

- 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

Privacy Statement (<https://www.police.gov.sg/content/privacy-statement>) | Terms of Use

(<https://www.police.gov.sg/content/terms-of-use>) | Rate this Service (<https://form.gov.sg/forms/spf/5b90934f64567e000fb2d9a6>)

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Hsiao Tong (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 14 June 2019 2:38 PM
To: Elmer Alfonso; Hsiao Tong (LKKAUTO)
Cc: assignments; Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Elmer,

We refer to your below email and the contents were noted.

Please be informed that this matter is now handled by my colleague, Ms Hsiao Tong and she will get back to you for an update.

Thank you.

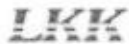
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



LKK
Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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From: Elmer Alfonso [mailto:elmer@tanchong.com]

Sent: Tuesday, 11 June, 2019 10:48 AM

To: Shu Pei (LKKAUTO)

Cc: Vic (LKKAUTO); assignments

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Any update regarding this claim? Kindly check your insured liability and revert.

Best Regards,

Elmer Alfonso
96450084

From: Elmer Alfonso
Sent: Thursday, 23 May 2019 11:17 AM
To: 'Shu Pei (LKKAUTO)' <shupeil@lkkauto.com>
Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Please make arrangement survey today 13:00

Vehicle in.

Best Regards,

Elmer Alfonso
96450084

From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Tuesday, 21 May 2019 6:09 PM
To: Elmer Alfonso <elmer@tanchong.com>
Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir / Madam,

We have received assignment from AXA for this case.

Please be informed that our insured haven't reporting the said accident.

We will send letter to our insured and informed him to fill the accident report as soonest possible.

Kindly note that for liability, claim negotiation and settlement, please contact is Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Elmer Alfonso <elmer@tanchong.com>
Sent: Saturday, 18 May 2019 4:26 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Good Afternoon,

Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental .

Kindly check your insured liability and revert.


Attachment are my client accident report and workshop estimate

Regards,

Elmer Alfonso
Autolution Industrial Pte Ltd
19 Ubi Road 4
S408623
Tel:67038691 EMAIL: elmer@tanchong.com

 **<Request for DS> - S9M01NZE [ACCIDENT INVOLVING
SME 1135H(OI) & SLJ 2937P(TP) ON 18/05/2019]**

Type

 Question

Message

Liability: 100%. Insured rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. Kindly advise if there is any policy issue and whether we can proceed DS. Thank you.
Hsiao Tong - 17 June 2019

[Reply](#)

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Monday, 17 June 2019 4:14 PM
To: Hsiao Tong (LKKAuto)
Cc: CS A Team
Subject: FW: New message for service request 116588, vehicle number SLJ2937P

Report Remarks Entry - CC4/ASM19008922/Apb3

Remarks

Remarks

17/6/19 4:05 PM *** Message Hi Hsiao Tong,
pls proceed accordingly and be stringent on COR. Tks - HO Winnie

Add

New remarks Added

Remarks 1	By	On
<input type="checkbox"/> SLJ 2937P ; SME 1135H	LSP	21/5/201 5:49:12
<input type="checkbox"/> EST : \$ --- SUR : --- WKSP: AUTOLUTION INDUSTRIAL PTE LTD	LSP	21/5/201 5:49:27
<input type="checkbox"/> S9M01NZE / 116588	LSP	21/5/201 5:49:33

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

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

From: Admin-D (LKKAUTO)

Sent: Monday, 17 June, 2019 4:10 PM

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

Subject: FW: New message for service request 116588, vehicle number SLJ2937P

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: winnie.ho@axa.com.sg [mailto:winnie.ho@axa.com.sg]

Sent: Monday, 17 June, 2019 4:06 PM

To: admin-d@lkkauto.com

Subject: New message for service request 116588, vehicle number SLJ2937P

AXA Insurance has sent you a message for claim number S9M01NZE.

