

Page 1

INS. CASH OWNER:

CC 4 ASM AXA1900 89K3 12/16/19

LKK
IDAC

Surveyor:

MTN

DOI:

ASSIGNMENT

11/11/19

Date / Time:

11/11/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHB 9875C

Name of Insured:

TEAMS - AB

Insured Tel No.:

HP:

Excess Sec II : \$5

D.O.A.:

11/5/19

Is driver the owner?

(YES) (NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L) (YES) (NO)

Claim No.:

99mo 106H / 11710Y

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT:

(YES) (NO)

TP GIA REPORT:

(YES) (NO)

Insured Liability:

%

Final ? Yes / No

SHB 9875C



INSRS:
WSP:
Tel:
Liability:
RMKS:

prim.



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time
SHB 9875C - 1
SHB 9875C - 1
15/11/19 - 23/11
23/11 02 GIA Report in.
TP pass lawyer
file -> Anu per trucke (up)

15/11/19 - 23/11

02 GIA Report in.

TP pass lawyer
file -> Anu per trucke (up)

STAGE	DATE / PIC
Non-Reporting 1st (1st)	03/06/2019
Non-Reporting 1st (2nd)	17/06/2019
Non-Reporting 1st (Final)	03/07/2019
Notification 1st (if non-pickup)	
Call OI	11/11/19 (By email)
After call 1st to OI	
Documentation Check List: Handler Typist	
Notification 1st (if non-pickup)	
After call 1st 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	

PRELIMINARY ADVICE		Date/Time:	Sent By:
FINALIZATION		Date/Time:	Confirm with:
Repair Cost:	\$5	(days) Reduction:	%
FINAL SETTLEMENT		Date/Time:	Confirm with:
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.:	N/A
Repair Cost:	\$5		
Loss of Rental (LOR):	\$5	(days)	
Loss of Use (LOU):	\$5	(\$ x days)	
Loss of Income (LOI):	\$5	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	(Tick only one)		
GIA/LTA Search	\$5		
Medical:	\$5		
Disbursement:	\$5	(e.g. Tow/Independent)	
Legal Cost:	\$5		
Total:	\$5	Global Sum \$5:	
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	\$5	Name 1:	
Payee 2: (Strike if N.A.)	\$5	Name 2:	
Payee 3: (Strike if N.A.)	\$5	Name 3:	

COPY SENT

1) Claim status: Normal/Reject/Private Settle (up)
2) Report Format: ↑
3) Survey fee: \$250.00



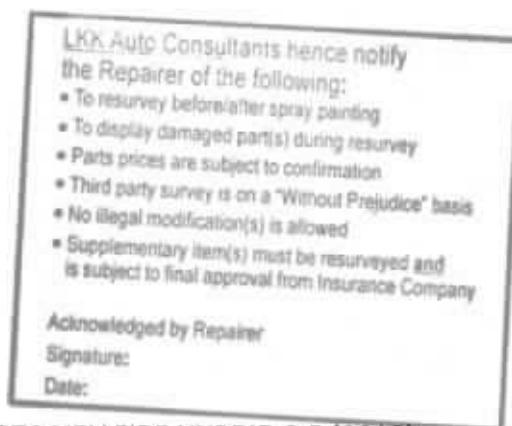
Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

Date: 21.05.2019

AXA Insurance Singapore Pte Ltd
8 Shenton Way #27-01/02
AXA Tower
Singapore 068811

Attn: Motor Claims Dept



RE: ESTIMATE COST OF REPAIR TO VEHICLE SHD2707R TOYOTA VELLFIRE HYBRID 2.5 (2018)

To Supply

1) 1pc	Right front fender "Hybrid" emblem	\$	52.40
Sub total parts		\$	52.40
Less: 25% discount		\$	(13.10)
		\$	39.30

