

INSURANCE

INS. CASE OWNER

Peter

CCP AXA1900 8114

W 03
J 8/5/19

LKK
IDAC

Surveyor:

MD

DOI:

ASSIGNMENT

8/5/19

Date / Time:

8/5/19

Registered in Meriten:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLS 946D

Name of Insured:

YOSHIAKI MURAKAMI

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

6/4/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO: Driver Name / Age:

Driver Tel No.:

(V/L: YES NO)

OI GIA REPORT YES/NO:

YES

TP GIA REPORT YES/NO

YES

Insured Liability:

%

Final? Yes / No

SHO 622AM



INSRS:
WSP:
Tel:
Liability:
RMKS:

SMRT



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

SHO 622AM

SLS 946D

STAGE

DATE / PIC

Non-Reporting Itr (1st):

24/06/2019

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call Of:

After call Itr to OI:

14/06/19 - summary note

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA/GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

11/06

OZ GIA Report in

14/6/19

Called OZD to inform TP claim

14/06/2020
Kobikoro

TP LOD IN BY EMAIL
Upload documents in OC
RMA APPROVED MANUFACTURER @ LOI @ 50/100
SEND JUNE OFFER TO TP.
TP ACCEPTED OFFER.
ALL DONE IN ORDER
TO CLOSE.

PRELIMINARY ADVICE

Date/Time

Sent By:

FINALIZATION

Date/Time

Confirm with:

Confirm by:

Repair Cost:

P/P

S\$ 1,177.83

(2 days) Reduction:

56

%

Email

Call

FINAL SETTLEMENT

Date/Time

Confirm with

Email

Cal

Final Liability:

%

100

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

27

Repair Cost:

S\$ 1,177.83

Loss of Rental (LOR):

S\$ 337.05

(3 days) X 4112.35

Loss of Use (LOU):

S\$

—

(5 days)

Loss of Income (LOI):

S\$ 100.00

50 x 3 days

LOR only

LOU only

LOR + LOU

LOR + LO

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

LOU

GIA/LTA Search

S\$

7.00

Medical:

S\$

—

Disbursement:

S\$

—

Legal Cost:

S\$

—

Total:

S\$ 1,671.88

Global Sum S\$:

1,670.00

FINAL PAYMENT

Date/Time

Confirm with:

Email

Cal

Payee 1:

S\$ 1,670.00

Name 1:

SMRT TAXIS PTE LTD

Payee 2: (Strike if N.A.)

S\$

—

Name 2:

—

Payee 3: (Strike if N.A.)

S\$

—

Name 3:

—

NAME: Hwee Jie

REF: AXA

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To inspect Vehicle No: _____

at Workshop n/s _____

of _____

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.

N/S	O/S
	X

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

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

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

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SHD6323M Yr Regn: 28 Nov 2017

Type: M.Car / M.Cycle / Bus / Van / Lorry / Truck / Prime Mover /

Truck / Trailer or

Make: Toyota Prius c.c. 1798

Colour: maroon A/C: Insured / Std / NI / NA

Sp. Reading: 158815 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: JTDKB3FU703575273

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modl: Nil / SRM / STD A/Rim or

Tyre Size: F: 195/65 R15

R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or Falken

Front

Rear

R/Bal. 6 mm R/Bal. 6 mm

L/Bal. 6 mm L/Bal. 6 mm

D.O.A. 6/5/19 D.O.I. 8/5/19

Survey held at Sund

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	<u>RP 2,177.83</u>
	<u>CRPD: 4,1513.01/56%</u>
	<u>05/19/2033</u>
	<u>SL5946D</u>

Date/Time, File Pass to?

☐ : Prelim. Report

1)

☐ : Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Report Format :

Lump Sum / I.B.I: (\$

Add Fee: ☐ : Site Insp (\$

☐ : Interview (\$

☐ : Tech. Invs (\$

☐ : Weekend (\$

) \$ + PG. \$

) Photos

) Others

TOTAL

[Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:

Company

Owner ID:

5369K

Vehicle Details

Vehicle No.:

SHD6323M

Vehicle to be Exported:

No

Intended Deregistration Date:

08 May 2019

Vehicle Make:

TOYOTA

Vehicle Model:

PRIUS HYBRID 1.8 CVT

Primary Colour:

Maroon

Manufacturing Year:

2017

Engine No.:

2ZR5108334

Chassis No.:

JTDKB3FU703575273

Maximum Power Output:

