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INS. CASE OWNER	CC 4 /AXA1900 7 7 7 7	DKC BAC
Surveyor:	TUTO DOI: ASSIGNMENT	Date / Time: NG (M.
Pre-assign / CCU Insured Vehicle No Name of Insured Insured Tel No. Excess Sec II :SS	P6 195+ t	
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517 1967	¥	<b>-</b>
INSRS: WSP. Tel: J. Liability: J. RMKS:	INSRS: WSP: Tel: Liability: RMKS: RMKS:	INSRS; WSP Tel: Liability: RMKS:
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	po the to- collaborate in to the sent of	STAGE DATE/PIC  Non-Reporting for (14th 2 4/06/2019  Non-Reporting for (2nd) 06/06/2019  Non-Reporting for (Final) 20/06/2019  Notification for (if non-pickup)  Cull OI
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04/07	final reminder Email	Authorisation To Act.  Refense Voocher:
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(61717	Called OI to moon It cham Lite under, sunt small to wis	Car Rental Invoice: Towing Invoice LTA / GIA :
21/11/14 -	as per AXA mobile House Ting	Medical Bilt PIR:  Mandate/Reject Instruction: LOD
PRELIMINARY ADVICE	Date/Time: Sent By:	Payment Breakdown Form: Post-Repair Photos: Others:
FINALIZATION	Date/Time: Confirm with:	Confirm by:
Repair Cost. FINAL SETTLEMENT	SS ( days) Reduction: %  Date/Time: Confirm with	Email Call
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Repair Cost:	55 Onflymy weren	1
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Low of Income (LOI):	55 (5 x days)	11 11
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SIA/LTA Search	SS	
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.egal Cust Fotali	SS Global Sum SS:	3) Survey fee. B 350-00
FINAL PAYMENT	Date/Time: Confirm with:	Email Call
Pager 1	SS Name 1	
hove 2: (Strike if N.A.)	SS Name 2	
Payee 3. (Strike if N.A.)	SS Nume 3	
THE RESERVE THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED I		

invented Store REF: ASM	
AA	SIGNMENT
From Date:	Veh No SLT 1957K YI Rogn, 20/10/17 Type: M.Carl M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
QD/TP/WS/TP RES/OD RES/EVA/INV/MV	Truck / Trailer or
To Inspect Vehicle No	Mako: Handa Shuttle 6. 1496.
at Workshop m/s	011.
of	Colour G/4 A/C Insured / Std / NI / N# Sp.Reading 96457 T/Radio: Insured / Std / NI / N#
lisured	Eng/No:
Policy No .	CINO: 618110 3857 .
Claims No	Gen. Condr Good Fair / Poor / Burnt
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(Client's Record)	Brake: (gorder / Jammed / Leaked / Burnt or
Make of Veh	Modi: NII SIRIM / STD A/RIM or
	" # 1/0DIC
(Policy Condition)	
Remark: The von had commonced its N/S O/S	
repair at the time of inspection.	BS / DUN / EXNOVA / GY / FS / LIZA (MIC ) OHTSU / PIR / SUMI /
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Est. Repairs. 5 - Itays Res.: Yes or No	D.O.A. 27/4/19 D.O.I. 2/5/19
Luni Sum: 20 % 3 Val.: Yes or No	Survey held at Kum Chr
CA / REV / REP. / 24 HRS	Dos. of Damages : Frt / Rear / O/S / N/S / U/C / Rooftop or
Vehiclo: IN / OUT	
Date / Time / Action / Instruction	The U/C / Chassis frame / Body Structure affected due to collision
Repair range - SK - 6K	23 <b>1</b> 271
Days - 6	*
11 ( 14 2 - 5 2	14 600 1. 17070
4 3 4 3050 CKE	J\$ 6996.16/70b
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Date/Tene, File Press to: : Proff, Report	Days Of Repair:
: Final Report	Resurvey No. of Trip: Survey Fee:
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TENTH

## KUM CHEW MOTOR WORKSHOP

160, SIN MING DRIVE #05-08
SIN MING AUTOCITY, SINGAPORE 575722.
Tel No.: 64536256/64563715 Fax No.: 64557754
E-Mail: kumchew1@siliging.com.sg
GST Reg.No.: M9038/8657 Buss. Reg. No.: 52865130K

AXA INSURANCE SING CORERTETED

8, SPEN ON WAY #27-01

AX TOWER, SINGAPORE 198811.

