

INS. CASE OWNER

Wong Hester

CC 4, HSM

1900

7074, 11

B33, 11

IDAC

111758

Surveyor:

WTH

DOI:

2314/19

Date / Time:

22/4/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

4077A

Name of Insured:

TLC RT PLC

Insured Tel No.:

HP:

Excess Sec II :SS

5,000.00

D.O.A.:

18/4/2019

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

59m01kx9

Policy No.:

Make / Model:

Place of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability: % Final ? Yes / No

SHE 9242



INSRS:

WSP:

Tel:

Liability:

RMKS:

only Auto



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

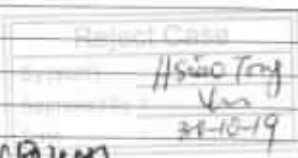
SHE 9242 - 11/10/19 15:00 / 15:00 / 15:00; DOA: 15/10/19
 4077A - 04/11/19 15:00 / 15:00 / 15:00; DOA: 9/11/19
 6-10-19 video @ TP video

PIC: VIVIAN

18/10/19 - Request TP

29/10/19

29/11/19 - File - MK to close (Rajen)



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:	
FIR:	
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 / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Cold alloy TP sudden brake F3R

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\$:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

JP 350.00

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:

Taffin

ASSIGNMENT

Estimated Cost:

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

To inspect Vehicle No. _____

at Workshop m's

est

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

IDAC Accident Report: Consistent? : Yes or No

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

Est. Repairs: 2 days Res.: Yes or No

Lum Sum: 20. % 3 Val: Yes or No

CA / REV / REP. / 24 HRS 'up)

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Date / Time

Action / Instruction

Date/Time, File Path to?

11

Date/Time: File Return to?

2

Report Format :

Lump Sum / L.B.t: (\$)

☐: Prel. Report

□: Final Report

Days Of Repair:

Resurvey No. of Trip:

Add Fee: : Site Insp (\$

☐ Interview (\$

Tech. Invs (\$

☐ Weekend (\$)

Survey Fee:

Transportation

21 25 + 800 750

11. *Staphylococcus aureus*

3. *conspicua*

Total

TO

FAX NO:

ESTIMATE REPORT 1ST Quotation

22/04/2019 10:18

JOB-NO: 50111586

OWNER'S PARTICULARSNAME: CityCab PTE LTD (Fleet)
ADDRESS: 383 SIN MING DRIVE
SINGAPORE 575717 0CONTACT 65533880
64739522

Page 1 of 2

VEHICLE DETAILSLICENSE NO: SHC0924Z
MAKE / MODEL: HYUNDAI / i40

TRANS: AUTO

CHASSIS: KMHLB41UMGU081073
ENGINE: D4FDFU566590OWNER'S INSURER: MS First Capital Insurance Limited
JOB-CODE: TP SA: Ding Auto User 1CLAIM DETAILS

DESCRIPTION	QTY	QUOTED COSTS	DISCOUNT	DISC PRICE	IND	SUR.DISP	REV PRICE
<u>LABOUR</u>							
1 STRAIGHTEN AND PANEL BEAT ACCIDENT AREAS	1.00	500.00	0.00	500.00		Y	200
2 TO RUST PROOFING ON ACCIDENT AFFECTED AREAS	1.00	150.00	0.00	150.00		Y	X nn
3 REMOVE & REFIX REVERSE SENSOR & CHECK WIRING	1.00	120.00	0.00	120.00		Y	30
4 RESPRAY REAR BUMPER + BUMPER LOWER	1.00	500.00	0.00	500.00		Y	300
5 RESPRAY REVERSE SENSOR	1.00	150.00	0.00	150.00		Y	X nn
TOTAL		1,420.00	0.00	1,420.00			530