90.0 kW (120 bhp)

Open Market Value:

\$29,007.00

Original Registration Date:

28 Nov 2017

First Registration Date:

28 Nov 2017

Transfer Count:

0

Actual ARF Paid:

\$5,000.00

Intended PARF Rebate Details

PARF Eligibility:

Yes

PARF Eligibility Expiry Date:

27 Nov 2025

PARF Rebate Amount:

\$3,750.00

Intended COE Rebate Details

COE Expiry Date:

27 Nov 2025

COE Category:

A - Car up to 1600cc & 97kW (130bhp)

COE Period(Years):

8

PQP Paid:

\$33,596.00

COE Rebate Amount:

\$27,518.00

Total Rebate Amount:

\$31,268.00

Message

Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

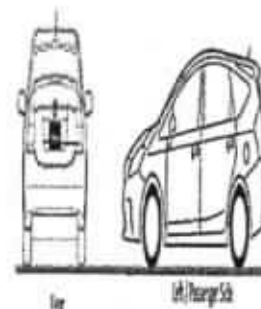
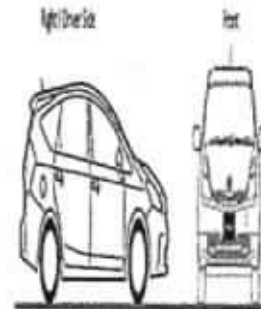
The information contained herein is correct as at 08 May 2019

OK

1/1/1/1/1

Section A - Accident Details

Registration Number	SHD6323M
Case Reference Number	TAX005/19/2033
Registration Date	28/11/2017
Company Type	SMRT Taxis Pte Ltd
Make	TOYOTA
Model	PRIUS4
Name of Driver	SOH CHEW SOON
Type of Accident	Head to Rear
Accident Date and Time	6/5/2019 6:05 PM
Accident Reported Date and Time	7/5/2019 2:40 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24101410
Special Instruction to ARC, if any	TP
Prepared Date and Time	7/5/2019 9:18 PM
Chassis Number	
Mileage	
Work Shop	
Repair Completion Date and Time	



1/1/1/1/1

Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$338.00	\$200.00
Total Spray Cost	\$558.00	\$200.00
Total Spare Part Cost	\$1,514.84	\$777.83
Total Other Cost	\$280.00	\$0.00
TOTAL COST	\$2,690.84	\$1,177.83 (P/P)
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	3.0	2.0
Prepared / Adjusted By	Kim Ming Chin	Hwee Jie (LKK) / AXA
ARC / Surveyor Sign Off Date	07/05/2019 9:23 PM	08/05/2019 3:12 PM
Signature		
Remarks		p/p repair, photo before paint

Section C - Quotation and Accident Invoice Details

Quotation Number	QN-1908-0057	Invoice Number	
Quotation Date	06.08.2019	Invoice Date	
Invoice Amount		Prepared Date	

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REPAIR REAR PORTION	\$338.00	\$200.00 ✓
Total Labour	\$338.00	\$200.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY REAR BUMPER	\$378.00	\$200.00 ✓
TO RESPRAY BUMPER BEAM	\$180.00	\$0.00
Total Spray Painting & Panel Beating	\$558.00	\$200.00

Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO TEST AND REFIX REVERSE SENSOR SYSTEM	\$120.00	\$0.00
TO WASH AND VACUUM	\$60.00	\$0.00
TO REPLACE SUNDRY PARTS	\$100.00	\$0.00
Total Other Costs	\$280.00	\$0.00

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
		52159479 13	COVER, RR BUMPER ASSY	1.00	\$423.90	100.00	\$0.00	Replace	Replace
		52023470 30	REAR BUMPER REINFORCEMENT	0.00	\$318.80	0.00	\$0.00	Replace	Not Given
		52453470 10	GUARD, RR BUMPER, LOWER	1.00	\$558.30	25.00	\$418.73	Replace	Replace
			PIXEL STICKER	2.00	\$60.00	0.00	\$120.00	Replace	Replace
			SENSOR REVERSE	0.00	\$180.00	0.00	\$0.00	Replace	Not Given
Total					\$1,541.00		\$538.73		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
		52023470 30	REAR BUMPER REINFORCEMENT	1.00	\$318.80	25.00	\$239.10	Replace	Replace
Total					318.80		239.10		

