold hands and we will get back to you within the next 7days.

Thanks.

"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: Suann < suann@mova.com.sg > Sent: Tuesday, 3 March 2020 12:41 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

We will submit DRM if we do not receive your reply the next 7 days.

Thank you

Best Regards
Suanne Chlu
Claims Asst.Manager
MOVA Automotive Pte Ltd

Tel: +65 6272 3892 Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg] Sent: Monday, 24 February 2020 11:49

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

My client does not accept your offer global sum \$3690.00 Please reconsider our propose global sum \$3900.00. My client has decide to submit DRM if we unable to meet the settlement.

Please look into this matter & let us have your reply soonest possible.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager **MOVA Automotive Pte Ltd** Tel: +65 6272 3892

Fax: +65 6270 8314



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Saturday, 22 February 2020 10:58

To: Suann Cc: Admin A

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

May we wrap up the matter at a global sum of \$3,690.00(all-in)?

"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: Suann <suann@mova.com.sg>
Sent: Tuesday, 4 February 2020 3:59 PM

To: Hsiao Tong (LKKAuto) < chewht@lkkauto.com">chewht@lkkauto.com; Admin A < admin-a@lkkauto.com> Subject: FW: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please check outcome.

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314





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From: Suann [mailto:suann@mova.com.sg]
Sent: Tuesday, 14 January 2020 16:42

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

For the sake of amicable settlement, please compromise global sum all in \$3900/- to close case.

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd

Tel: +65 6272 3892 Fax: +65 6270 8314



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Monday, 13 January 2020 11:35

To: Suann Cc: Admin A

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Without Prejudice (save as to costs)

Dear Sirs/Mdm,

Apologised for late response.

Please be informed that our insured driver insisted that he is not fully liable for the collision. Your client also need to bear some responsibility. As our insured video shows that his car was moving slowly to filter into your client's lane, but your client refused to give way. While collision happened, our insured driver had stopped his car but your client continued moving and caused further damages to his car.

For an amicable settlement, we are prepared to offer at a global sum of \$3,600.00(all-in).

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."

"Wishing you a Happy and Prosperous New Year"



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: Suann <suann@mova.com.sg>

Sent: Saturday, 28 December 2019 11:59 AM

To: Hsiao Tong (LKKAuto) < chewht@lkkauto.com; Admin A < admin-a@lkkauto.com>
Subject: RE: SLI8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please check outcome.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager **MOVA Automotive Pte Ltd**

Tel: +65 6272 3892 Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg] Sent: Tuesday, 3 December 2019 14:21 To: 'Hsiao Tong (LKKAuto)'; 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please check outcome.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager MOVA Automotive Pte Ltd Tel: +65 6272 3892

Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg] Sent: Tuesday, 19 November 2019 16:42 To: 'Hsiao Tong (LKKAuto)'; 'Admin A'

Subject: FW: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please check outcome.

Thank you

Best Regards Suanne Chiu

Claims Asst.Manager **MOVA Automotive Pte Ltd**

Tel: +65 6272 3892 Fax: +65 6270 8314





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From: Suann [mailto:suann@mova.com.sg]

Sent: Friday, 18 October 2019 10:39

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please check outcome.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager **MOVA Automotive Pte Ltd**

Tel: +65 6272 3892 Fax: +65 6270 8314







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From: Suann [mailto:suann@mova.com.sg] Sent: Tuesday, 24 September 2019 12:05

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please check outcome.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager MOVA Automotive Pte Ltd

Tel: +65 6272 3892 Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg] Sent: Monday, 26 August 2019 10:09

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Dear Hsiao Tong

Please let us have your reply the soonest possible.

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314





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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Saturday, 24 August 2019 10:58

To: Suann Cc: Admin A

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19 //LKK REF: CC4/ASM19005990/R1pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that our insured/ driver disputed on the claim against their policy.

We are in the midst of engaging our insured on this matter.

We will get back to you asap.

"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 | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Suann <suann@mova.com.sg> Sent: Thursday, 22 August 2019 3:55 PM

To: Hsiao Tong (LKKAuto) < chewht@lkkauto.com>; Admin A admin-a@lkkauto.com>

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19

Dear Hsiao Tong

Gentle reminder

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892

Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg]
Sent: Friday, 16 August 2019 10:12
To: 'Hsiao Tong (LKKAuto)'; 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19

Dear Hsiao Tong

Please let us have your offer soonest possible.