MATERIALS

1 BUMPER REAR	1.00	698.33	139.67	558.66	L	Y	12
2 BUMPER RETAINER REAR LH	1.00	49.14	9.83	39.31	L	Y	12
3 BUMPER SPONGE REAR	1.00	150.15	30.03	120.12	L	Y	X nn
4 BUMPER REFLECTOR REAR LH	1.00	42.50	8.50	34.00	L	Y	12
5 BUMPER LOWER REAR	1.00	253.40	50.68	202.72	L	Y	12
6 BUMPER PROTECTOR PAD REAR	1.00	160.00	0.00	160.00	S	Y	12
7 REVERSE SENSOR	1.00	250.00	0.00	250.00	S	Y	X nn
8 BUMPER CLIPS SET REAR	1.00	35.00	0.00	35.00	S	Y	12
TOTAL		1,658.52	238.71	1,419.81			

TOTAL PARTS & LABOUR 3,078.52 238.71 2,839.81

EXCESS/LOADING \$\$ 0.00

No. Of Day: 02

RE-SURVEY: BEFORE/AFTER PAINTING
PART-BY-PART OR LUMP SUM: \$\$

DATE OF SURVEY: 23, 4, 19

SURVEYED BY: Tanjun

CONTACT NO: 97475789 FAX NO:

NOTE: LUMP SUM AMOUNT WOULD BE REVISED IF SUPPLEMENT REPAIR IS REQUIRED

DAuto001

Ding Auto User 1

CLAIM DETAILS		QTY	QUOTED COSTS	DISCOUNT	DISC PRICE	IND	SURDISP	REV PRICE
DESCRIPTION								
ESTIMATOR								
STA AUTOCENTRE								
TEL:	FAX:							

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey within 24 hours of painting
- To check for correct sanding recovery
- Parts price to be based on information
- Third party survey on a 'Without Prejudice' basis
- No dispute over paint allowed
- Surveys to be carried out by resurveyed and submitted for approval from Insurance Company

Acknowledged: _____

Signature: _____

Date: _____

TO :

FAX NO:

ESTIMATE REPORT 1ST Quotation

22/04/2019 10:18

JOB-NO: 50111586

OWNER'S PARTICULARS

NAME: CityCab PTE LTD (Fleet)

CONTACT: 65533880

Page 1 of 2

ADDRESS: 383 SIN MING DRIVE
SINGAPORE 575717 0

64739522

VEHICLE DETAILS

LICENSE NO: SHC0924Z

TRANS: AUTO

CHASSIS: KMHLB41UMGU081073

MAKE / MODEL: HYUNDAI / i40

ENGINE: D4DFU566590

OWNER'S INSURER: MS First Capital Insurance Limited

JOB-CODE: TP

SA: Ding Auto User 1

CLAIM DETAILS

DESCRIPTION	QTY	QUOTED COSTS	DISCOUNT	DISC PRICE	IND	SUR.DISP	REV PRICE
LABOUR							
1 STRAIGHTEN AND PANEL BEAT ACCIDENT AREAS	1.00	500.00	0.00	500.00		Y	200
2 TO RUST PROOFING ON ACCIDENT AFFECTED AREAS	1.00	150.00	0.00	150.00		Y	X
3 REMOVE & REFIX REVERSE SENSOR & CHECK WIRING	1.00	120.00	0.00	120.00		Y	30
4 RESPRAY REAR BUMPER + BUMPER LOWER	1.00	500.00	0.00	500.00		Y	300
5 RESPRAY REVERSE SENSOR	1.00	150.00	0.00	150.00		Y	X
TOTAL:		1,420.00	0.00	1,420.00			

MATERIALS

1 BUMPER REAR	1.00	698.33	139.67	558.66	L	Y	162
2 BUMPER RETAINER REAR LH	1.00	49.14	9.83	39.31	L	Y	22
3 BUMPER SPONGE REAR	1.00	150.15	30.03	120.12	L	Y	2
4 BUMPER REFLECTOR REAR LH	1.00	42.50	8.50	34.00	L	Y	22
5 BUMPER LOWER REAR	1.00	253.40	50.68	202.72	L	Y	22
6 BUMPER PROTECTOR PAD REAR	1.00	180.00	0.00	180.00	S	Y	22
7 REVERSE SENSOR	1.00	250.00	0.00	250.00	S	Y	X
8 BUMPER CLIPS SET REAR	1.00	35.00	0.00	35.00	S	Y	22
TOTAL:		1,658.52	238.71	1,419.81			