MOTOR CLAIM FAX NO. 18804838

Attention: Motor Claim Leastment

Contact: 63387288/18/3/8304741 68804070 Fax No.: 83382522

S/N Quantity

Estimate: ES004631

Date: 24/08/2019

Vehicle Num.: SLT 1957 K Make/Model: HONDA SHUTTLE-2017

Chassis/Eng#: GK81103857 Accident Date : 27/04/2016

Claim No.:

Reference: KC/TP1957/1904-09

Policy No.:

Unit Price Amount S\$

1	1 PC	LIST ITEMS : TEX CO.	1,050.20
2.	2 PCS	FRT BUMPER RETAINERS AND THE STATE OF THE ST	35.70 71.40√
3.	2 PCS	FRT BUMPER BRACKEN X	58.20 116.40
4.	1 PC	FRT BUMPER REINFORGEMENT X	297.20
5.	2 PCS	FRT BUMPER FOG EARLY COVER	58.70 117.40
7.	1 PC	FRT BUMPER LOWER SRILLE COVER X	140.40
7.	1 PC 1 PC	FRT GRILLE BASE	595,20 2,450,20 1 (350.00
8.	1 PC	FRT HEADLAMP CLIP	
10.	1 PC	FRT FENDER	25.80
11.	1 PC	FRT FENDER INNER DUSINGWER X VIV	488.70 / 160.50
12.	16 PCS	FRT FENDER INNER DUSTESDIER GLIESTIX W	12.50 200.00
13.	1 PC	FRT LOWER ARM	395.30
14.	1 PC	FRT KNUCKLE X	380.00
15.	1 PC	FRT KNUCKLE BEARING / NCC	188.70
16.	1 PC	FRT SUSPENSION - LIH X AM	420.20
17.	1 PC	FRT ANTI LOWER BAR X	189.20
18.	1 PC	FRT STEERING SHAFT XWW	1,950.20
19.	1 PC	FRT GRILLE OUTER MOULDING (CHROME) X	302.20
		List TotalS\$:	9,520.20
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### KUM CHEW MOTOR WORKSHOP

160, SIN MING DRIVE #05-08

Tou, SIN MING DRIVE #05-08
SIN MING AUTOCITY, SINGAPORE 575722.
Tel No.: 64536256/64583715 Fax No.: 64557754
E-Mail: kumchew10381717 Fax No.: 64557754
GST Reg.No.: M903678857 Buss. Reg. No.: 52865130K

S/N Quantity

Estimate: ES004631

Date: 24/06/2019

Vehicle Num.: SLT 1957 K Make/Model: HONDA SHUTTLE-2017

Chassis/Eng#: GK81103857 Accident Date: 27/04/2016

Claim No.:

Reference: KC/TP1957/1904-09

Policy No.:

COINT		Unit Price	Amount 99
	ACCORDING TO MESTER.		

TO SPRAY & PAINT ON ACCIDENT PORTION. TO DISMANTLE & REPURCE UNDERCARRIAGE, TO ANTI-RUST AFFRETED AREAS.
TO COMPUTER FOUR WHEEL ALIGNMENT.

TO CHECK WIRING

Labour Total S\$:

TO PULL, KNOCK ON ACCIDENT PORT ON WCHANGE ABOVE PART. per LH, fred buyer) 580.00 400 850.00 400 350.00 150 250.00 30

250.00 60

150.00 30 2,430.00

SingDolars: Ten Thousand Forty-Six & Cents Sideen Only

KUM CHEW MOTOR WORKSHOP

LKK Auto Consultants the Repairer of the

based Est be resurveyed and

Date:

1004 6-16

# > Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Business
Owner ID: Vehicle Details	6557D
/ehicle No.:	SLT1957K
/ehicle to be Exported:	No
ntended Deregistration Date:	02 May 2019
ehicle Make:	HONDA
/ehicle Model;	SHUTTLE 1.5G CVT
Primary Colour:	Blue
Manufacturing Year:	2017
ngine No.:	L15B5004588
hassis No.:	GK81103857
Aaximum Power Output:	97.0 kW (130 bhp)
Open Market Value:	\$17,147.00
Original Registration Date:	20 Oct 2017
irst Registration Date:	20 Oct 2017
ransfer Count:	0
ctual ARF Paid: itended PARF Rebate Details	\$7,147.00
ARF Eligibility:	Yes
ARF Eligibility Expiry Date:	19 Oct 2027
ARF Rebate Amount: stended COE Rebate Details	\$5,360.00
OE Expiry Date:	19 Oct 2027
OE Category:	A - Car up to 1600cc & 97kW (130bhp)
OE Period(Years):	10
P Paid:	\$36,001.00
OE Rebate Amount:	\$30,465.00
otal Rebate Amount:	\$35,825.00

