P. Elmur

V. OUT.

Menu



Service Request Details

Claim

S9M01OC6

Reference

None @

Loss Date

21 May 2019

Report Date

23 May 2019 9:16:45 AM

Request Date

23 May 2019

Due Date

30 May 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SMF203X

LKK AUTO CONSULTANTS PTE LTD (TP) 🕶

Menu

MODEL

, , ,

NOTE-1.2 CVT (A)

Service Address

Primary Contact/Insured

LEE SIOK KWAN
BLK 796 WOODLANDS DRIVE 72, #10-39, 730796, Singapore

Claim Handler

ANG Richard

richard.angbs@axa.com.sg

Additional Instructions

NOT REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

Catherine Chong (LKK Auto)

From:

Elmer Alfonso <elmer@tanchong.com>

Sent:

Wednesday, 22 May, 2019 4:56 PM

To:

SG AXA Insurance SM AXA SGP - Motor Survey

Subject:

ACCIDENT INVOLVING MY CLIENT VEHICLE SMF203X AND YOUR INSURED

VEHICLE SJT7229M ON 21.05.2019

Attachments:

SMF203X ESTIMATE 21.05.2019.pdf; SMF203X GIA REPORT 21.05.2019.PDF;

SMF203X LTA SEARCH 21.05.2019.pdf

Categories:

Raghav

Hi,

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. Can you Arrange survey on 24/05/2019 14:30 pm. Here at AUTOLUTIION INDUSTRIAL PTE LTD address 19 UBI ROAD 4 SINGAPORE 408623

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



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

24 May, 2019

LEE SIOK KWAN BLK 796 WOODLANDS DRIVE 72 #10-39, Singapore 730796

Dear Sir,

OUR REF

: CC4/ASM19009098/Upb3

YOUR REF

: SJT 7229M

ACCIDENT INVOLVING SJT 7229M & SMF 203X ON 21/05/2019 ALONG/AT JUNCTION BETWEEN YISHUN AVE 2 AND YISHUN RING 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 chewht@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 6742 3197 if you have any further enquiries.

Yours sincerely, Hsiao Tong Claim Department

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

CC : AXA INSURANCE PTE LTD Motor Claim Department



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

Immediate Advice

To: AXA Insurance Pte Ltd

Date: 25/10/2019

Survey Details:

Date of loss	21-May-19
Date of appointment	23-May-19
Date of survey	24-May-19
Location of survey	AUTOLUTION INDUSTRIAL PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SMF 203X
Make and Model	NISSAN NOTE 1.2 CVT
Date of registration	25/10/2018
Excess	
Market Value	\$65,000
Parf Rebate	\$27,815
Nett Loss	\$37,185

Repair details:

Initial Estimate	\$	5,709.52
------------------	----	----------

Proposed/Revised repair cost:

Parts	\$ 421.42
Check items (estimate)	\$ *
Labour	\$ 1,385.10
Total	\$ 1,806.52
Lump Sum(if applicable)	\$ (4.5)

Number of days for repair	4
Number of days for repair	



 $51\; UBI\; AVE\; 1, \#02-25\; PAYA\; UBI\; INDUSTRIAL\; PARK, SINGAPORE\; 408933\;\; TEL\; ;\; (065)\; 62563561\;\; FAX\; ;\; (065)\; 62564315\;\; FAX\; ;\; (065)\; 62564$

Remarks:

Mandate:

Liability(TP)	100%	1
Proposed repair cost	\$ 1,932.98	W/GST
Loss of use	\$	
Loss of rental (W/GST)	\$ 385.20	4days x \$96.30
Loss of income	\$	
LTA search fees	\$ 2.00	
Others	\$	
Proposed Total	\$ 2,320.18	

Menu



Type

Question

Message

LIABILITY: 100% BOLA S27: INFORMED OI ABOUT TP CLAIM AND NCD ISSUE. AGREED TO SETTLE AT BEST. WE SEEK YOUR MANDATE AT \$2,320.18 (CLAIMING LOR). MANDATE IA HAS BEEN UPLOADED IN SMARTCLAIM. KINDLY LET US HAVE YOUR APPROVAL/INSTRUCTION. THANKS - CCL

Reply

LKK AUTO CONSULTANTS PTE LTD (TP) -

Menu



Re:<MANDATE IA> - S9M01OC6 {ACCIDENT INVOLVING SJT 7229M (OI) & SMF 203X (TP) ON 21/05/2019}

Type

Question

Message

Hi, pls proceed as per mandate. TY.