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd

Tel: +65 6272 3892 Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg]

Sent: Monday, 29 July 2019 11:45 To: 'Hsiao Tong (LKKAuto)'; 'Admin A'

Subject: RE: SLJ8493M & SLZ4972P on 31/3/19

Importance: High

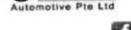
Dear sir / mdm

Please let us have your offer soonest possible.

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892
Fax: +65 6270 8314





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From: Suann [mailto:suann@mova.com.sg]

Sent: Friday, 28 June 2019 11:52 To: 'Hsiao Tong (LKKAuto)'; 'Admin A'

Subject: FW: SLJ8493M & SLZ4972P on 31/3/19

Dear sir / mdm

Please check outcome

Thank you

Best Regards
Suanne Chiu
Claims Asst.Manager
MOVA Automotive Pte Ltd
Tel: +65 6272 3892

Fax: +65 6270 8314



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From: Suann [mailto:suann@mova.com.sg]

Sent: Tuesday, 28 May 2019 13:58 To: 'Hsiao Tong (LKKAuto)'; 'Admin A' Subject: SLJ8493M & SLZ4972P on 31/3/19

Dear sir / mdm

Attached is our letter of demand. Please look into it & let us have your offer.

Thank you

Best Regards Suanne Chiu Claims Asst.Manager MOVA Automotive Pte Ltd Tel: +65 6272 3892 Fax: +65 6270 8314





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Main Office: Main Office:
Move Building
No. 22, Julan Klang,
Singapore 159419
Tel: (65) 6476 3333
Fix: (65) 6271 5891
www.move.com.eg

Workshop Dept:

VIA EMÂNTIT Merah Lane 3.
WITHOUT PREJUDICE gapore 159722

Tel: (65) 6272 3892 Fax: (65) 6270 8314 Co. Reg. 198904033G GST Reg. M2-0088864-2

Our Ref : SLJ8493M / T530419 Your Ref TO BE ADVICED

: 25 May 2019

AXA INSURANCE PTE LTD 8 Shenton Way #27-01 Singapore 068811.

Attn: Motor Claims Department

Dear Sir/Mdm

ACCIDENT INVOLVING: SLJ8493M & SLZ4972P

DATE OF ACCIDENT: 31 MARCH 2019

ALONG: SECOND LINK EXPRESSWAY (TOLL ROAD)

We refer to the above mentioned accident. We are claiming as per below:

Cost of Repairs	\$ 4,601.00
Loss of Use (\$_x _days)	\$
Loss of Rental (\$ 120.00 x 03 days) + 7% GST	\$ 385.20
Loss of Income (\$_x _days)	\$
Taxl Fees / E-License / Others	\$
LTA /GIA Search	\$ 2.00
Medical Fees	S
Towing Fees	S
Grand Total	\$ 4,988.20

Car date in: 24/04/2019 Car date out: 27/04/2019

Authorized Repair Days: 04 (TP/OD/WS/Recovery of Incidental Costs)

Please pay the amount of \$\$ 4,988.20 in favor of MOVA AUTOMOTIVE PTE LTD. If you have any enquiries, please call Ms Suann @ 62723892 or email suann@mova.com.sg

Yours faithfully, MOVA AUTOMOTIVE PTE LTD For Claims Manager

NOTE: # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.





Main Office: Mova Building No. 22. Jalan Kilang. Singapore 153419 Tel: (65) 6476 333 Fax: (65) 6271 5891 www.mova.com.sg

Workshop Dept: Block 1006, Bukit Merah Lane 3, #01-04/06/06/94 Singapore 159722 Tel: (65) 6272 3892 Fax: (65) 6270 8314

Co. Reg. 198904033G GST Reg. M2-0088864-2

AXA INSURANCE PTE LTD **8 SHENTON WAY**

Performa Invoice

AXA TOWER #27-01 SINGAPORE 058811

21/05/2019

Attention > XA009

No.