The information contained herein is correct as at 02 May 2019

OK

### Nivitha (LKK Auto)

From:-

Shu Pei (LKKAuto) <shupei@lkkauto.com>

Sent:

Thursday, 2 May 2019 12:27 PM

To:

assignments

Cc:

Admin A

Subject:

FW: RE: ACCIDENT INVOLVING SLT1957K & PC1557Z ON 27/04/2019.

cor In Mdm Ilm surostne. Mythe provideret.

\*\*\*\*SMARTCLAIM NEW CASE\*\*\*

SPOKEN TO MDM LIM -VEH IN\*\*\*KINDLY ARRANGE SURVEY TODAY

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1,

#02-25 | S(408933)

----Original Message-----

From: kumchew1 < kumchew1@singnet.com.sg>

Sent: Thursday, 2 May 2019 10:37 AM

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

Cc: SG AXA Insurance SM Claims Service Team <cst@axa.com.sg>

Subject: FW: RE: ACCIDENT INVOLVING SLT1957K & PC1557Z ON 27/04/2019.

Dear All,

Please refer to our email dated 30/04/2019.

Kindly up date us status.

Thanks & Best Regards,

Mdm Lim

----Original Message-----

From: kumchew1 [mailto:kumchew1@singnet.com.sg]

Sent: Tuesday, April 30, 2019 12:58 PM

To: 'CST'

Subject: RE: RE: ACCIDENT INVOLVING SLT 1957 K & PC 1557 Z ON 27/04/2019.

Dear Sir/Madam,

We are acting on behalf of M/S. TICKHEL the owner of SLT 1957 K in the above

matter.

Kindly arrange for pre-repair with the following details;

Venue

: Kum Chew Motor Workshop

160, Sin Ming Drive #05-08

Sin Ming Autocity

Singapore 575722.

Contact No.

: 64536256.

Thanks & Best Regards, Mdm Lim



# Service Request Details



€laim

59M01M4F

Reterence

None &

Frod Philte

27 April 2019

Report Date

2 May 2019 10:53:57 AM

Request Date

2 May 2019

Dine Date

2 May 2020

vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Septions

Pending verification - Direct Settlement

#### Actions

New Stee

Finish the work

#### Vehicle Information

Incident Vehicle Registration # SLT1957K

100

TPVD HONDA

Madel

SHUTTLE



Primary Contact/Insured

POO SEE YEOW BUS SERVICES PTE LTD 25A HILLVIEW AVENUE, #05-12, 669617, Singapore 63163238 JESS@ODDSNEVEN.COM.SG

Claim Handler

CHAN Kian Chuan 6568804269 kianchuan.chan@axa.com.sg

Additional Instructions

INSD GIA NOT REPORTED

Messages.	Invoices	History	Documents	Assessment	Metrics	Notes	



. . . .

STUBLAVE 1, 001-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL: (063) 62563561 FAX: (065) 62564315

09 May, 2019

POO SEE YEOW BUS SERVICES PTE LTD 25A HILLVIEW AVENUE, #05-12, Singapore 669617

Dear Sir.

OUR REF

: CC4/ASM19007733/Ehb3

YOUR REF

: PC 1557Z

ACCIDENT INVOLVING PC 1557Z & SLT 1957K ON 27/04/2019 ALONG/AT CHANGI AIRPORT (T1 DEPARTURE CRES & AIRPORT BLVD)

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 <a href="https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting">https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting</a>.

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)
- · 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 us immediately. You may email it to vicalpeh@lkkauto.com or deliver it by hand to 51 Ubi Avenue 1, #01-25 Paya Ubi Ind. Park S(408933).

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven (7) days from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

Kindly contact us at 6841 2096 if you have any further enquiries.