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: Friday, 21 June 2019 9:04 AM
To: Elmer Alfonso
Cc: assignments; Admin A
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"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: Vic (LKKAuto)
Sent: Friday, 14 June 2019 2:38 PM
To: Elmer Alfonso <elmer@tanchong.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Elmer,

We refer to your below email and the contents were noted.

Please be informed that this matter is now handled by my colleague, Ms Hsiao Tong and she will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



AUTO
Consultants
Pte Ltd

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From: Elmer Alfonso [<mailto:elmer@tanchong.com>]

Sent: Tuesday, 11 June, 2019 10:48 AM

To: Shu Pei (LKKAuto)

Cc: Vic (LKKAuto); assignments

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Any update regarding this claim? Kindly check your insured liability and revert.

Best Regards,

Elmer Alfonso
96450084

From: Elmer Alfonso

Sent: Thursday, 23 May 2019 11:17 AM

To: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Please make arrangement survey today 13:00

Vehicle in.

Best Regards,

Elmer Alfonso
96450084

From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]
Sent: Tuesday, 21 May 2019 6:09 PM
To: Elmer Alfonso <elmer@tanchong.com>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir / Madam,

We have received assignment from AXA for this case.

Please be informed that our insured haven't reporting the said accident.

We will send letter to our insured and informed him to fill the accident report as soonest possible.

Kindly note that for liability, claim negotiation and settlement, please contact is Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Elmer Alfonso <elmer@tanchong.com>
Sent: Saturday, 18 May 2019 4:26 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Good Afternoon,

Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental .

Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate

Regards,

Elmer Alfonso
Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

Tel:67038691 EMAIL: elmer@tanchong.com

Hsiao Tong (LKKAUTO)

From: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>
Sent: Friday, 21 June 2019 8:43 AM
To: Hsiao Tong (LKKAUTO); KKLau; Olivia Lau (LKKAUTO)
Cc: Zuhaidah Samsuri
Subject: MCT18050592

LKK team Status update please
Meka

Main	Offer Processing	Claim Details	Adjuster's Details	Docu
CLAIM SUBFOLDER DETAILS			[Created by adjuster]	
Insured:	COMFORT TRANSPORTATION PTE LTD			
Main Claimant:	TRANS-CAB SERVICES PTE LTD, Co. Reg. No.: 200303878K			
Vehicle Reg. No.:	SHC5087G	Date of Loss:	22/05/2018 07:00 - :59	
Claim Type:	TP / MCT18050592	Policy/Cover Note No.:	MCOM0015	
Vehicle Reg. No. (Insured):	SHA3711L	Policy No. (Claimant):	VPX/P1680520	
		Excess:		
Repairer:	Trans-cab Auto Services Pte Ltd (Ang Mo Kio) PROFILE 2, Ang Mo Kio Street 63, 569111 Ang Mo Kio -			
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Zuhaidah Bte Samsuri - 63-			
Claimant's Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288			
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt d			
CLAIM REGISTERED				
Clm. No (Cln Reg Date)	MCT18050592 (02/07/2018)		Intimation (Notify Date)	From TP Only
Registration Type	[Manually registered]		Claim Status	OPEN
Incurred	TP			
S\$	0.00			
Subfolder	SubCode	Reg. No / Claimant	Person-in-Charge	

Best Regards,

Mekavathanan
HOD
Motor Claims Department
India International Insurance Pte Ltd
64 Cecil Street, #04/#05 IOB Building, Singapore 049711
DID: 6347 6105 Fax: 6224 4174



This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability

for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.