Description

Lump Sum Amount

Qty

- 1

Veh Model :- FORD KUGA

Performa# :- CK508231

ACC. Date :- 31/03/19

:- SLJ8493M

:- T530419

;- C.O.D

Page #

Veh#

JOB#

Terms

Remarks :-

U.Price

134514

Amounts S\$

4,300.00

E. & O.E

AMOUNT S\$ GST @ 7 %

4,300.00 301.00

AMOUNT DUE S\$

4,601.00

Customer's Signature/Co. Stamp MOVA AUTOMOTIVE 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

AXA	INSURANCE PTE	LTD	Ref : CC4/ASM1900	5990/R1pa3q2
AXA	ENTON WAY #24 TOWERSINGAPO		Date: 19-03-2020 Code: ASM	
1.	. WHATE	Policy Particulars	:- THIRD PARTY CLA	IM
	Insured Veh.	SLZ 4972P	Veh. Inspected	SLJ 8493M
	Policy No.	GA353356/1	Coverage (\$)	0.00
	Claim No.	S9M01IQQ	Excess (\$)	0.00
	Assign From	LONG AND TO SEE	Assign Date	04/04/2019
2.	TIEL C	Vehicle Part	culars & Condition	
	Make & Model	FORD KUGA TREND 1.6 (A)	c.c	1596
	Engine No.	HIDDEN	Year of Reg.	2013
	Chassis No.	WF0AXXWPMADG16084	Colour	BROWN
	Odometer	106981	Steering	IN ORDER
	Brakes	IN ORDER	Modification	SPORTS RIM
	General	FAIR		
3.		Condit	ions of Tyres	North and the
		Size	Make	Balance
	R/H Front Tyre	235/45Z R19	MICHELIN	6 mm
	L/H Front Tyre	235/45Z R19	MICHELIN	6 mm
	R/H Rear Tyre	235/45Z R19	MICHELIN	6 mm
	L/H Rear Tyre	235/45Z R19	MICHELIN	6 mm
4.		Descript	ion of Damages	
	THE VEHICLE SU	STAINED DAMAGES AT THE N	S BODY.	
	DAMAGES SEE D	ETAILS.		
5.	The second	Genera	al Information	
	Accident Date	31/03/2019	Inspection Date	12/04/2019
	Survey held at	MOVA AUTOMOTIVE PTE LTD		
		BLK 1008 BUKIT MERAH LANI SINGAPORE 159722	E 3 #01-04/06/08 .	
5a.			Remarks	
		ON WAS CONDUCTED ON A"WI CE TO YOUR INSTRUCTIONS, V		
5b.		Estimate	Days of Repair	The second
	ESTIMATED NOR	MAL PERIOD FOR REPAIR:	4 Working Day	ys



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. SLJ 8493M

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
- 1	FRONT DOOR RH (CONSISTENT)	BENT	1,800.00	1,800.00
-1	FRONT DOOR PROTECTOR LH (CONSISTENT)	SCRATCHED	580.00	580.00
1	FRONT DOOR WEATHERSTRIP LH (CONSISTENT)	NECESSARY	240.00	240.00
4	REAR DOOR LH (CONSISTENT)	TO REPAIR SEE LABOUR	2,130.00	12
1	REAR DOOR PROTECTOR LH (CONSISTENT)	SCRATCHED	325.00	325.00
- 1	REAR DOOR WEATHERSTRIP LH (CONSISTENT)	NECESSARY	195.00	195.00
-1	REAR WHEEL ARCH MOULDING LH (CONSISTENT)	NOT NECESSARY	295.00	
1	FRONT FENDER (NPA)	TO REPAIR SEE LABOUR	-	-
	LESS 20% DISCOUNT		-1,113.00	-628.00
			4,452.00	2,512.00
	LABOUR			
	TO REMOVE & REPLACE ALL ACCIDENT AFFECTED AREAS, TO REPAIR FRONT FENDER LH , TO STRAIGHTEN & RE-ALIGN ON ACCIDENT AFFECTED AREAS.INCLUSIVE OF THE REPAIR OF REAR DOOR LH AND FRONT FENDER .		550.00	450.00
	TO SPRAY PAINT IN ACCIDENT AFFECTED AREAS.		750.00	600.00
	TO REMOVE FRONT DOOR MECHANISM ,FRONT POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS.		120.00	60.00
	TO REMOVE REAR DOOR MECHANISM ,REAR POWER WINDOW MOTOR & OTHER ATTACHMENT PARTS.		/ 120.00	60.00
	TO RUST PROOF ON ACCIDENT DAMAGED PARTS.	NOT NECESSARY	× 80.00	-
	TO REPAIR REAR DOOR RH.		250.00	250.00
	A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1,870.00	1,420.00
	GRAND TOTAL		6,322.00	3,932.00

RECOMMENDED COST OF LUMP SUM REPAIRS	3,150.00
(TO ITS PRE-ACCIDENT CONDITION)	

Report Ref No. CC4/ASM19005990/R1pa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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