Yours sincerely, Vic alpeh Claim Department

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

CC : AXA INSURANCE PTE LTD Motor Claim Department



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

24 MAY 2019

1st Reminder

POO SEE YEOW BUS SERVICES PTE LTD 25A HILLVIEW AVENUE #05-12 SINGAPORE 669617

Dear Madam,

OUR REF

: CC4/ASM19007733/Ehb3

YOUR REF

: PC 1557Z

ACCIDENT INVOLVING PC 1557Z & SLT 1957K ON 27/04/2019 ALONG/AT CHANGI AIRPORT (T1 DEPARTURE CRES & AIRPORT BLVD)

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 01 JUNE 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 <u>Traffic Police</u> 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 SLT 1957K 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 01 JUNE 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

Vic Alpeh Sanghilan

Claims

Tel: 6841 2096 Fax: 6741 4108

Email: vicalpeh@lkkauto.com

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

Cc AXA Insurance Pte Ltd (Motor Claims Dept) To : Traffic Police - Deputy Head, Investigations Department

65474885 Fax:

#### ONLY FOR ACCIDENTS IN SINGAPORE

### NON-INJURY MOTOR ACCIDENT REPORT SCHEME FORM ON NON-REPORTING BY INSUREDS

Please be informed that we have yet to receive a motor accident report from our insured with regard to a non-injury motor accident as follows: -

Date of accident

: 27/04/2019

Time of accident

: 04:15

Place of accident

: CHANGI AIRPORT (T1 DEPARTURE CRES

& AIRPOR BLVD)

Third Party's name

: TICKHEL

Third Party's vehicle number

: SLT1957K

Our insured's name

: POO SEE YEOW BUS SERVICES PTE LTD

Our insured's vehicle number

: PC 1557Z

Our insured's NRIC number

: NIL

Our insured's address

: 25A HILLVIEW AVENUE #05-12

SINGAPORE 669617

Our Insured's telephone number : 63163238

A letter dated (24/05/2019) was sent to remind our insured to report the non-injury motor accident to us. No report has yet been made.

Please do not hesitate to contact the following for any clarification on the matter. (Please cite our reference number: (CC4/ASM19007733)

Name and address of insurance company: AXA Insurance 8 Shenton Way, #24-01 AXA

Tower, 068811

Name of contact person

: Hsiao Tong

Contact Number

: 6742 3197 Fax: 6741 4108

Date

: 06/06/2019



51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 67414108 06 JUNE 2019

2<sup>nd</sup> Reminder

POO SEE YEOW BUS SERVICES PTE LTD 25A HILLVIEW AVENUE #05-12 SINGAPORE 669617

Dear Sir / Madam.

OUR REF

: CC4/ASM19007733

YOUR REF

: PC 1557Z

ACCIDENT INVOLVING PC 1557Z & SLT 1957K ON 27/04/2019 ALONG/AT CHANGI AIRPORT (T1 DEPARTURE CRES & AIRPORT BLVD)

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 14 JUNE 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 SLT 1957K 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 14 JUNE 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

Hsiao Tong Claims Tel: 6742 3197

Fax: 6741 4108

Email: chewht@lkkauto.com

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

Cc AXA Insurance Pte Ltd (Motor Claims Dept)



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

20 JUNE 2019

FINAL REMINDER

POO SEE YEOW BUS SERVICES PTE LTD 25A HILLVIEW AVENUE #05-12 SINGAPORE 669617

Dear Madam.

OUR REF

: CC4/ASM19007733/Epb3 // S9M01M4F

YOUR REF

: PC 1557Z

ACCIDENT INVOLVING PC 1557Z & SLT 1957K ON 27/04/2019 ALONG/AT

CHANGI AIRPORT (T1 DEPARTURE CRES & AIRPORT BLVD)

We refer to our letters of 24/05/2019 & 06/06/2019 to you requesting for your reporting of the above accident.

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 our 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 7 days, i.e by 28 JUNE 2019.

Please note that with the effect of 1<sup>st</sup> 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. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

As you are aware, the owner of the vehicle SLT 1957K 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 28 JUNE 2019, we shall refer the third party claim to you for direct handling.