777.83
 + 200.00
 + 200.00

 1177.83



Case Details

Case Reference Number :
TAX/05/19/2033

Type of Repair : Accident Repair

Vehicle Registration Number :
SHD6323M

Company Type : SMRT Taxis Pte Ltd

Estimation ID : EST-6805-ID

Assigned By : Taxi Claims Manager
Team

Insurance Company Name : AXA Insurance Singapore Pte
Ltd

Accident Date and Time : 06/05/2019 10:05 AM

Vehicle Age(In Months) : 18

Documents / Photographs

[View Documents / Photographs](#)

Total Documents: 1

Estimation Details

Spare Part's Cost Detail

BOM Type	Coating Type	Portion	Material Number	Part Name	Qty	SMRT Recommendation				Repair/ Replace	Surveyor Quantity	Surveyor Approval			Remarks
						List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)			Surveyor Final Price(\$)	Repair/Replace		
One Time Key In	Main			COVER, RR BUMPER ASSY	1	423.90	423.90	25.00	317.92	Replace	1	0	Repair		• XR
One Time Key In	Main			REAR BUMPER REINFORCEMENT	1	318.80	318.80	25.00	239.10	Replace	0	0	Not Give		• X NH
One Time Key In	Main			GUARD, RR BUMPER, LOWER	1	558.30	558.30	25.00	418.72	Replace	1	418.72	Replace		• / DEF
One Time Key In	Main			PIXEL STICKER	2	60.00	120.00	0.00	120.00	Replace	2	120.00	Replace		• / REC
One Time Key In	Main			SENSOR REVERSE	1	180.00	180.00	0.00	180.00	Replace	0	0	Not Give		• X NH

Total Spare Part Cost 1,275.74

Surveyor Total 538.72

Lump Sum Discount (%) 0.00

Lump Sum Dis (%) 0

Final Spare Part Cost 1,275.74

Final Sur Total 538.72

Labour's Cost Detail

S.No.	Coating Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO REPAIR REAR PORTION	338.00	200	
Total:			338.00	200.00	

Spray Cost Detail

S.No.	Coating Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO RESPRAY REAR BUMPER	378.00	200	
2	Main	TO RESPRAY BUMPER BEAM	180.00	0	
Total:			558.00	200.00	

Other Cost Detail

S.No.	Coating Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	0	
2	Main	TO WASH AND VACUUM	60.00	0	
3	Main	TO REPLACE SUNDRY PARTS	100.00	0	
Total:			280.00	0.00	

Summary

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spare Part Detail	1,275.74	538.72
Total Labour Cost	338.00	200.00
Total Spray Painting	558.00	200.00
Other	280.00	0.00
Overall Total	2,451.74	938.72
Lump Sum Repair Option		
Lump Sum Total	0.00	938.72
Surveyor Approved Amount		938.72
No of Repair Days*	3	2
Remarks	-	pip repair, photo before paint

REQUEST FOR SUPPLYMENT PARTS

Contractor:			
Accident Case Number	TAX/05/19/2033	Date of Collection	1 / 1
Vehicle No	SHD 6323 M	Date of Request	09/05/2019
Vehicle Model	TOYOTA PRIUS 4	Number of Days to Extend (If any)	X

S/N	Part Number	Part Description	Quantity	Unit Price
		REAR BUMPER REINFORCEMENT	1pc	BT

\$239.10

Please submit photographs for damaged parts

I, (Name) _____
 (Position) _____

do solemnly and sincerely declare that:- Supplementary Parts are raked for replacement for the aforesaid vehicle.

.....
 Signature of person making this declaration
 [to be signed in front of an authorised witness]

I acknowledge that this declaration is true and correct, and I undertake with the understanding and belief that a person who makes a false declaration is liable to the damages of perjury.

For SMRT Staff

Acknowledge By	ARC Executive / Supervisor / SA	
Approval By	Surveyor / In-house Staff	
Parts Ordering	SMRT Store / Contractor Supply / Form 22 / WOC	Form 22 / PO / WOC / Reservation / Number
Photo Submitted	YES / NO	Date of submission



Case Details

Case Reference Number :
TAX/05/19/2033

Type of Repair : Accident Repair

Vehicle Registration Number :
SHD6323M

Company Type : SMRT Taxis Pte Ltd

Estimation ID : EST-6805-ID

Assigned By : Taxi Claims Manager
Team

Insurance Company Name : AXA Insurance Singapore Pte Ltd

Accident Date and Time : 06/05/2019 10:05 AM

Vehicle Age(in Months) : 15

Documents / Photographs

[View Documents / Photographs](#)