To Supply S.Nett Parts

1) 1pc	"Prime Royal" sticker	\$	80.00
Sub total S.Nett Parts		\$	80.00

L/charges

1)	To tuff kote.	\$	50.00
2)	To knock & repair right front fender & right front door. Align & adjust right front fender & right front door.	\$	400.00
3)	To putty, respray painting right front fender & right front door in pearl white. To polish.	\$	400.00

Sub total L/charges	\$	850.00
Estimated Grand total	\$	969.30

Taufik 97445744
WP
22/5/19 @ 425pm
02 days
Resing after repair
Taufik & Ikhandu

◀ Service Request Details

Claim

S9M01O6H

Reference

None 

Loss Date

17 May 2019

Report Date

22 May 2019 9:24:37 AM

Request Date

22 May 2019

Due Date

29 May 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

P. Chissay
T. 11.46 a.m
v. In
E. ✓

Actions

Next Step

Agree to perform service

Decline WorkAccept Work

Vehicle Information

Incident Vehicle Registration #

SHD2707R

VELLFIRE

VELLFIRE HYBRID 7-SEATER 2.5X CVT

Service Address

...

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD

No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

CHAN Kian Chuan

6568804269

kianchuan.chan@axa.com.sg

Additional Instructions

INSD GIA NOT REPORTED

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

Catherine Chong (LKK Auto)

From: Chrissy <chrissy@primeautoclaims.com>
Sent: Tuesday, 21 May, 2019 4:38 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey; SG AXA Insurance SM Claims Service Team
Cc: aliceleong@primeautoclaims.com; peiyee@primeautoclaims.com
Subject: PRI REQUEST TO ACCIDENT ON 17.05.2019 INVOLVING SHD2707R & SHB9875C
Attachments: img-190521182821.pdf

Importance: High
Categories: Raghav

Hi,

The above referred.

Our client's GIA report enclosed for your retention. Please arrange PRI on urgent basis.

****Please reply as soonest possible due to taxi loss of income and loss of rental per day count.**

****Please inform surveyor to avoid 1:00pm – 2:00 pm lunch hour.**

Thank you & Best regards,

Chrissy Teo

Prime Auto Claims Service Pte. Ltd.
6 Benoi Place Singapore 629927
Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

Disclaimer: This mail (including all attachments) contains confidential information which may be privileged. It is intended solely for the identified recipient(s) to whom it is addressed. If you are not an intended recipient, please reply to us immediately and delete this message from your system. You may not copy or use it for any purpose, or otherwise disclose its contents to any person.

Shu Pei (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Friday, 24 May 2019 10:09 AM
To: claims@transcab.com.sg
Cc: transcab_avaclaims@ava-ins.com; Admin A
Subject: ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

24 May 2019

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19008983/T1hb3 // S9M0106H

YOUR REF : SHB 9875C

ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

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

We have received a claim from **PRIME AUTO CLAIMS SERVICE PTE LTD** acting on behalf of the owner of **SHD 2707R** against your motor insurance 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. We would appreciate it if you could urgently file a report at approved reporting centre.

We also wish to advise that there is an excess of S\$5000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

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

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

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

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third

party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (if any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to cst@axa.com.sg / vicalpeh@lkkauto.com or deliver it by hand to AXA 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 2096** or email us at vicalpeh@lkkauto.com.

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

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)

Suwanna (LKK Auto)

To: claims@transcab.com.sg
Cc: transcab_avaclaims@ava-ins.com; Admin A; Vivian Lau (LKKAuto)
Subject: (1st Reminder) ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019
ALONG/AT SHEARES LINK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

03 JUNE 2019

1st Reminder

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19008983 // S9M0106H
YOUR REF : SHB 9875C

ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

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

We have received a claim from **PRIME AUTO CLAIMS SERVICE PTE LTD** acting on behalf of the owner of **SHD 2707R** against your motor insurance 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. We would appreciate it if you could urgently file a report at approved reporting centre.

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

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

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

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
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- 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 cst@axa.com.sg / vivianlau@lkkauto.com or deliver it by hand to AXA 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 **Vivian (Case Handler) 6841-8625** or email us at vivianlau@lkkauto.com

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

Thank you.