Yours faithfully

Hsiao Tong Claims Tel: 6742 3197 Fax: 6741 4108

Email: chewht@lkkauto.com

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

Cc AXA Insurance Pte Ltd (Motor Claims Dept)

### Suwanna (LKK Auto)

From:

Suwanna (LKK Auto)

Sent:

Thursday, 4 July 2019 2:44 PM

To: Cc:

JESS@ODDSNEVEN.COM.SG

Admin A; Hsiao Tong (LKKAuto)

Subject:

(FINAL REMINDER) ACCIDENT INVOLVING PC 1557Z & SLT 1957K ON 27/04/2019

ALONG/AT CHANGI AIRPORT (T1 DEPARTURE CRES & AIRPORT BLVD)

Dear Sir/Madam,

#### FINAL REMINDER

OUR REF

: CC4/ASM19007733/Epb3 // S9M01M4F

YOUR REF

: PC 1557Z

ACCIDENT INVOLVING PC 1557Z & SLT 1957K ON 27/04/2019 ALONG/AT

CHANGI AIRPORT (T1 DEPARTURE CRES & AIRPORT BLVD)

We refer to our letters of 24/05/2019 & 06/06/2019 to you requesting for your reporting of the above accident.

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 our 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 7 days, i.e by 12 JULY 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. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

As you are aware, the owner of the vehicle SLT 1957K 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 12 JULY 2019, we shall refer the third party claim to you for direct handling.

If you have any gueries, please contact Ms Chew Hsiao Tong(LKK Handler) at 6742 3197 or email us at chewht@lkkauto.com Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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



51 UBLAVE 1, #01-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

16 July 2019

POO SEE YEOW BUS SERVICES PTE. LTD.

25A HILLVIEW AVENUE #05-12 GLENDALE PARK SINGAPORE 669617

Dear Sir/Mdm,

OUR REF

: CC4/ASM19007733/Epb3

YOUR REF

: PC 1557Z

ACCIDENT INVOLVING PC1557Z & SLT1957K ALONG T1 DEPARTURE CRESCENT ON 27/04/2019

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 Singapore Pte Ltd to deal with the third party claim against your policy.

We have received a claim from **Kum Chew Motor Workshop** acting on behalf of the owner **SLT1957K** against your motor insurance policy.

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.

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

We also wish to advise that there is an excess of <u>S\$ 2,000.00</u> 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:

- Any settlement equal to or above the excess, you shall be liable to make the payment of \$\$ 2,000.00; or
- (2) Any settlement below the excess, you shall be liable for the amount settled.

AXA shall keep you informed of the third-party claim settlement and thereafter kindly let AXA have the excess payment in your cheque payable to "AXA Insurance Singapore 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 AXA for the above subject matter, AXA expressly reserves all their rights under the policy to refund the excess payment if there arises any known policy breach and or exclusion material to coverage.

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.



51 UBLAVE 1, #01-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your full co-operation in the handling of the claim is required and kindly submit the following to <a href="mailto:immychen@lkkauto.com">immychen@lkkauto.com</a> within 10 days from the date of this letter <a href="mailto:if not provided at our reporting centre">if not provided at our reporting centre</a>. 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. 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 <a href="mailto:cst@axa.com.sg">cst@axa.com.sg</a> or deliver it by hand to AXA's 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 6841 2928 or email us at jimmychen@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

Jimmy.

Case Handler DID: 6841 2928 FAX: 6741 4108

Email: jimmychen@lkkauto.com

 c.c. AXA Insurance Pte Ltd (AXA) (Motor Claims Dept)

### Hsiao Tong (LKKAuto)

From:

kumchew1 <kumchew1@singnet.com.sg>

Sent:

Tuesday, 24 September 2019 9:28 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: ACCIDENT INVOLVING SLT 1957 K & PC 1557 Z ON 27/4/2019.

Attachments:

24092019091400.pdf

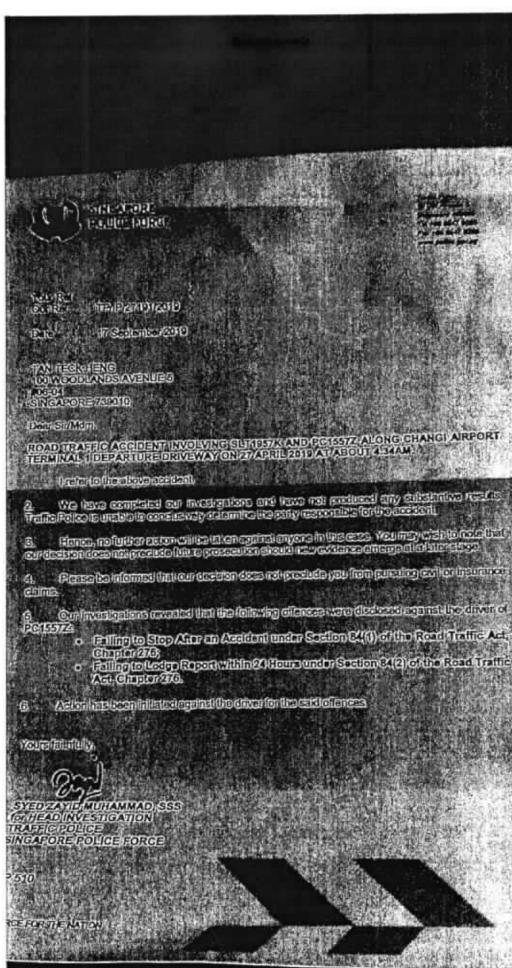
Hi Ms Chew.