Reply



Autolution Industrial Pte Ltd

Tan Chong Motor Sales Pte Ltd's Authorised Dealer 19 Ubi Road 4 Singapore 408623 Tel (65) 64909666 / 67038680

	12.7.2019				Fax (65) 684674	183	
YOUR REF:	CC4/ASM19009098/Uwb3					No.: 199500871W	7
OUR REF:	INS/IC/EA/0274/19						
The Motor C	aims Department		AXA INSURANCE PTE LTD				
ATTENTION TO CLAIMS OFFICER: MO		MOTOR C	LAIM MANAGER				
Dear Sir/ Ma	iam,						
Accident Invo	lving:	MY CLIENT VEHICLE	SMF203X AN	ID YOUR INSURE	D VEHICLE SJT7229M		
Accident Date	r:		21/5/201	19 TIME 07:00			
Place and tim	e of accident:	JUNCTION BETW	EEN YISHUN A	AVE 2 AND YISHI	JN RING ROAD		
RE: Direct Set	tlement for the Vehicle Number.	332	SMF203X				
On behalf of I	he owner of Motor Vehicle No.		SMF203X		,which was involved		
in the caption	ed accident	_			• OEST PRINTED CASE NESS		
The Vehicle w	as surveyed by your appointed su	veyor at <u>AUTOLUTIC</u>	ON INDUSTRI	AL PTE LTD 19 I	JBI ROAD 4 SINGAPORE	408623	
	ny claims on his recommendation				ir cost and period of rep		
	days. (Strictly on a W	ithout Prejudice Basi	is)				
As the accide	nt was cause by the negligent act	of your insured		SJT7229M	I am submitting this cla	aim for your	
consideration					3		
COST REPAIR							1,932.98
					SG	SD\$	*, ***
COST OF LESS		DAYS (S) SGD\$		/DAY		5D\$ —	2,552.50
	o authorization letter	DAYS (S) SGD\$		/DAY			4,552.30
Please refer t	1		EACH	/DAY	sg		2,552.50
	o authorization letter		EACH	/DAY	sg	SD\$	4,552.30
Please refer t SIA REPORT F REPORT FEE	o authorization letter EES (SGD\$ 12.00 FOR SEARCH FEI		EACH	/DAY	SG SG	SD\$	2.00
Please refer t GIA REPORT F REPORT FEE TA SEARCH /	o authorization letter EES (SGD\$ 12.00 FOR SEARCH FEI		EACH	/DAY	s G s G	50\$	
Please refer t SIA REPORT F	o authorization letter EES (SGD\$ 12.00 FOR SEARCH FEI	E & SGD\$ 15.00 FOR	EACH	/DAY	sg sg sg	5D \$	2.00

A.	AUTHORIZATION LETTER	Ε.	FINAL REPAIR BILL (S)
В.	LTA SEARCH	F.	GIA REPORT (S) RESULT
C.	INSURANCE CERTIFICATE ETC.	G.	LETTER OF DEMAND
D.	CAR RENTAL INVOICE/AGREEMENT		

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 .