<TP - Mandate IA> - S9M01NZE [ACCIDENT INVOLVING SME 1135H(OI) & SLJ 2937P(TP) ON 18/05/2019]

Type

🔔 Question

Message

Liability: 100%. Insured rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$7,423.84(if claim LOU) -\$7,752.84(if claim LOR). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong – 28 July 2019

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: 23/05/2019

Survey Details:

Date of loss	18-May-19
Date of appointment	21-May-19
Date of survey	23-May-19
Location of survey	AUTOLUTION INDUSTRIAL PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SLJ 2937P
Make and Model	NISSAN QASHQAI 1.2 DIG-T CVT
Date of registration	5/12/2016
Excess	
Market Value	\$78,000
Parf Rebate	\$48,633
Nett Loss	\$29,367

Repair details:

Initial Estimate	\$ 9,549.28
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 4,417.33
Check items (estimate)	NIL
Labour	\$ 2,121.35
Total	\$ 6,538.68
Lump Sum(if applicable)	\$ -

Number of days for repair	5
---------------------------	---



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

Remarks:

Mandate:

Liability(TP)	100%	
Proposed repair cost (w/GST)	\$ 6,996.39	\$ 6,996.39
Loss of use (7days x \$60.00)	\$ 420.00	NIL
Loss of rental (7days x \$100.00)(w/GST)	NIL	\$ 749.00
Loss of income	NIL	NIL
LTA search fees	\$ 7.45	\$ 7.45
Others	NIL	NIL
Proposed Total	\$ 7,423.84	\$ 7,752.84



<TP - Mandate IA> - S9M01NZE [ACCIDENT INVOLVING SME 1135H(OI) & SLJ 2937P(TP) ON 18/05/2019]

Type

🔗 Question

Message

Hi Hsiao Tong, windscreen glass need apply sealant, pls check with surveyor which part hatchback door need apply sealant? Tks

Sealant is applied on the ^{circumference} ~~inter~~ of the
inner side of the hatchback door

Reply

01/08/19

Adrian will check & get back



RE: <TP - Mandate IA> - S9M01NZE [ACCIDENT INVOLVING SME 1135H(OI) & SLJ 2937P(TP) ON 18/05/2019]

Type

🔍 Question

Message

Hi, according to surveyor, the sealant is applied on the circumference of the inner side of the hatchback door.

Thanks. Hsiao Tong - 08 Aug 2019

Reply



<TP - Mandate IA> - S9M01NZE [ACCIDENT INVOLVING SME 1135H(OI) & SLJ 2937P(TP) ON 18/05/2019]

Type

🔍 Question

Message

Hi Hsiao Tong, COR-PROCEED. LOR - propose @ 5 days as veh not in workshop for survey. LOU - propose @ \$50 per day as veh under 1.8CC X 5 days LTA - upon receipt. Tks

Reply

Hsiao Tong (LKKAuto)

From: Elmer Alfonso <elmer@tanchong.com>
Sent: Tuesday, 20 August 2019 4:58 PM
To: Hsiao Tong (LKKAuto); Mavis Chng
Cc: Admin A
Subject: Re: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Dear Sir/Ma'am,

We Accept the offer.

Best Regards,

Elmer Alfonso
96450084

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, August 16, 2019 9:02:52 AM
To: Mavis Chng <mavis@tanchong.com>
Cc: Admin A <admin-a@lkkauto.com>; Elmer Alfonso <elmer@tanchong.com>
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 6,996.39
2. Loss of Rental (5days x \$90.00)(w/GST)	\$ 481.50
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 7,479.89

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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: Mavis Chng <mavis@tanchong.com>
Sent: Tuesday, 13 August 2019 12:20 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Elmer Alfonso <elmer@tanchong.com>; Marcus Chua (LKKAuto) <MarcusChua@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Hi Hsiao Tong,
Please find attached file. Thanks

Aside to Marcus,
Please come to Ubi Workshop to collect the original copy. Thanks

Best regards
Mavis Chng
Snr Admin Executive
Autolution Industrial Pte Ltd
19 Ubi Road 4 Singapore 408623
Tel: +65 64909666 DID: + 65 67038692 Fax: + 65 68467483
Email: mavis@tanchong.com
Website: www.nissan.com.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, August 12, 2019 2:15 PM
To: Elmer Alfonso <elmer@tanchong.com>
Cc: Admin A <admin-a@lkkauto.com>; Mavis Chng <mavis@tanchong.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Sirs/Mdm,

For COR, recommended amount at **P/P \$6,538.68(before GST)** with **05** repair days.

****Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.**
Please note that all the finalisation subject to insurer approval.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,
Hsiao Tong, Chew | 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: Elmer Alfonso <elmer@tanchong.com>

Sent: Saturday, 6 July 2019 5:02 PM

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

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mavis Chng <mavis@tanchong.com>

Subject: Re: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Dear Sir/Ma'am,

Please see attached finalized estimate.

Best Regards,

Elmer Alfonso
96450084

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Friday, June 21, 2019 9:03:48 AM

To: Elmer Alfonso

Cc: assignments; Admin A

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"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: Vic (LKKAuto)

Sent: Friday, 14 June 2019 2:38 PM

To: Elmer Alfonso <elmer@tanchong.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019 LKK REF CC4/ASM19008922/Apb3

Without Prejudice

Dear Elmer,

We refer to your below email and the contents were noted.

Please be informed that this matter is now handled by my colleague, Ms Hsiao Tong and she will get back to you for an update.

Thank you.

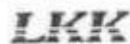
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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From: Elmer Alfonso [<mailto:elmer@tanchong.com>]

Sent: Tuesday, 11 June, 2019 10:48 AM

To: Shu Pei (LKKAuto)

Cc: Vic (LKKAuto); assignments

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SJ2937P AND YOUR INSURED VEHICLE SME1135H
ON 18.05.2019

Dear Sir/Madam,

Any update regarding this claim? Kindly check your insured liability and revert.

Best Regards,

Elmer Alfonso
96450084

From: Elmer Alfonso
Sent: Thursday, 23 May 2019 11:17 AM
To: 'Shu Pei (LKKAUTO)' <shupeil@lkkauto.com>
Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE SJ2937P AND YOUR INSURED VEHICLE SME1135H
ON 18.05.2019

Dear Sir/Madam,

Please make arrangement survey today 13:00

Vehicle in.

Best Regards,

Elmer Alfonso
96450084

From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Tuesday, 21 May 2019 6:09 PM
To: Elmer Alfonso <elmer@tanchong.com>
Cc: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING MY CLIENT VEHICLE SJ2937P AND YOUR INSURED VEHICLE SME1135H
ON 18.05.2019

Dear Sir / Madam,

We have received assignment from AXA for this case.

Please be informed that our insured haven't reporting the said accident.

We will send letter to our insured and informed him to fill the accident report as soonest possible.

Kindly note that for liability, claim negotiation and settlement, please contact is Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Elmer Alfonso <elmer@tanchong.com>

Sent: Saturday, 18 May 2019 4:26 PM

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

Subject: ACCIDENT INVOLVING MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H ON 18.05.2019

Dear Sir/Madam,

Good Afternoon,

Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental .

Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate

Regards,

Elmer Alfonso

Autolution Industrial Pte Ltd

19 Ubi Road 4

S408623

Tel: [67038691](tel:67038691) EMAIL: elmer@tanchong.com

**Autolution Industrial Pte Ltd**

Tan Chong Motor Sales Pte Ltd's Authorised Dealer
19 Ubi Road 4
Singapore 408623
Tel (e5) 64909666 / 67038680
Fax (e5) 68467483
Business Reg. No.: 199500871W

DATE: 13.8.2019

YOUR REF: _____

OUR REF: INS/IC/EA/0268/19

The Motor Claims Department

AXA INSURANCE PTE LTD

ATTENTION TO CLAIMS OFFICER :

MOTOR CLAIM MANAGER

Dear Sir/ Madam,

Accident Involving:

MY CLIENT VEHICLE SLJ2937P AND YOUR INSURED VEHICLE SME1135H

Accident Date:

18/5/2019 TIME 14:00

Place and time of accident:

JUNCTION OF SINARAN DRIVE AND MOULMEIN ROAD

RE: Direct Settlement for the Vehicle Number.