TOTAL PARTS & LABOUR : 3,078.52 238.71 2,839.81

EXCESS/LOADING: S\$ 0.00

No. Of Day: 02

RE-SURVEY: BEFORE/AFTER PAINTING

PART-BY-PART OR LUMP SUM: S\$

DATE OF SURVEY: 23 / 4 / 19

SURVEYED BY: Tan Jie

CONTACT NO: 97415747

FAX NO:

NOTE: LUMP SUM AMOUNT WOULD BE REVISED IF SUPPLEMENT REPAIR IS REQUIRED

DAuto001

Ding Auto User 1

CLAIM DETAILS

DESCRIPTION	QTY	QUOTED COSTS	DISCOUNT	DISC PRICE	IND	SUR.DISP	REV PRICE
ESTIMATOR							
STA AUTOCENTRE							
TEL:		FAX:					

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey & re-price any painting
- To disburse & re-price any resurvey
- Parts price is subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No legal costs are allowed
- Suppliers may not be resurveyed **and** is subject to the approval from Insurance Company

Acknowledge: Repairer

Signature:

Date:

Hsiao Tong (LKKAUTO)

From: Ng Wai Yin <waiyin.ng@transcab.com.sg>
Sent: Wednesday, 9 October 2019 2:42 PM
To: Hsiao Tong (LKKAUTO)
Subject: <Video Footage> TCS REF: AAD1904-200--Accident involving SHC924Z & SHD0717A on 18.04.19
Attachments: SHD0717A DOA 18.04.19.wmv

WITHOUT PREJUDICE

Dear Hsiao Tong

Refer to our tele-conversation.

Enclosed is our video footage for your action. Kindly rejected the third party claim due to changing lane without checking for the oncoming vehicle in lane right turn only and emergency brake that causing our taxi unable to stop in-time then hit onto their vehicle.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**



TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63, Singapore 569111
Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764
Website: www.transcab.com.sg

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This email has been checked for viruses by AVG antivirus software.
www.avg.com

Hsiao Tong (LKKAuto)

From: claims@dingautomotive.com.sg
Sent: Wednesday, 9 October 2019 11:56 AM
To: Hsiao Tong (LKKAuto)
Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg; Admin A
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---//LKK REF: CC4/ASM19007074/T1pa3
Attachments: SHC924Z (18042019).mp4

Dear Hsiao Tong,

Kindly refer the video footage and let us know the status as soon as possible.

Since the driver was chasing us the status for few times.

We look forward from you soon.

Thank you.

Best Regards,

Hailey

Motor Claims Officer
Ding Automotive Pte Ltd
DID: 81203490

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Wednesday, 9 October 2019 11:44 AM
To: claims@dingautomotive.com.sg
Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg; Admin A
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---//LKK REF: CC4/ASM19007074/T1pa3

Without Prejudice

Hi Hailey,

As spoken, kindly re-send the video footage to me.

Apologised for your inconvenience caused.

"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: claims@dingautomotive.com.sg <claims@dingautomotive.com.sg>

Sent: Monday, 23 September 2019 10:48 AM

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

Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg

Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Hsiao Tong,

Is that any offer for this case ?

Kindly revert to us as soon as possible.

We look forward from you soon.

Thank you.

Best Regards,

Hailey

Motor Claims Officer

Ding Automotive Pte Ltd

DID: 81203490

From: claims@dingautomotive.com.sg [<mailto:claims@dingautomotive.com.sg>]

Sent: Tuesday, 17 September 2019 10:08 AM

To: 'Hsiao Tong (LKKAuto)'

Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'

Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Hsiao Tong,

Good day to you.

Kindly revert us an offer as soon as possible.

We look forward from you soon.

Thank you.

Best Regards,

Hailey

Motor Claims Officer

Ding Automotive Pte Ltd

DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]
Sent: Tuesday, 10 September 2019 12:20 PM
To: 'Vivian Lau (LKKAUTO)'
Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

Good day to you.

We have attached the video footage on 8/8/19.

Kindly revert us an offer due to our driver was chasing us the latest status .

We look forward from you soon.

Thank you.

Best Regards,
Hailey
Motor Claims Officer
Ding Automotive Pte Ltd
DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]
Sent: Tuesday, 27 August 2019 5:25 PM
To: 'Vivian Lau (LKKAUTO)'
Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

Good day to you.

