

INS. CASE OWNER:

pc

cc 4, ASM 1900 b966, eas

L.R.N. IDAC:

110800

ASSIGNMENT

Surveyor:

DOI:

Date / Time:

16/1/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. : SLH 6348 Z

Claim No. : sam 01 kfs

Name of Insured : SIS RENTAL P/L

Policy No. :

Insured Tel No. : HP:

Make / Model :

Excess Sec II : SS D.O.A. : 14/04/18

Place of Accident :

Is driver the owner? (YES / NO) Nature of Accident :

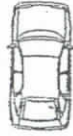
If NO, Driver Name / Age :

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

Driver Tel No. : (V/L: YES / NO)

Insured Liability : % Final ? Yes / No

SDU 1108 J



INSRS: Progressive
WSP: Car Lane
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:



INSRS:
WSP:
Tel :
Liability :
RMKS:

| Date/ Time | STAGE | DATE / PIC |
|------------|---|--------------------------|
| | Non-Reporting ltr (1st): | 11 / 05 / 2019 |
| | Non-Reporting ltr (2nd): | |
| | Non-Reporting ltr (Final): | |
| | Notification ltr (if non-pickup): | |
| | Call OI: | |
| | After call ltr to OI: | |
| 26-01-19 | WSP INFORM CLAIMANT WITHDRAW CLAIM, OI PRIVATE SETTLED. | |
| 22-05-19 | INFORM TAX CLAIMANT WITHDRAW CLAIM AND CANCIE CASE. | |
| | Documentation Check List: | Handler Typist |
| | Notification ltr (if non-pickup) | <input type="checkbox"/> |
| | After call ltr to OI: | <input type="checkbox"/> |
| | Authorisation To Act: | <input type="checkbox"/> |
| | Release Voucher: | <input type="checkbox"/> |
| | Final Repair Bill: | <input type="checkbox"/> |
| | Car Rental Invoice: | <input type="checkbox"/> |
| | Towing Invoice | <input type="checkbox"/> |
| | LTA / GIA : | <input type="checkbox"/> |
| | Medical Bill: | <input type="checkbox"/> |
| | PIR: | <input type="checkbox"/> |
| | Mandate/Reject Instruction: | <input type="checkbox"/> |
| | LOD | <input type="checkbox"/> |
| | Payment Breakdown Form: | <input type="checkbox"/> |
| | Post-Repair Photos: | <input type="checkbox"/> |
| | Others: | <input type="checkbox"/> |

16/1 OIR. sent out 1st letter.

Handwritten signature and date 23/5/19

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 / Assessed) BOLA S/N No. : 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\$ (e.g. Tow/Independent)

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:

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format:
- 3) Survey fee:

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 16 April 2019 11:11 AM
To: assignments
Subject: FW: PROGRESSIVE/TP/SDU 1108 J(SLH 6348 Z)/DOA 14.04.2019/EST \$2131.23 // OIVR // S9M01KF5 // KC // 110800
Attachments: 16042019091652.pdf

10:21 am @ 17/4/19

pei wen.
✓NI

TP SMART

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims
Sent: Tuesday, 16 April, 2019 9:18 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Cc: Lily <bhlim@procarcare.com.sg>; Wayne <wayne@procarcare.com.sg>; Wendy <wendy@procarcare.com.sg>
Subject: PROGRESSIVE/TP/SDU 1108 J(SLH 6348 Z)/DOA 14.04.2019/EST \$2131.23

Hi Sir,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



*With effect from 1 Sep 2018, **Progressive Automotive Pte Ltd** has been rebranded as **Progressive Car Care Pte Ltd**. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.



Auto
Consultants
Pte Ltd

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

16 April, 2019

SIS REALTY PTE LTD
4 LENG KEE ROAD
#02-08 SIS BUILDING
SINGAPORE 159088

Dear Sir,

OUR REF : CC4/ASM19006766/ea3 // S9M01KF5
YOUR REF : SLH 6348Z
ACCIDENT INVOLVING SLH 6348Z AND SDU 1108J ON 14/04/2019 ALONG/AT
CHANGI ROAD

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

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

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

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting>.

Your full co-operation is required. Kindly submit the following when lodging the report which list is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

11 MAY 2019

1st Reminder

SIS REALTY PTE LTD
4 LENG KEE ROAD
#02-08 SIS BUILDING
SINGAPORE 159088

Dear Madam,

OUR REF : CC4/ASM19006766/ea3 // S9M01KF5

YOUR REF : SLH 6348Z

**ACCIDENT INVOLVING SLH 6348Z AND SDU 1108J ON 14/04/2019 ALONG/AT
CHANGI ROAD**

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

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. **Please report the accident within the next 07 days, i.e by 18 MAY 2019.**

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

We are under strict obligations to inform the **Traffic Police** of the non-reporting if we do not hear from you. The Traffic Police may thereafter contact you and or the driver to attend at their office to make a statement or they may commence investigations into the matter.

We hope this would not be necessary and it would only further inconvenience you as well as the driver. We look forward to hearing from you soon.

Moreover, the owner of **SDU 1108J** has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **15 MAY 2019**, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

Yours faithfully

Asher Sng
Case Handler
Tel : 6841 6051
Fax: 6741 4108

Email : AsherSng@lkkauto.com

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

Cc AXA Insurance Pte Ltd
(Motor Claims Dept)

Asher Sng (LKKAuto)

From: Peiwen <peiwen@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>
Sent: Friday, 26 April 2019 5:51 PM
To: Mei Kwan (LKKAuto); Asher Sng (LKKAuto)
Cc: Lily; Wayne; Wendy; Admin A; assignments; CS A Team
Subject: RE: PROGRESSIVE/TP/SDU 1108 J(SLH 6348 Z)/DOA 14.04.2019/EST \$2131.23 *** LKK REF: CC4/ASM19006766/ea3
Attachments: 26042019174403-0002.tif

Hi All,

Please proceed to close the case as our client have done private settlement with your insured.

Thank You.

Regards,

Pei Wen NG

Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Tuesday, April 16, 2019 3:51 PM
To: Claims
Cc: Lily; Wayne; Wendy; Admin A; assignments; CS A Team; Asher Sng (LKKAuto)
Subject: RE: PROGRESSIVE/TP/SDU 1108 J(SLH 6348 Z)/DOA 14.04.2019/EST \$2131.23 *** LKK REF: CC4/ASM19006766/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

Please provide us the following and arrange for TP survey.

- **evidence i.e. video and scene photo.**
- **PIR result (if any)**

Please note that for liability, claim negotiation and settlement, please contact **Asher at 6841 6051**.

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 | fax: 67414108

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

From: Peiwen <peiwen@proccare.com.sg> **On Behalf Of** Claims

Sent: Tuesday, 16 April, 2019 9:18 AM

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

Cc: Lily <bhlim@proccare.com.sg>; Wayne <wayne@proccare.com.sg>; Wendy <wendy@proccare.com.sg>

Subject: PROGRESSIVE/TP/SDU 1108 J(SLH 6348 Z)/DOA 14.04.2019/EST \$2131.23

Hi Sir,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

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◀ CLAIMANT WITHDRAW CLAIM

Type

🔗 Question

Message

Hi Sir, workshop have inform that insured have private settle with third party claim. Therefore we process to cancel the case without bill as no survey done. Thank you (A.S 22/05/2019).

Reply