Refer to the above matter.

Kindly attached police investigations result for you to make necessary action.

We look forward to hear from you soon.

Thanks & Best Regards, Mdm Lim



## Hsiao Tong (LKKAuto)

From:

Sent:	Tuesday, 24 September 2019 4:21 PM
To:	Hsiao Tong (LKKAuto)
Subject:	RE: RE: ACCIDENT INVOLVING SLT 1957 K & PC 1557 Z ON 27/4/2019.
Attachments:	WhatsApp Image 2019-04-27 at 11.12.38 AM (1).jpeg; WhatsApp Image 2019-04-27 at 11.12.37 AM.jpeg
Hi Ms Chew, please find at	tached photo as you requested.
Please email us yours insur	red GIA Report to us.
Thanks & Best Regards,	
Mdm Lim	
Original Message	
- 사용 ^ 사용없는 중요하는 항공하는 항공하는 경험에 하는 사는 사용하다 하다 가게 되었다.	kumchew1@singnet.com.sg]
Sent: Tuesday, September To: 'Hsiao Tong (LKKAuto)'	
	INVOLVING SLT 1957 K & PC 1557 Z ON 27/4/2019.
Hi Ms Hsiao Tong,	
Kindly find attached estima	ate and forward to your surveyor.
Please let us have the final	lize amount as soon as possible.
Thanks & Best Regards, Mdm Lim	
Original Message	kumchew1@singnet.com.sg]
Sent: Tuesday, September	
To: 'Hsiao Tong (LKKAuto)'	
	VOLVING SLT 1957 K & PC 1557 Z ON 27/4/2019.
Hi Ms Chew,	
Refer to the above matter.	
Vindly attached police inve	estigations result for you to make necessary action.
Kindly attached police inve	Sugarions result for you to make necessary actions
March March 1997 No. 100 No. 1	
We look forward to hear fr	rom you soon.
Thanks & Best Regards,	

kumchew1 < kumchew1@singnet.com.sg>

### Mdm Lim

### Hsiao Tong (LKKAuto)

From:

Shu Pei (LKKAuto)

Sent:

Tuesday, 1 October 2019 9:07 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: New message for service request 113631, vehicle number SLT1957K

Called OI to inform TP claim. OI disputed TP was the one at fault. Advised OI we'll try to settle this claim in the most amicable manner. (50% - Conflicting version)	CJH	16/7/2019 2:50:44 PM
LIA. UNCLEAR, EMAILED TO W/S	CJH	16/7/2019 2:50:55 PM
Hi Steve, With reference to attached, please assist to advise on the estimates, thank you. Best Regards, Jimmy Chen  Case Handler	CJH	22/7/2019 3:58:03 PM
9/18/19 8:44 AM KHONG LynnObtain evidence from TPHI, OID stated TP to have exited from carpark while he was traveling and hit OIV on the right. Kindly obtain further evidence from TP. Thanks	LSP	18/9/2019 8:49:31 AM
9/30/19 11:43 AM KHONG Lynn —Road condition based on inquiry——Based on inquiry on the road, it was a merging lane from 2 to 1 lane. Insured vehicle was traveling straight. TP exited where there is double dotted lines to give way. Therefore, proceed to reject, unless TP may provide more evidence to support their claim. Thanks	LSP	1/10/2019 8:54:21 AM

Best Regards, Shu Pei| Admin LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----Original Message-----

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Monday, 30 September 2019 11:47 AM

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

Subject: FW: New message for service request 113631, vehicle number SLT1957K

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue

1, #02-25 | S(408933)

----Original Message-----

From: lynn.khong@axa.com.sg <lynn.khong@axa.com.sg>

Sent: Monday, 30 September, 2019 11:45 AM

To: admin-d@lkkauto.com

Subject: New message for service request 113631, vehicle number SLT1957K

AXA Insurance has sent you a message for claim number S9M01M4F.