Is that any offer for this case ?

We look forward from you soon.

Thank you.

Best Regards,
Hailey
Motor Claims Officer
Ding Automotive Pte Ltd
DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]
Sent: Tuesday, 20 August 2019 2:53 PM
To: 'Vivian Lau (LKKAUTO)'
Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

Good day to you.

Is that any offer for this case that accident happened on April one.

Kindly revert us an offer once your side have review all the documents and video that we provided to you.

We look forward from you soon.

Thank you.

Best Regards,

Hailey

Motor Claims Department

Ding Automotive Pte Ltd

DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]

Sent: Saturday, 17 August 2019 1:31 PM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'

Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

Is that any offer for this case ?

We look forward from you soon.

Thank you.

Best Regards,

Hailey

Motor Claims Department

Ding Automotive Pte Ltd

DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]

Sent: Thursday, 8 August 2019 10:02 AM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'

Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

We have forward the video footage that happened on July to you in another email.

Kindly revert us an offer for this case attached with the video footage on April.

We appreciate for your action and look forward from you soon.

Thank you.

Best Regards,
Hailey
Motor Claims Department
Ding Automotive Pte Ltd
DID: 81203490

From: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]
Sent: Wednesday, 7 August 2019 6:08 PM
To: claims@dingautomotive.com.sg
Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/Madam,

Accident on 18/04/2019 involving SHC 924Z and SHD717A

We refer to the above matter

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence to substantiate either's parties version. Enclosed herewith a copy of our insured's accident report for your perusal.

Meanwhile, we would like to request the CCTV footage as stated in your client's accident report in order to seek further instruction from our principal.

Kindly take note that the case handler in-charge is Vivian and she can be contacted at her DID 6841 8625

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]
Sent: Wednesday, 7 August, 2019 5:54 PM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

Kindly revert us an offer as soon as possible.

We appreciate for your action and look forward from you soon.

Thank you.

Best Regards,
Hailey
Motor Claims Department
Ding Automotive Pte Ltd
DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]
Sent: Tuesday, 6 August 2019 3:02 PM
To: 'Vivian Lau (LKKAuto)'
Cc: 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear Vivian,

Good day to you.

Is that any latest status for this case ?

Kindly revert us an offer once your side have review all the documents.

We appreciate for your action and look forward from you soon.

Thank you.

Best Regards,
Hailey
Motor Claims Department
Ding Automotive Pte Ltd
DID: 81203490

From: claims@dingautomotive.com.sg [mailto:claims@dingautomotive.com.sg]
Sent: Wednesday, 10 July 2019 2:22 PM
To: 'Vivian Lau (LKKAuto)'
Cc: 'Mei Kwan (LKKAuto)'; 'kelly.ding@dingauto.sg'; 'dd.hashim@dingauto.sg'; 'kelly'; 'ADMIN@DINGAUTOMOTIVE.COM.SG'
Subject: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---

Dear LKK Claims Officer,

Please refer to the attachment supporting document to claims against your insured.

We have completed the repair, vehicle collected and has done finalized.

We would like to claim for our insured as per following:

Recommended Repair Days:02

Sat,Sun,Public Holiday/etc:03

Total Claims Days:05

Repair Cost:\$1,337.50

Loss Of Rental:\$546.50

Loss Of Income:\$400.00

LTA Search Fee:\$7.45

Towing Fee:-

Surveyor Fee:-

Total:\$2,291.45

Kindly revert us with an offer to close this case as soon as possible.

Please do not hesitate to contact us for further assistance.

Thank you.