SLJ2937P

On behalf of the owner of Motor Vehicle No.

SLJ2937P

,which was involved

in the captioned accident

The Vehicle was surveyed by your appointed suveyor at **AUTOLUTION INDUSTRIAL PTE LTD 19 UBI ROAD 4 SINGAPORE 408623**and I based my claims on his recommendation for **SGD \$ 7672.49** being the repair cost and period of repair for

_____ days.

(Strictly on a Without Prejudice Basis)

As the accident was cause by the negligent act of your insured

SME1135H

I am submitting this claim for your

consideration

COST REPAIR

SGD \$

6,996.39

Loss of use

DAYS (S) SGD\$

/DAY

SGD \$

(Please refer to authorization letter

GIA REPORT FEES (SGD\$ 12.00 FOR SEARCH FEE & SGD\$ 15.00 FOR EACH

SGD \$

REPORT FEE

LTA SEARCH /SURVEY FEE

SGD \$

2.00

COST OF CAR RENTAL

DAY(S) SGD \$

SGD \$

674.10

SGD \$

TOTAL AMOUNT

SGD \$

7,672.49

We enclose herewith the following documents to support my claims,

- A. **AUTHORIZATION LETTER**
B. **LTA SEARCH**
C. **INSURANCE CERTIFICATE ETC.**
D. **CAR RENTAL INVOICE/AGREEMENT**

- E. **FINAL REPAIR BILL (\$)**
F. **GIA REPORT (S) RESULT**
G. **LETTER OF DEMAND**

Kindly look into this matter and let me hear from you on the settlement of the owner's claims as soon as possible. Thank you .

Yours Faithfully

Elmer Alfonso

Service Executive

Tel: 67038691 HP: 96450084

AUTOLUTION INDUSTRIAL PTE LTD
19 UBI ROAD 4
SINGAPORE 408623

TAN CHONG
INTERNATIONAL

www.tanchong.com



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/ASM19008922/Apb3s2		
8 SHENTON WAY #24-01 AXA TOWERS SINGAPORE 068811 ATTN: WINNIE HO		Date : 03-09-2019		
		Code : ASM		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SME 1135H	Veh. Inspected	SLJ 2937P	
Policy No.	VPA/P2178939	Coverage (\$)	0.00	
Claim No.	S9M01NZE	Excess (\$)	0.00	
Assign From	WINNIE HO	Assign Date	21/05/2019	
2. Vehicle Particulars & Condition				
Make & Model	NISSAN QASHQAI	c.c	1197	
Engine No.	HIDDEN	Year of Reg.	2016	
Chassis No.	SJNFEAJ11U1724149	Colour	SILVER	
Odometer	30297	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	215/60 R17	GOODYEAR	6 mm	
L/H Front Tyre	215/60 R17	GOODYEAR	6 mm	
R/H Rear Tyre	215/60 R17	GOODYEAR	6 mm	
L/H Rear Tyre	215/60 R17	GOODYEAR	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	18/05/2019	Inspection Date	23/05/2019	
Survey held at	AUTOLUTION INDUSTRIAL PTE LTD 19 UBI ROAD 4 SINGAPORE 408623			
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:		5 Working Days		



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TEL: 6256 3561 FAX: 6256 4315