Total Documents: 1

Estimation Details

Spare Part's Cost Detail

BOM Type	Costing Type	Portion	Material Number	SMRT Recommendation							Surveyor Approval				Remarks
				Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace		
One Time Key In	Main			COVER, RR BUMPER ASSY	1	423.90	423.90	25.00	317.92	Replace	1	0	Repair	*	
One Time Key In	Main			REAR BUMPER REINFORCEMENT	1	318.80	318.80	25.00	239.10	Replace	0	0	Not Give	*	nn
One Time Key In	Main			GUARD, RR BUMPER, LOWER	1	558.30	558.30	25.00	418.72	Replace	1	418.7	Replace	*	DEF
One Time Key In	Main			PIXEL STICKER	2	60.00	120.00	0.00	120.00	Replace	2	120.0	Replace	*	REC
One Time Key In	Main			SENSOR REVERSE	1	180.00	180.00	0.00	180.00	Replace	0	0	Not Give	*	
									Total Spare Part Cost	1,275.74					
									Lump Sum Discount (%)	0.00					
									Final Spare Part Cost	1,275.74					
											Surveyor Total	538.72			
											Lump Sum Dis (%)	0			
											Final Sur Total	538.72			

Labour's Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO REPAIR REAR PORTION	338.00	200	
Total:			338.00	200.00	

Spray Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO RESPRAY REAR BUMPER	378.00	200	
2	Main	TO RESPRAY BUMPER BEAM	180.00	0	
Total:			558.00	200.00	

Other Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	0	
2	Main	TO WASH AND VACUUM	60.00	0	
3	Main	TO REPLACE SUNDRY PARTS	100.00	0	
Total:			280.00	0.00	

Summary

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spare Part Detail	1,275.74	538.72
Total Labour Cost	338.00	200.00
Total Spray Painting	558.00	200.00
Other	280.00	0.00
Overall Total	2,451.74	938.72
Lump Sum Repair Option		
Lump Sum Total	0.00	938.72
Surveyor Approved Amount		938.72
No of Repair Days*	3	2
Remarks	-	p/p repair, photo before paint

Estimator Assessment(\$)

Surveyor Assessment(\$)

Surveyor Name

Hwee Jie

Signature

Save

Clear

Survey Date

08/05/2019

LKK Auto Consultants hence notify
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and
is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

◀ Service Request Details

Claim

S9M01MQH

Reference

None 

Loss Date

6 May 2019

Report Date

8 May 2019 11:54:52 AM

Request Date

8 May 2019

Due Date

15 May 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

P: Shanti

Time: 1.03 p.m

V: ✓

E: ✓

Actions

Next Step

Agree to perform service

Decline WorkAccept Work

Vehicle Information

Incident Vehicle Registration

SHD6323M

IV00021

PRIUS TAXI-1.8 (A)

Service Address

...

Primary Contact/Insured

✓ YOSHIKI MURAKAMI

✓ 21 NASSIM ROAD, #05-21 NASSIM PARK RESIDENCE, 258462, Singapore

Claim Handler

WANG Peter

peter.wang@axa.com.sg

Additional Instructions

INSD GIA NOT REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

Catherine Chong (LKK Auto)

From: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)
<BThaiyalN@smrt.com.sg>
Sent: Wednesday, 8 May, 2019 10:59 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Cc: Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis)
Subject: RE: SHD6323M - Survey (AXA)
Attachments: 2033 - 6323.pdf
Categories: Raghav

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHD6323M** within 48 hours according to GIA guide line, involving your insured **SLS946D**
Vehicle in Woodlands SMRT Depot

Regards
Shanti
SMRT Automotive Services PTE LTD
Accident Reporting Center (Claims Dept)
6866 2671/2 | bthaiyaln@smrt.com.sg





Auto
Consultants
Pte Ltd

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

08 May, 2019

YOSHIAKI MURAKAMI
21 NASSIM ROAD, #05-21 NASSIM PARK RESIDENCE,
Singapore 258462

Dear Sir,

OUR REF : CC4/ASM19008114/Jgb3
YOUR REF : SLS 946D
ACCIDENT INVOLVING SLS 946D & SHD 6323M ON 06/05/2019 ALONG/AT
WHITLEY ROAD TOWARDS UPPER BUKIT TIMAH 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)
- 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 CeciliaChong@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 6749 4274 if you have any further enquiries.