Best Regards,

Hailey

Motor Claims Department

Ding Automotive Pte Ltd

DID: 81203490



Virus-free. www.avast.com



<Seek Approval to Reject Third Party Claim> - S9M01KX9 [ACCIDENT INVOLVING SHD 717A(OI) & SHC 924Z(TP) ON 18/04/2019]

Type

🔗 Question

Message

Hi, we have uploaded a copy of third party & insured video footage in SC. Based on both parties video, it shows that third party changed lane from the right turn only lane and emergency brake that causing our insured taxi unable to stop in-time then hit onto third party taxi. In view of this, we are intending to reject third party claim. Kindly let us have your comment/ approval/instruction. Thanks *FYI: OI disputed third party claim. - Hsiao Tong - 09 Oct 2019

Reply

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 11 October 2019 10:10 AM
To: Hsiao Tong (LKKAuto)
Subject: FW: New message for service request 111758, vehicle number SHC0924Z

11/10/19 10:06 AM *** Pls reject TP claim based on video footage - WANG Peter

-----Original Message-----

From: peter.wang@axa.com.sg <peter.wang@axa.com.sg>
Sent: Friday, 11 October, 2019 10:07 AM
To: admin-d@lkkauto.com
Subject: New message for service request 111758, vehicle number SHC0924Z

AXA Insurance has sent you a message for claim number S9M01KX9.

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: Hsiao Tong (LKKAuto)
Sent: Saturday, 12 October 2019 2:50 PM
To: claims@dingautomotive.com.sg
Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg; Admin A
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---//LKK REF: CC4/ASM19007074/T1pa3
Attachments: POLICE REPORT_SHD717A.pdf

Without Prejudice

Dear Sirs/mdm,

Thank you for your email.

We have reviewed the matter and we are of the view that our insured driver is not liable for the accident. From your client video, it shows that your driver had changed lane from the right turn only lane and emergency brake that causing the accident. As such, we regret to inform you that we have our principal to deny liability and unable to look into your client's claim.

Thank you.

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: claims@dingautomotive.com.sg <claims@dingautomotive.com.sg>
Sent: Wednesday, 9 October 2019 11:56 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: kelly.ding@dingauto.sg; dd.hashim@dingauto.sg; Admin A <admin-a@lkkauto.com>
Subject: RE: 50111586 BILLING FOR SHC924Z/TP SHD717A/18/04/2019-PENDING OFFER/REF:---//LKK REF: CC4/ASM19007074/T1pa3

Dear Hsiao Tong,

Kindly refer the video footage and let us know the status as soon as possible.

Since the driver was chasing us the status for few times.

We look forward from you soon.

Thank you.

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 2 October 2019 1:57 PM
To: claims@transcab.com.sg
Cc: transcab_avaclaims@ava-ins.com
Subject: ACCIDENT INVOLVING SHD 717A(AXA) AND SHC 924Z ALONG/AT FINLAYSON GREEN ON 18/04/2019

02 Oct 2019

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19007074/T1pa3// S9M01KX9
YOUR REF : P1680520 (SHD717A)
ACCIDENT INVOLVING SHD 717A(AXA) AND SHC 924Z ALONG/AT FINLAYSON GREEN ON 18/04/2019

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 DING AUTO PTE LTD acting on behalf of the owner of SHC924Z against your motor insurance policy.

Both parties involved have given conflict of version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, 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 AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following 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 our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

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.

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

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)

**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/ASM19007074/T1pa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:PETER			Date : 03-12-2019	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SHD 717A	Veh. Inspected	SHC 924Z	
Policy No.	VPX/P1680520	Coverage (\$)	0.00	
Claim No.	S9M01KX9	Excess (\$)	0.00	
Assign From		Assign Date	22/04/2019	
2. Vehicle Particulars & Condition				
Make & Model	HYUNDAI I40	c.c	1685	
Engine No.	HIDDEN	Year of Reg.	2016	
Chassis No.	KMHLB41UMGU081073	Colour	YELLOW	
Odometer	444627	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/60 R16	TRIANGLE	6 mm	
L/H Front Tyre	205/60 R16	TRIANGLE	6 mm	
R/H Rear Tyre	205/60 R16	TRIANGLE	6 mm	
L/H Rear Tyre	205/60 R16	TRIANGLE	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR N/S PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	18/04/2019	Inspection Date	23/04/2019	
Survey held at	31 Corporation Road 649825			
Repairer	DING AUTO PTE LTD			
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. SHC 924Z