Best Regards,

Suwanna Te-Uttarung | 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)

Suwanha (LKK Auto)

To: claims@transcab.com.sg
Cc: transcab_avaclaims@ava-ins.com; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: (2nd Reminder) ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

17 JUNE 2019

2ND Reminder

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19008983/T1pb3 // S9M0106H
YOUR REF : SHB 9875C

ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

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

We have received a claim from **PRIME AUTO CLAIMS SERVICE PTE LTD** acting on behalf of the owner of **SHD 2707R** against your motor insurance 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. We would appreciate it if you could urgently file a report at approved reporting centre.

We also wish to advise that there is an excess of S\$5000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

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

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

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

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

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- 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 cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to AXA 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 **Hsiao Tong (Case Handler) 6742 3197** or email us at chewht@lkkauto.com

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

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)

From: Suwanna (LKK Auto)

Sent: Monday, 3 June 2019 11:52 AM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto)

<vivianlau@lkkauto.com>

Subject: (1st Reminder) ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

03 JUNE 2019

1st Reminder

Transcab Taxi

Suwanna (LKK Auto)

From: Suwanna (LKK Auto)
Sent: Wednesday, 3 July 2019 3:10 PM
To: 'claims@transcab.com.sg'
Cc: 'transcab_avaclaims@ava-ins.com'; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: (Final Reminder) ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

03 JULY 2019

Final Reminder

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19008983/T1pb3 // S9M0106H
YOUR REF : SHB 9875C

ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

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

We have received a claim from **PRIME AUTO CLAIMS SERVICE PTE LTD** acting on behalf of the owner of **SHD 2707R** against your motor insurance 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. We would appreciate it if you could urgently file a report at approved reporting centre.

Meantime, Kindly provide your hirer's name & Mailing Address for our necessary action.

We also wish to advise that there is an excess of S\$5000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

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

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

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

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

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- 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 cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to AXA 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 **Hsiao Tong (Case Handler) 6742 3197** or email us at chewht@lkkauto.com

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

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)

From: Suwanna (LKK Auto)

Sent: Monday, 17 June 2019 12:52 PM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: (2nd Reminder) ACCIDENT INVOLVING SHB 9875C AND SHD 2707R ON 17/05/2019 ALONG/AT SHEARES LINK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

To : Traffic Police – Deputy Head, Investigations Department
Fax : 65474885

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 : 17/05/2019
Time of accident : 20:20
Place of accident : SHEARES LINK
Third Party's name : PRIME CAR RENTAL & TAXI SERVICES
PTE LTD
Third Party's vehicle number : SHD 2707R
Our insured's name : TRANS-CAB SERVICES PTE LTD
Our insured's vehicle number : SHB 9875C
Our insured's NRIC number : NIL
Our insured's address : No.2 ANG MO KIO STREET 63,
SINGAPORE 569111
Our Insured's telephone number : NIL

A letter dated **(17/06/2019)** 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/ASM19008983/T1pb3)**)

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 : 03/07/2019

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 25 July 2019 11:32 AM
To: claims@transcab.com.sg
Cc: Transcab_AVA_Claims; Admin A
Subject: ACCIDENT INVOLVING SHB 9875C(AXA) AND SHD 2707R ALONG/AT BAYFRONT AVENUE ON 17/05/2019

25 JULY 2019

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19008983/T1pb3
YOUR REF : P1680520 (SHB 9875C)
ACCIDENT INVOLVING SHB 9875C(AXA) AND SHD 2707R ALONG/AT BAYFRONT AVENUE ON 17/05/2019

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

We have received a claim from PRIME AUTO CLAIMS SERVICE PTE LTD acting on behalf of the owner of SHD 2707R against your motor insurance policy.