ON INDUSTRIAL PTE LTI

Yours Faithfully

Elmer Alfonso Service Executive

Tel: 67038691 HP: 954500)

TAN CHONG

www.tanchong.com



8

NAME

ADDRESS

AUTOLUTION INDUSTRIAL PTE LTD

In Association with Tan Chong Motor Sales Pte Ltd 19 UBI ROAD 4 SINGAPORE 408623 TEL: 64909666/67038680 FAX: 68467483 Business Reg. No.: 199500871W GST Reg. No.: M2-8920338-9



TAX INVOICE

GST REG: M2-8920338-9

INVOICE NO.

INVOICE DATE : W32147181 TERMS : 01-AUG-2019

DATE REC'D : CREDIT

SA/SE : 12-JUN-2019

JOB NO

ELMER

MILEAGE

HG805158

YOUR REFERENCE :

009254 INS/IC/EA/0274/19

TELEPHONE: #27-01 AXA TOWER S(068811)

MODEL: 68804741

ENGINE NO: TDWARDZE12EDAY520Z

CHASSIS NO: HR12233441J-E12S

VEHICLE NO: JN1TAAE12Z0982369

SMF203X

SHENTON WAY

AXA INSURANCE PTE LTD

ITEMS JOB DESCRIPTION AMOUNT LABOUR LABOR CHARGES TO REPAIR REAR END PANEL & HATCH 700.00 BACK DOOR, RENEW REAR BUMPER 2 CHARGES TO SPRAY PAINTING SAME 600.00 3 REMOVE AND INSTALL REVERSE CAMERA NC 4 REMOVE AND INSTALL RR WINDSCREEN GLASS NC APPLY SEALANT TO RR WINDSCREEN GLASS NC 6 APPLY SEALANT TO RR END PANEL & HATCHBACK DOOR NC TRENEW REVERSE SENSOR 55.00 8 REMOVE AND INSTALL BOTH RR COMBINATION LAMP TO 48.00 FACILITATE RR BUMPER REPLACEMENT 9 RENEW REVERSE SENSOR 55.00 10 SUPPLY RR LICENSE PLATE NC SUBTOTAL 1458.00 PARTS-CLIP RR BUMPER @ SGD \$1.20 EACH 5.76 Qty:6 @ \$1.20 each (Disc:20.00% After Disc:\$5.76each) REAR BUMPER 331.20 Qty:1 @ \$414.00 each (Disc:20.00% After Disc:\$331.20each) EMBLEM-BACK DOOR NISSAN 47.76 Qty:1 @ \$59.70 each (Disc:20.00% After Disc:\$47.76each)

DOLLARS:

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this Invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this Invoice must be made within seven (7) days from the date of this Invoice, otherwise it shall be assumed that this Invoice has been accepted as correct and conclusive.

CUSTOMER

PLEASE TEAR ALONG PERFORATED LINE

TO SECURITY GUARD

DATE

TIME

VEHICLE NO:

RELEASE BY



NAME

ADDRESS

AUTOLUTION INDUSTRIAL PTE LTD

In Association with Tan Chong Motor Sales Pte Ltd 19 UBI ROAD 4 SINGAPORE 408623 TEL: 64909666/67038680 FAX: 68467483 Business Reg. No.: 199500871W GST Reg. No.: M2-8920338-9



TAX INVOICE

GST REG: M2-8920338-9

INVOICE NO.

AXA INSURANCE PTE LTD INVOICE DATE

TERMS

W32147181 01-AUG-2019

8 SHENTON WAY

DATE REC'D

CREDIT

TELEPHONE: #27-01 AXA TOWER S(068811)

SA/SE

12-JUN-2019

MODEL : 68804741

JOB NO MILEAGE

ELMER HG805158

ENGINE NO : TDWARDZE12EDAY520Z CHASSIS NO : HR12233441J-E12S

YOUR REFERENCE:

VEHICLE NO: JN1TAAE12Z0982369

009254

SMF203X

INS/IC/EA/0274/19

ITEMS	JO	B DESCRIPTION	A CONTRACTOR OF THE PARTY OF TH	AMOUNT
4	ORNAMENT-BACK DOOR NOTE Qty:1 @ \$73.60 each (Disc	:20.00% After Disc:	\$58.88each)	58.88
	Supplementary and polytopic and the control of the	SUBTOTAL		443.60
	Insurance Co : AXA INSURA Policy No: 1800126674	NCE PTE LTD		10 4 m
	Claim Type: DIRECT SET DOA 21-MAY-201	TLEMENT / THIRD PAR	TY CLAIM	
	Our Ref: INS/IC/EA/ Surveyor: SURVEYOR F	0274/19 ROM INSURANCE CO		
				PAGE AND
	The second state of the second			100 A
	of the second of			
	ANATIVE BOT TO BOTH A TO SELECT A TO SELEC			
	MARKET IN PROPERTY AND DOCUMENT OF THE PROPERTY OF THE PROPERT	LABOUR PARTS		1458.00
		SUBTOTAL ADD, DISCOUNT		1901.60
	Mark of Physics in representation of action of all the control of	TOTAL		1806.52
		GST (7%) AMOUNT DUE	*	126.46

(NB : NC=No Charge; P=Included in Package; W=Warray DOLLARS: dwill) ONE THOUSAND NINE HUNDRED THIRTY

TWO AND CENTS NINETY EIGHT ONLY.

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this Invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this Invoice must be made within seven (7) days from the date of this Invoice, otherwise it shall be assumed that this Invoice has been accepted as correct and conclusive.

CUSTOMER

PLEASE TEAR ALONG PERFORATED LINE

TO SECURITY GUARD

DATE

TIME

VEHICLE NO:

RELEASE BY

29-06-2019

16:15:29

SMF203X

(HG805158/W32147181)



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 In	nternationale Des	Experts En	Automobile
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AXA INSURANCE PTE LTD

Ref: CC4/ASM19009098/Ugb3s2

8 SHENTON WAY #24-01

AXAT	NTON WAY #24 OWERSINGAPO	DRE 068811	Date: 31-10-2019		
	RICHARD ANG		Code: ASM		
1.			ars :- THIRD PARTY CLAI		
	Insured Veh.	SJT 7229M	Veh. Inspected	SMF 203X	
	Policy No.	VPA/P1251953	Coverage (\$)	0.00	
	Claim No.	S9M01OC6	Excess (\$)	0.00	
	Assign From	RICHARD ANG	Assign Date	23/05/2019	
2.		Vehicle P	articulars & Condition		
	Make & Model	NISSAN NOTE (A)	c.c	1198	
	Engine No.	HIDDEN	Year of Reg.	2018	
	Chassis No.	JN1TAAE12Z0982369	Colour	WHITE	
	Odometer	9402	Steering	IN ORDER	
	Brakes	IN ORDER	Modification	SPORTS RIM	
	General	GOOD			
3.		Cor	nditions of Tyres		
2		Size	Make	Balance	
	R/H Front Tyre	185/65 R15	CONTINENTAL	8 mm	
	L/H Front Tyre	185/65 R15	CONTINENTAL	8 mm	
	R/H Rear Tyre	185/65 R15	CONTINENTAL	8 mm	
	L/H Rear Tyre	185/65 R15	CONTINENTAL	8 mm	
4.		Descr	iption of Damages		
	THE VEHICLE SU	STAINED DAMAGES AT THE	REAR PORTION.		
	DAMAGES SEE D	ETAILS.			
5.		Ger	neral Information		
	Accident Date	21/05/2019	Inspection Date	24/05/2019	
	Survey held at	AUTOLUTION INDUSTRIAL	PTE LTD	the state of the s	
		19 UBI ROAD 4 SINGAPORE 408623			
5a.			Remarks		
			"WITHOUT PREJUDICE" BAS S, WE HAVE NOT AUTHORIS		
5b.		Estim	ate Days of Repair		
	ESTIMATED NORMAL PERIOD FOR REPAIR: 4 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 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMF 203X