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	BUMPER REAR (CONSISTENT)	DEFORMED	698.33	698.33
1	BUMPER RETAINER REAR LH (CONSISTENT)	NECESSARY	49.14	49.14
1	BUMPER SPONGE REAR (CONSISTENT)	NOT NECESSARY	150.15	-
1	BUMPER REFLECTOR REAR LH (CONSISTENT)	CUT	42.50	42.50
1	BUMPER LOWER REAR (CONSISTENT)	CRACKED	253.40	253.40
	LESS 20% DISCOUNT		-238.70	-208.67
			954.82	834.70
	<u>SPECIAL NETT ITEMS</u>			
1	BUMPER PROTECTOR PAD REAR (CONSISTENT) (SN)	NECESSARY	180.00	180.00
1	REVERSE SENSOR (CONSISTENT) (SN)	NOT NECESSARY	250.00	-
1	BUMPER CLIPS SET REAR (CONSISTENT) (SN)	NECESSARY	35.00	35.00
			465.00	215.00
	<u>LABOUR</u>			
	STRAIGHTEN AND PANEL BEAT ACCIDENT AREAS.		500.00	200.00
	TO RUST PROOFING ON ACCIDENT AFFECTED AREAS.	NOT NECESSARY	150.00	-
	REMOVE & REFIX REVERSE SENSOR & CHECK WIRING.		120.00	30.00
	RESPRAY REAR BUMPER +BUMPER LOWER.		500.00	300.00
	RESPRAY REVERSE SENSOR .	NOT NECESSARY	150.00	-
			1,420.00	530.00
	GRAND TOTAL		2,839.82	1,579.70
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			1,250.00

Report Ref No. CC4/ASM19007074/T1pa3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor


HO LEONG CHUAN

Automotive Assessor

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

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

⏪ Service Request Details

Claim	S9M01KX9	Actions	
Reference	CC4/ASM19007074/71pa3p2 	Next Step	Wait for: Approve Invoice
Loss Date	18 April 2019	<div>Approve Invoice</div>	
Report Date	22 Apr 2019 10:13:40 AM		
Request Date	22 April 2019		
Due Date			
Vendor Name	LUK AUTO CONSULTANTS PTE LTD (TP)	Vehicle Information	
Type of Loss	Third Party Vehicle Damage	Incident Vehicle Registration #	SHC09242
Services	Pending verification - Direct Settlement	Make	TPND HYUNDAI
		Model	H40-1.7 D CRDI (A)
		Service Address	...
		Primary Contact/Insured	TRANS-CAB SERVICES PTE LTD No.2 ANG MO KIO STREET 63, 569111, Singapore
		Claim Handler	WANG Peter peter.wang@axa.com.sg

Additional Instructions

1


NON-REPORTED













Messages Invoices History Documents Assessment Metrics Notes

Document Type

Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 Accident Statement	Reports & Statement		Metimen	

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKXInvoice1_CZ.pdf	Invoice	Surveyor/ Assessor expense	LKX AUTO CONSULTANTS PTE LTD (TP)	11 December 2019
 LKXInspection.pdf	Forms / Claim Documents	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	11 December 2019
 LKXAdjustment1a.pdf	Forms / Claim Documents	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	11 December 2019
 LKX Resurvey Photos.pdf	Reports & Statement	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	29 November 2019
 LKX Survey Photos.pdf	Reports & Statement	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	29 November 2019
 Email to TP_REJECT dd 121019.pdf	Letters and Correspondence	Third Party	LKX AUTO CONSULTANTS PTE LTD (TP)	12 October 2019
 SHC0717A DOA 18.04.19_OI VIDEO.wmv	Evidence	Videos	LKX AUTO CONSULTANTS PTE LTD (TP)	9 October 2019
 SHC924Z (18042019)_TP VIDEO.mp4	Evidence	Videos	LKX AUTO CONSULTANTS PTE LTD (TP)	9 October 2019
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimator / Quotation	LKX AUTO CONSULTANTS PTE LTD (TP)	2 May 2019
 IA.pdf	Forms / Claim Documents	Assessment	LKX AUTO CONSULTANTS PTE LTD (TP)	24 April 2019
 TP PRI EMAIL FROM WORKSHOP WITH TP GIA.mpeg	Letters and Correspondence	Workshop	DHINWAR Namrata	22 April 2019
 TP GIA - SHC0924Z.PDF	Reports & Statement	GIA Report	WANG Peter	22 April 2019