English (5Q) + 13 x 1220 CONSULTANTS PTE (11) (15) +

3/20/2020

CLAIMS MESSAGES SERVICE REQUESTS

Service Request Details

SPMOTICO

Reference

Loss Date

Incident Vehicle SUB493M Registration # Vehicle Information Walt for: Approve invoice Anthropis Next Sinp Actions CC42ASM19005990/R1pa3q2 4 Apr 2019 8:54:00 AM 31 March 2019

Primary Contact/Insured Service Address

KUGA-1.6 TURBO ECOBOOST

TPVD FDRD

GO HUI CHING 153 TOA PAYOH LOR 2, #13-604, 310153, PEGDNZ@GMAIL.COM Singapore 96816140

LICH ALTO CONSULTANTS PTE LTD (TP)

Vendor Name

10 January 2029

Absportst Date

Due Date

Report Date

Pending verification - Direct Settlement

Services

Third Party Vehicle Damage

Type of Loss

winnie ho@axa.com.sg HO Winnie 6568804833

Claim Handler

History Documents Assessment Metrics Notes Messages invoices Additional Instructions

Document Sublype

4 Uplant Designation

TYPE MME

DATE

AUTHOR

SUB-TYPE

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Reports & Statement

Accident Statement

https://vp.smartclaims.axa.com.sg/claim-portat/html/index-vendor-service-requests.html#/service-requests/?serviceRequestNumber=108500&tab=invoices

NAME	ži.	SUB THY	ALTHOR	CECNONOLIO
(KKImvaice1 (4) pdf	Invesion	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE. LTD (TP)	20 March 2020
RENTAL RECEIPT put	Forms / Claim Documents	Others	LICK ALLTO CONSULTANTS PTE. LTD [TP]	20 March 2020
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LEOCAdjustment2a (3) auti	Farms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 March 2020
GIA SEARCH pdf	Forms / Chim Documents	Others	LIKK AUTD CONSULTANTS PTE LTD (TP)	20 March 2020
■ PAYMENT BREAKDOWN, EXPRESS SETTLEMENT FORM pair	Forms / Claim Documents	Satisfaction / Discharge Vaucher	LICK AUTO CONSULTANTS PTE. LTD (TP)	20 March 2020
AUTHORISATION TO ACT FORMadf	Forms / Claim Decuments	POA / Authority Letter	UKK AUTO CONSULTANTS PTE LTD [TP]	20 March 2020
Letter to OL, pot	Letters and Correspondence	Policy Holders / Imured	LICK AUTO COMSULTANTS PTE. LTD (TP)	10 January 2020
TP_ESTRAITE_MANKED per	Reports & Statement	Estimate / Quotation	LICK AUTO CONSULTANTS PTE. LTD (FP)	10 January 2020
TP-MANDATE IA DD 10012020.pdf	Forms / Claim Documents	Assessment	LICICALITO COMSULTANTS PTE. LTD (TP)	10 January 2020
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PARE_CDE_Rebate_Encary.add	Reports & Statement	Others	LKKALITO CONSULTANTS PTE LTD (TP)	30 January 2020
IA-8493 pdf	Reports & Statement	Others	LICK AUTO CORSULTANTS PTE LTD (TP)	23 April 2019

Claim Portal

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NAME SLZ4972P - OI GIA ADDENDUM POF Reports & Statement Accident statement Accident statement HO Winnie HO Winnie HO Winnie 16 April 2019 Leften and Correspondence Correspondence			Claim Portal		
Sixports & Statement Accident statement HO Winnie Esidence Videos HO Winnie Correspondence Others NIKAM Santash Pandurang Reports & Statement GM Report NIKAM Santash Pandurang	Seek	PMT.	SUBTRY	AUTHOR	COACE
Exidence Videos NO Winnie Luttern and Others AllKAM Santosh Pandurang Correspondence GIA Report Reports & Statement GIA Report	S124972P - OLGIA ADDENDUM-PDF	Reports & Statement	Accident statement	HO Warnie	16 April 2019
Correspondence Others NIKAM Santash Pandurang Correspondence GIA Report GIA Report GIA Report	Video - Accident - OLMP4	Evidence	Videos	HO Winnie	4 April 2019
Reports & Statement GIA Pepert OIA Pepert	EMAIL FROM WORKSHOP FOR TP REGIME	Lotten and Correspondence	Others	MIKAM Santosh Pandurang	4 April 2019
	SLZA972P INSD GIA.PDF	Reports & Statement	GIA Report	NIKAM Santosh Pandurang	4 April 2019

3/20/2020