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLJ 2937P

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	PLATE LUGGAGE REAR GARNISH (N) (CONSISTENT)	NOT NECESSARY	63.50	-
1	ORNAMENT BACK DOOR - QASHQAI (DISC 5%) (N) (CONSISTENT)	NECESSARY	87.00	82.65
1	EMBLEM - REAR NISSAN (DISC 5%) (N) (CONSISTENT)	NECESSARY	59.70	56.71
1	HATCHBACK DOOR LOCK (N) (CONSISTENT)	NOT NECESSARY	154.80	-
1	STRIKER - HATCHBACK (N) (CONSISTENT)	NOT NECESSARY	31.10	-
2	HATCHBACK DOOR STAY @ \$216.80 (N) (CONSISTENT)	NOT NECESSARY	433.60	-
1	HATCHBACK DOOR GARNISH (N) (CONSISTENT)	NOT NECESSARY	336.00	-
1	WEATHER STRIP HATCHBACK DOOR (N) (CONSISTENT)	NOT NECESSARY	158.70	-
1	GLASS - HATCHBACK DOOR (DISC 5%) (N) (CONSISTENT)	NECESSARY	930.00	883.50
1	HATCHBACK DOOR (DISC 5%) (N) (CONSISTENT)	DENTED	2,936.80	2,789.96
1	LH STAY RR BUMPER (DISC 5%) (N) (CONSISTENT)	BENT	126.00	119.70
1	LH STAY RR BUMPER (DISC 5%) (N) (CONSISTENT)	BENT	126.00	119.70
1	REINFORCEMENT RR BUMPER (DISC 5%) (N) (CONSISTENT)	BENT	619.20	588.24
1	ENERGY ABSORBER RR BUMPER (N) (CONSISTENT)	NOT NECESSARY	126.40	-
1	RH SIDE BRACKET RR BUMPER (DISC 5%) (N) (CONSISTENT)	NECESSARY	35.90	34.10
1	LH SIDE BRACKET RR BUMPER (DISC 5%) (N) (CONSISTENT)	NECESSARY	35.90	34.10
1	TOW HOOK COVER RR BUMPER (N) (CONSISTENT)	NOT NECESSARY	16.80	-
6	CLIP RR BUMPER @ \$1.20 (DISC 5%) (N) (CONSISTENT)	NECESSARY	7.20	6.84
1	REAR BUMPER (DISC 5%) (N) (CONSISTENT)	DEFORMED	717.00	681.15
	LESS 20% DISCOUNT		-1,400.32	-1,079.32
			5,601.28	4,317.33
SPECIAL NETT ITEMS				
1	REAR W/SCREEN SEALANT (SN) (CONSISTENT)	NECESSARY	80.00	80.00
1	SUNDRIES (SN) (CONSISTENT)	NECESSARY	50.00	20.00
1	REAR LICENCE PLATE (SN) (CONSISTENT)	NOT NECESSARY	60.00	-
1	REAR LICENCE PLATE (NPA) (SN) (CONSISTENT)	NOT NECESSARY	-	-
			190.00	100.00

Report Ref No. CC4/ASM19008922/Apb3s2

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Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	LABOUR			
	LABOUR CHARGES TO REPAIR RR END PANEL, BOTH RR FENDER RENEW HATCHBACK DOOR AND REAR BUMPER.		1,750.00	625.00
	CHARGES TO SPRAY PAINTING SAME.		1,000.00	600.00
	RENEW RR WINDSCREEN GLASS.		180.00	180.00
	RENEW RR WINDSCREEN SOLAR FILM.		150.00	150.00
	APPLY SEALANT TO RR WINDSCREEN GLASS.		100.00	100.00
	APPLY SEALANT TO HATCHBACK DOOR.		100.00	100.00
	REMOVE AND INSTALL REVERSE CAMERA.		240.00	240.00
	REMOVE AND TRANSFER HATCHBACK DOOR MECHANISM TO THE NEW HATCHBACK DOOR.		80.00	80.00
	RENEW REVERSE SENSOR 4 POINT.		110.00	110.00
	REMOVE AND INSTALL HATCHBACK DOOR LAMP AND REAR COMBINATION LAMP.		48.00	48.00
	LESS 5% DISCOUNT		-	-111.65
			3,758.00	2,121.35
	GRAND TOTAL		9,549.28	6,538.68
	RECOMMENDED COST OF REPAIRS			6,538.68

Report Ref No. CC4/ASM19008922/Apb3s2

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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