Yours sincerely,
Cecilia Chong
Claim Department

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

CC : AXA INSURANCE PTE LTD
Motor Claim Department



Auto
Consultants
Pte Ltd

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

24 MAY 2019

1st Reminder

YOSHIKI MURAKAMI
21 NASSIM ROAD,
#05-21 NASSIM PARK RESIDENCE,
SINGAPORE 258462

Dear Madam,

OUR REF : CC4/ASM19008114/Jgb3

YOUR REF : SLS 946D

**ACCIDENT INVOLVING SLS 946D & SHD 6323M ON 06/05/2019 ALONG/AT
WHITLEY ROAD TOWARDS UPPER BUKIT TIMAH 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 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 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 **SHD 6323M** 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

Cecilia Chong | Case Handler

Tel: 6749 4274

Fax: 6741 4108

Email: CeciliaChong@lkkauto.com

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

Cc AXA Insurance Pte Ltd
(Motor Claims Dept)

<< Pls proceed DS with below revised quantum

Type

🔔 Question

Message

Pls revise LOU to \$50/day for 3 days (3 days based on veh in/out report). Total mandate: \$1671.88. LOR is subject to rental agreement.

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 14/01/2020

Survey Details:

Date of loss	6-May-19
Date of appointment	8-May-19
Date of survey	8-May-19
Location of survey	SMRT AUTOMOTIVE SERVICES PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SHD 6323M
Make and Model	TOYOTA PRIUS HYBRID 1.8 CVT
Date of registration	28-Nov-17
Excess	
Market Value (est)	\$0.00
Part Rebate (est)	\$0.00
Nett Loss (est)	\$0.00

Repair details:

Initial Estimate	\$ 2,690.84
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 777.83
Check items (estimate)	\$ -
Labour	\$ 400.00
Total	\$ 1,177.83
Lump Sum(if applicable)	\$ -

Number of days for repair	<u>2 DAYS</u>
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Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAVA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563504 FAX : (065) 62564315

Remarks:

We have not authorized repairs. Insured Driver reported that he rear-ended TP vehicle. We had spoken to the Insured driver and was informed of the TP claim and liability. TP LOD IN.

Mandate:

Liability(TP)		100%	
Proposed Repair Cost	\$	1,177.83	
Loss of Use	\$	-	no. of days
Loss of Rental	\$	337.05	\$112.35 x 3 days
Loss of Income	\$	180.00	\$60 x 3 days
LTA Search Fees	\$	7.00	
Others (Medical Bills)	\$	-	
Proposed Total	\$	1,701.88	
***TBC - To Be Confirmed			

Vic (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Monday, 2 September, 2019 6:03 PM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 6/5/2019 involving SHD 6323M & SLS 946D (AXA's insured)
Our Ref: TAX/05/19/2033/lg
Attachments: TAX 05 19 2033.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$1177.83
Loss of Rental	\$337.05 (3 days x \$112.35)
Loss of Income	\$180.00 (3 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$1701.88

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

We have notified AXA of PRS on 8/5/2019 at 10.59am and our taxi was surveyed on 8/5/2019 at 3.12pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV190800315
Date : 20.08.2019
Vehicle No. : SHD6323M
Your Ref No. : TAX/05/19/2033
Our Ref No. : 24101410
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount)	Amount	Amount
Parts					
COVER, RR BUMPER ASSY	1.00	\$ 423.90	(100.00)	\$ 423.90	\$ 0.00
REAR BUMPER REINFORCEMENT	0.00	\$ 318.80	0.00	\$ 0.00	\$ 0.00
GUARD, RR BUMPER, LOWER	1.00	\$ 558.30	(25.00)	\$ 139.57	\$ 418.73
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
REAR BUMPER REINFORCEMENT	1.00	\$ 318.80	(25.00)	\$ 79.70	\$ 239.10
Sub-Total					\$ 777.83
Labour					
TO REPAIR REAR PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
Others					
TO TEST AND REFIX REVERSE SENSOR SYSTEM	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY BUMPER BEAM	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL					\$ 1,177.83

Remark :

Make/Model : PRIUS4
Accident Date : 06.05.2019

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorized Signature
for SMRT Automotive Services Pte Ltd

Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)

From: Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Sent: 08/05/2019 10:59
To: 'motor.survey@axa.com.sg'
Cc: Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Chew Tuck Loong Kelvin (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex))
Subject: RE: SHD6323M - Survey (AXA)
Attachments: 2033 - 6323.pdf