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:

Monday, 21 October 2019 4:28 PM

To:

'kumchew1@singnet.com.sg'

Subject:

<REJECTION> Your Ref: SLT1957K \*Our Ref: CC4/ASM19007733/Epb3 [ACCIDENT

INVOLVING PC 1557Z(AXA) & SLT 1957K ON 27/04/2019]

Attachments:

POLICE REPORT\_PC1557Z.pdf

Your Ref: SLT1957K

Without Prejudice

Our Ref: CC4/ASM19007733/Epb3

Dear Sirs/Madam,

### ACCIDENT INVOLVING PC 1557Z(AXA) & SLT 1957K ON 27/04/2019

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference. Based on inquiry on the road, it was a merging lane from 2 to 1 lane. Our insured vehicle was traveling straight, your client exited where there is double dotted lines to give way.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | 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

	Carrie and the	Affiliated to Federation Inter-	nationale Des Experts En Autom	obile
AXA	INSURANCE PTE	LTD	Ref : CC4/ASM19007	7733/Epb3q2
AXA	ENTON WAY #24 TOWERSINGAPO		Date: 06-12-2019 Code: ASM	
1.	11.24 P. 1.	Policy Particul	ars :- THIRD PARTY CLAIR	M
5070	Insured Veh.	PC 1557Z	Veh. Inspected	SLT 1957K
	Policy No.	CB1/GA448533	Coverage (\$)	0.00
	Claim No.	S9M01M4F	Excess (\$)	0.00
	Assign From		Assign Date	02/05/2019
2.		Vehicle P	articulars & Condition	
	Make & Model	HONDA SHUTTLE	c.c	1496
	Engine No.	HIDDEN	Year of Reg.	2017
	Chassis No.	GK81103857	Colour	BLUE
	Odometer	96457	Steering	IN ORDER
	Brakes	IN ORDER	Modification	SPORTS RIM
	General	GOOD		
3.		Cor	nditions of Tyres	
		Size	Make	Balance
	R/H Front Tyre	185/60 R15	MICHELIN	7 mm
	L/H Front Tyre	185/60 R15	MICHELIN	7 mm
	R/H Rear Tyre	185/60 R15	MICHELIN	7 mm
	L/H Rear Tyre	185/60 R15	MICHELIN	7 mm
4.		Descr	ription of Damages	
	THE VEHICLE SU	STAINED DAMAGES AT THE	E FRONT N/S PORTION.	
	DAMAGES SEE D	ETAILS.	-	
5.		Ger	neral Information	
	Accident Date	27/04/2019	Inspection Date	02/05/2019
	Survey held at	KUM CHEW MOTOR WOR	KSHOP	2
		160 SIN MING DRIVE #05-08 SIN MING AUTOCI SINGAPORE 575722	TY	
5a.			Remarks	E Sund Co
	A)THE INSPECTION	ON WAS CONDUCTED ON A	"WITHOUT PREJUDICE" BAS IS, WE HAVE NOT AUTHORIS	IS. SED REPAIRS.
5b.	IDJIN ACCORDANG		nate Days of Repair	
3.50	ESTIMATED NOR	MAL PERIOD FOR REPAIR:		'S



### LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 2

#### ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLT 1957K

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	FRT BUMPER (CONSISTENT)	BROKEN	1,050.20	1,050.20
2	FRT BUMPER RETAINER @\$35.70 (CONSISTENT)	BROKEN	71.40	71.40
2	FRT BUMPER BRACKET @\$58.20 (CONSISTENT)	NOT NECESSARY	116.40	
	FRT BUMPER REINFORCEMENT (CONSISTENT)	NOT NECESSARY	297.20	
2	FRT BUMPER FOG LAMP COVER @\$58.70 (CONSISTENT)	NOT NECESSARY	117.40	-
1	FRT BUMPER LOWER GRILLE COVER (CONSISTENT)	NOT NECESSARY	140.40	-
1	FRT GRILLE BASE (CONSISTENT)	NOT NECESSARY	595.20	
1	FRT HEADLAMP (CONSISTENT)	CUT	2,450.20	1,650.00
1	FRT HEADLAMP CLIP (CONSISTENT)	NOT NECESSARY	26.80	
1	FRT FENDER (CONSISTENT)	BROKEN	468.70	468.70
1	FRT FENDER INNER DUST COVER (CONSISTENT)	NOT NECESSARY	160.50	
16	FRT FENDER INNER DUST COVER CLIPS @\$12.50 (CONSISTENT)	NOT NECESSARY	200.00	
1	FRT LOWER ARM (CONSISTENT)	NOT NECESSARY	395.30	
1	FRT KNUCKLE (CONSISTENT)	NOT NECESSARY	380.00	
1	FRT KNUCKLE BEARING (CONSISTENT)	NECESSARY	188.70	188.70
1	FRT SUSPENSION -L/H (CONSISTENT)	NOT NECESSARY	420.20	
1	FRT ANTI LOWER BAR (CONSISTENT)	NOT NECESSARY	189.20	
1	FRT STEERING SHAFT (CONSISTENT)	NOT NECESSARY	1,950.20	
1	FRT GRILLE OUTER MOULDING (CHROME) (CONSISTENT)	NOT NECESSARY	302.20	
	LESS 20% DISCOUNT		-1,904.04	-685.80
			7,616.16	2,743.20
	LABOUR			
	TO PULL ,KNOCK ON ACCIDENT PORTION & CHARGE ABOVE PART.		580.00	400.00
	TO SPRAY & PAINT ON ACCIDENT PORTION .		850.00	400.00
	TO DISMANTLE & REPLACE UNDERCARRIAGE .		350.00	150.00
	TO ANTI-RUST AFFECTED AREAS.		250.00	30.00
	TO COMPUTER FOUR WHEEL ALIGNMENT.		250.00	60.00

Report Ref No. CC4/ASM19007733/Epb3q2



### 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. 2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	TO CHECK WIRING SYSTEM.		150.00	30.00
			2,430.00	1,070.00
	GRAND TOTAL		10,046.16	3,813.20

RECOMMENDED COST OF LUMP SUM REPAIRS	3,050.00
(TO ITS PRE-ACCIDENT CONDITION)	-

Report Ref No. CC4/ASM19007733/Epb3q2

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CHEN TSUE YEE

**Automotive Assessor** 

A month

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 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.

SERVICE REQUESTS

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CLAIMS

SHADIMAF

Chillin

2 May 2019 10:53:57 AM

Report Date

30 May 2019

Request Date

Due Date

27 April 2019

LOSS Date

Roference

TPVD HONDA SHUTTLE SLT1957K Vehicle Information locident Vehicle Registration # Model Make

Primary Contact/Insured

LKK AUTO CONSULTANTS PTE

Vendor Name

(ALD) CLT)

Pending verification - Direct

Services

Third Party Vehicle Dantage

Type of Loss

Service Address

POO SEE YEOW BUS SERVICES PTE LTD 25A HILLYIEW AVENUE, #05-12, 649617, JESS GODD SNEVEN COM SG Singapore

hnn.khong@axa.com.sg KHONG Lynn 68804892

Claim Handler

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Additional Instructions

SUB-TYPE Reports & Statement 3 Accident Statement 4 Upmod Desemble HAME

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AUTHOR

12/11/2019

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SUB-TYPE DATE UPLCADED	Surveyer Assessor LKK AUTO CONSULTANTS PTE LTD 11 December 2019 expense	Others (TP) 11 Desember 2019	Others (TP) 11 December 2019	Others (TP) 11 December 2019	Others (TP) 11 December 2019	Others (TP)	Third Party (TP) 21 October 2019	Policy Holders / Immend (FP) 150 CONSULTANTS PTE LTD 26 Ady 2019	Others (TP) 4 July 2019	Others (TP) 20 June 2019	Others 6 June 2019 6 June 2019	Others 6 June 2019	The common many was in a service of the common of the comm
TWE	Invoice	Forms / Claim Documents	Form / Claim Documents	Forms / Claim Documents	Forms / Claim Documents	Forms / Claim Documents	Lotters and Correspondence	Letters and Correspondence	Letters and Correspondence	Letters and Correspondence	Letters and Correspondence	Letters and Correspondence	lating and
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Claim Portal

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	Sheke	TP-PRI-FROM WORKSHOP-mug