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

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

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

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

As Insurers, we shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (if any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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



<TP passed lawyer - Submit Survey Report> S9M01O6H [ACCIDENT INVOLVING SHB 9875C(OI) & SHD 2707R(TP) ON 17/05/2019]

Type

🔗 Question

Message

Hi, We refer to the above matter. We noted that third party had passed the case to lawyer for further handling. In view of this, we will proceed to close file and submit survey report to your good office soon.
Hsiao Tong - 15 Nov 2019


Reply

**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/ASM19008983/T1pb3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:VALE OH			Date : 19-11-2019	
			Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SHB 9875C	Veh. Inspected	SHD 2707R	
Policy No.	VPX/P1680520	Coverage (\$)	0.00	
Claim No.	S9M0106H	Excess (\$)	0.00	
Assign From		Assign Date	22/05/2019	
2. Vehicle Particulars & Condition				
Make & Model	TOYOTA VELLFIRE	c.c	2493	
Engine No.	HIDDEN	Year of Reg.	2019	
Chassis No.	AYH300067741	Colour	WHITE	
Odometer	13354	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	245/65 R16	GOODYEAR	6 mm	
L/H Front Tyre	245/65 R16	GOODYEAR	6 mm	
R/H Rear Tyre	245/65 R16	GOODYEAR	6 mm	
L/H Rear Tyre	245/65 R16	GOODYEAR	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	17/05/2019	Inspection Date	22/05/2019	
Survey held at	PRIME AUTO CLAIMS SERVICE PTE LTD 6 BENOI PLACE SINGAPORE 629927			
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

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 2707R

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	RIGHT FRONT FENDER 'HYBRID' EMBLEM (CONSISTENT)	NECESSARY	52.40	52.40
	LESS 25% DISCOUNT		-13.10	-13.10
			39.30	39.30
	<u>SPECIAL NETT ITEMS</u>			
1	'PRIME ROYAL' STICKER (SN) (CONSISTENT)	NECESSARY	80.00	80.00
			80.00	80.00
	<u>LABOUR</u>			
	TO TUFF KOTE.		50.00	20.00
	TO KNOCK & REPAIR RIGHT FRONT FENDER & RIGHT FRONT DOOR .ALIGN & ADJUST RIGHT FRONT FENDER & RIGHT FRONT DOOR .		400.00	200.00
	TO PUTTY,RESPRAY PAINTING RIGHT FRONT FENDER & RIGHT FRONT DOOR IN PEARL WHITE .TO POLISH.		400.00	400.00
			850.00	620.00
	GRAND TOTAL		969.30	739.30
	RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)			600.00

Report Ref No. CC4/ASM19008983/T1pb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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

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

Service Request Details

Claim	59M0106H
Reference	CCA/ASM19008983/T1pb3q2
Loss Date	17 May 2019
Report Date	22 May 2019 9:24:37 AM
Request Date	17 October 2019
Due Date	
Vendor Name	LKX AUTO CONSULTANTS PTE LTD (TP)
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 #	SHD2707R
Make	TMVO TOYOTA
Model	VELFIRE HYBRID 7-SEATER 2.5X CVT
Service Address	
Primary Contact/Insured	

TRANS-CAB SERVICES PTE LTD
No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler
LIU Yiwen
yiwen.liu@axa.com.sg

Additional Instructions INSD GIA NOT REPORTED







Messages	Invoices	History	Documents	Assessment	Metrics	Notes
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Document Type

Document SubType

+ Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKXInvoices1 (2).pdf	Invoice	Surveyor/ Assessor expense	LKX AUTO CONSULTANTS PTE LTD (TP)	20 November 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKK Inspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 LKK Adjustment 1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 LKK PHOTO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 November 2019
 OI_GIA_REPORT.pdf	Reports & Statement	GIA Report	LKK AUTO CONSULTANTS PTE LTD (TP)	25 July 2019
 Final reminder email.pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 July 2019
 2nd Reminder Email.pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	17 June 2019
 1st Reminder Email.pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 June 2019
 IA-2707.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	23 May 2019
 TP PRI FROM WORKSHOP WITH GIA REPORT.mq	Letters and Correspondence	Workshop	DHAKAL Raghav	22 May 2019