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHD6323M** within 48 hours according to GIA guide line, involving your insured **SLS946D**
Vehicle in Woodlands SMRT Depot

Regards

Shanti

SMRT Automotive Services PTE LTD
Accident Reporting Center (Claims Dept)
6866 2671/2 | bthaiyaln@smrt.com.sg



JK

SL

VV

**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/ASM19008114/Jha3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:PETER			Date : 04-02-2020	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SLS 946D	Veh. Inspected	SHD 6323M	
Policy No.	VPXP/1994241	Coverage (\$)	0.00	
Claim No.	S9M01MQH	Excess (\$)	0.00	
Assign From		Assign Date	08/05/2019	
2. Vehicle Particulars & Condition				
Make & Model	TOYOTA PRIUS	c.c	1798	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	JTDKB3FU703575273	Colour	MAROON	
Odometer	158815	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	195/65 R15	FALKEN	6 mm	
L/H Front Tyre	195/65 R15	FALKEN	6 mm	
R/H Rear Tyre	195/65 R15	FALKEN	6 mm	
L/H Rear Tyre	195/65 R15	FALKEN	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.				
DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	06/05/2019	Inspection Date	08/05/2019	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
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. SHD 6323M

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	GUARD ,RR BUMPER ,LOWER (DISC 25%) (CONSISTENT)	DEFORMED	558.30	418.73
2	PIXEL STICKER @\$60.00 (SN)(CONSISTENT)	NECESSARY	120.00	120.00
1	REAR BUMPER REINFORCEMENT (CONSISTENT)	NOT NECESSARY	318.80	-
1	SENSOR REVERSE (CONSISTENT)	NOT NECESSARY	180.00	-
1	COVER ,RR BUMPER ASSY (CONSISTENT)	TO REPAIR SEE LABOUR	423.90	-
1	REAR BUMPER REINFORCEMENT (DISC 25%) (CONSISTENT)	BENT	318.80	239.10
			1,919.80	777.83
LABOUR				
PANEL BEATING & BODY WORK.INCLUSIVE OF THE REPAIR OF COVER ,RR BUMPER ASSY.			338.00	200.00
SPRAY PAINT .			558.00	200.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM.		NOT NECESSARY	120.00	-
TO WASH AND VACUUM .		NOT NECESSARY	60.00	-
TO REPLACE SUNDRY PARTS.		NOT NECESSARY	100.00	-
			1,176.00	400.00
GRAND TOTAL			3,095.80	1,177.83
RECOMMENDED COST OF REPAIRS				1,177.83

Report Ref No. CC4/ASM19008114/Jha3q2

ONG HWEE JIE

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	SFM01MQH
Reference	CC4/ASM19008114/JhaJag2 
Loss Date	6 May 2019
Report Date	8 May 2019 11:54:52 AM
Request Date	8 May 2019
Due Date	
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TPP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next Step

Wait for: Approve Invoice

Add Invoice

Vehicle Information	
Incident Vehicle Registration #	SHD6323M
Make	TPMD TOYOTA
Model	PRIUS TAXI-1.8 (A)
Service Address	
...	
Primary Contact/Insured	

YOSHIAKI MURAKAMI
21 NASSIM ROAD, #05-21 NASSIM PARK RESIDENCE, 258462, Singapore
Claim Handler
WANG Peter
peter.wang@axa.com.sg

Additional Instructions

INSD GIA NOT 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		Merimen	

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKKInvoice1.pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 RENTAL MILEAGE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 LTA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 LKKInspection (1).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 LKKAdjustment1.a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	10 February 2020
 LKK AFTER REPAIR PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020
 TP LOD.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020
 MANDATE IA.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020
 LKK REINSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020
 LKK INSPECTION PHOTOS.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UNLOADED
 TP ESTIMATE - MARKED.pdf	Forms / Claim Documents	Estimate / Quotation	LNK AUTO CONSULTANTS PTE LTD (TP)	14 January 2020
 1st Reminder Letter.pdf	Letters and Correspondence	Others	LNK AUTO CONSULTANTS PTE LTD (TP)	22 May 2019
 IA-6323.pdf	Reports & Statement	Others	LNK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
 TP PRI FROM WORKSHOP WITH CIA REPORT.mng	Letters and Correspondence	Workshop	DHAKAL Raghu	8 May 2019