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	REAR BUMPER (DISC 5%) (N) (CONSISTENT)	DENTED / DEFORMED	414.00	393.30
6	CLIP RR BUMPER @\$1.50 (DISC 5%) (N) (CONSISTENT)	NECESSARY	7.20	6.84
1	LH SIDE BRACKET RR BUMPER (N) (CONSISTENT)	NOT NECESSARY	45.40	10
1	RH SIDE BRACKET RR BUMPER (N) (CONSISTENT)	NOT NECESSARY	45.40	1
1	ENERGY ABSORBER RR BUMPER (N) (CONSISTENT)	NOT NECESSARY	111.90	
2	STAY - RR BUMPER @\$86.00 (N) (CONSISTENT)	NOT NECESSARY	172.00	
1	HATCHBACK DOOR (N) (CONSISTENT)	TO REPAIR SEE LABOUR	976.40	12.5
1	HATCHBACK DOOR GARNISH (N) (CONSISTENT)	NOT NECESSARY	243.90	
1	WEATHER STRIP HATCHBACK DOOR (N) (CONSISTENT)	NOT NECESSARY	64.80	8.
1	HATCHBACK DOOR LOCK (N) (CONSISTENT)	NOT NECESSARY	114.80	
1	STRIKER - HATCHBACK DOOR (N) (CONSISTENT)	NOT NECESSARY	31.10	
1	EMBLEM - BACK DOOR NISSAN (DISC 5%) (N) (CONSISTENT)	NECESSARY	59.70	56.71
1	ORNAMENT - BACK DOOR NOTE (DISC 5%) (N) (CONSISTENT)	NECESSARY	73.60	69.92
1	PLATE - LUGGAGE RR GARNISH (N) (CONSISTENT)	NOT NECESSARY	63.50	124
1	UPPER MOUNTING RR WINDSCREEN GLASS (N) (CONSISTENT)	NOT NECESSARY	65.70	39
	LESS 20% DISCOUNT		-497.88	-105.35
			1,991.52	421.42
	SPECIAL NETT ITEMS			-
1	REAR W/SCREEN SEALANT (SN) (CONSISTENT)	NOT NECESSARY	80.00	
1	SENSOR - REVERSE (SN) (CONSISTENT)	NOT NECESSARY	250.00	0.
1	SUNDRIES (SN) (CONSISTENT)	NOT NECESSARY	50.00	
1	REAR LICENCE PLATE (SN) (CONSISTENT)	NOT NECESSARY	60.00	// //
1	RR LICENSE PLATE (NPA) (SN) (CONSISTENT)	REPEATED	-	
			440.00	10
	LABOUR			
	LABOR CHARGES TO REPAIR REAR END PANEL, RENEW HATCH BACK DOOR & RR BUMPER. INCLUSIVE		1,400.00	700.00

Report Ref No. CC4/ASM19009098/Ugb3s2



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	CHARGES TO SPRAY PAINTING SAME.		1,000.00	600.00
	REMOVE AND INSTALL REVERSE CAMERA.	NOT NECESSARY	240.00	
	REMOVE AND INSTALL RR WINDSCREEN GLASS.	NOT NECESSARY	180.00	
	APPLY SEALANT TO RR WINDSCREEN GLASS.	NOT NECESSARY	100.00	79-
	APPLY SEALANT TO RR END PANEL & HATCHBACK DOOR.	NOT NECESSARY	200.00	172
	RENEW REVERSE SENSOR.		55.00	55.00
	REMOVE AND INSTALL BOTH COMBINATION LAMP TO FACILITATE RR BUMPER REPLACEMENT.		48.00	48.00
	RENEW REVERSE SENSOR.		55.00	55.00
	LESS 5% DISCOUNT		2	-72.90
			3,278.00	1,385.10
	GRAND TOTAL		5,709.52	1,806.52

RECOMMENDED COST OF REPAIRS	1,806.5
-----------------------------	---------

Report Ref No. CC4/ASM19009098/Ugb3s2

CHUA KANG SENG

Licensed Appraiser