

INSURANCE COMPANY: CC 4 ASM AXA1900 9162, RI 203, LKK IDAC

Surveyor: Rasul DOI: 18/6/2019 Date/Time: 27/5/19
Registered in Member: _____

Pre-assign / CCU / FTE
 Insured Vehicle No.: SCU 9272B Claim No.: SAM2018/11572
 Name of Insured: LEE MEI WOON Policy No.: GA14576E
 Insured Tel No.: _____ HP: _____ Make / Model: PEN400T
 Excess Sec II :SS _____ D.O.A: LA/GUA Place of Accident: WEST COAST HIGHWAY TWOS
 Is driver the owner? (YES / NO) _____ Nature of Accident: UPLIFT
 If NO, Driver Name / Age: _____ OI GIA REPORT: YES / NO _____ TP GIA REPORT: YES / NO _____
 Driver Tel No.: _____ (VI: YES / NO) _____ Insured Liability: % _____ Final? Yes / No _____

INSRS: WSP: Tel: Liability: RMKS: Shu Fatt
 INSRS: WSP: Tel: Liability: RMKS: _____
 INSRS: WSP: Tel: Liability: RMKS: _____
 INSRS: WSP: Tel: Liability: RMKS: _____

Date/Time	STAGE	DATE / PIC
<u>27/5/19</u>	Non-Reporting Itr (1st)	
	Non-Reporting Itr (2nd)	
	Non-Reporting Itr (Final)	
	Notification Itr (if non-pickup)	
	Call OI	<u>30/5/19</u> <u>Isabel</u>
	After call Itr to OI	
	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	

PRELIMINARY ADVICE	Date/Time: _____	Sent By: _____	Confirm by: _____
FINALIZATION	Date/Time: _____	Confirm with: _____	Confirm by: _____
Repair Cost: \$5 _____	days/Reduction: _____	% _____	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time: <u>4/11/19</u>	Confirm with: <u>Julia</u>	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Final Liability: % <u>100</u>	(Agreed / Ass Med) BOLA S/N No.: <u>15</u>		IPNO or B 28. Ass. Lia: _____
Repair Cost: <u>4997</u>	\$5 <u>1652.00</u>		
Loss of Rental (LOR): \$5 _____	days: _____		
Loss of Use (LOU): \$5 <u>3000</u>	(5.60 x 5 days)		
Loss of Income (LOI): \$5 _____	(5 x days)		
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOU <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search: \$5 <u>2.00</u>			
Medical: \$5 _____			
Disbursement: \$5 _____	(e.g. Tow/Independent)		
Legal Cost: \$5 _____			
Total: \$5 <u>1902.00</u>	Global Sum \$5: _____		
FINAL PAYMENT	Date/Time: _____	Confirm with: _____	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Payee 1: \$5 <u>1902.00</u>	Name 1: <u>Shu Fatt Auto Repairs</u>		<u>GWA</u>
Payee 2: (Strike if N.A.) \$5 _____	Name 2: _____		
Payee 3: (Strike if N.A.) \$5 _____	Name 3: _____		



樹發汽車修理廠

SHU FATT AUTO WORKS



BLOCK 1009 BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723 TEL: 6273 0119 FAX: 6270 7065

Our Ref: WSK/rw/SF-quo
23rd May 2019
TP-20

SKS 8455 M HONDA HR-V

Spate Parts	1	Left frt fender. <i>bt</i>	SS	588.20 ✓
	1	Left frt fender cowling <i>x</i>		98.20 <i>x</i> <i>mm</i>
	1	Set left frt fender cowling clips <i>new</i>		35.00 ✓
	1	Left frt fender arch garnish <i>sc</i>		160.20 ✓
	1	Set left frt fender arch garnish clips <i>new</i>		35.00 ✓
	1	Left wing mirror <i>scr</i>		495.20 ✓
	1	Left wing mirror cover <i>repair</i> <i>x</i>		49.20 <i>x</i>
	1	Frt bumper <i>x</i>		459.20 <i>pl</i>
	1	Set frt bumper clips <i>x</i>		42.00 <i>wp</i>
				<hr/>
				1962.20
			Less 20%	392.44
				<hr/>
				1569.76
Labour		To knock, straighten left frt wheel house, left frt door pillar, frt inner panel, frt lower panel, frt side panel, renew left frt fender, frt bumper, wing mirror and assembly		760.00 <i>350</i>
		To respray damaged parts		900.00 <i>500</i>
				<hr/>
				3229.76

Goodyear 215/55R17
MRHRU1830FP000080
77887

Rasul
Hp 90010868
4 days
4/s
18/06/19 @ 1155
Repy after repair

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 work(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature: _____
Date: _____

◀ Service Request Details

Claim

S9M01O18

Reference

None ✎

Loss Date

19 May 2019

Report Date

24 May 2019 10:53:00 AM

Request Date

24 May 2019

Due Date

31 May 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

P: Julia

T: 11-2201-17

V: In

E: ✓

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SKS8455M



PROPERTY

HRV

Service Address

...

Primary Contact/Insured

LEE MEI WOON

BLK 101 CLEMENTI STREET 14, #02-151, 120101, Singapore

TERRY.TIE.LEE@GMAIL.COM

Claim Handler

LOH Cynthia

6568804843

cynthia.loh@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

Catherine Chong (LKK Auto)

From: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Friday, 24 May, 2019 10:10 AM
To: SG AXA Insurance SM Motor Doc; SG AXA Insurance SM AXA SGP - Motor Survey
Subject: accident involving SKS 8455 M and SCU9272B on 19/5/2019
Attachments: img-190524093625.pdf

Categories: Raghav

To : AXA Insurance Singapore
Without prejudice

We forward request letter from survey and accident report herewith.

Pls arrange for survey.

In the meantime, please also confirm liability.
Video footages can be sighted on our client's e-filed GIA report.

Thank you

樹發汽車修理廠
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

Miss Khor Sek Hwee Joyce
c/o Blk. 1009, #01-90,
Bukit Merah Lane 3,
Singapore 159273.

24th May 2019

without prejudice

AXA Insurance Singapore Pte. Ltd.,
No. 8 Shenton Way, #B1-01,
AXA Tower,
Singapore 068811.

Dear Sirs,

ACCIDENT INVOLVING SKS 8455 M AND SCU 9272 B ON 19/5/2019

I refer to the above matter.

I am the owner/driver of SKS 8455 M who was involved in the abovementioned accident as a result of the gross negligence caused by your insured driver of SCU 9272 B.

Please be informed that I am now holding your insured driver responsible for all my outlays as a result of the accident. In line with the new implementation on 1st May 2011, kindly arrange for survey to my vehicle as soon as possible at Shu Fatt Auto Works, Block 1009, #01-90, Bukit Merah Lane 3, Singapore 159723 (Tel: 6273-0119/Fax : 62707065).

I will appoint my own adjuster and claim survey costs in addition to my other disbursements if:=

1. My vehicle is not surveyed within 2 working days
2. There is no confirmation on your part (within 5 working days from date of survey) regarding liability dispute

This confirmation is very important to me as I will have to revert to own damage claim with survey report from my insurer's panel should your insured or his/her driver breached policy condition/s or for reason/s unknown to me now.

Please arrange for survey as soon as possible and confirm liability and I look forward to your early confirmation.

Yours faithfully,


.....

Encs



樹發汽車修理廠
SHU FATT AUTO WORKS

pak kin

SKS 8455M

0-11

BLOCK 1009 BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723 TEL: 6273 0119 FAX: 6270 7065

Our Ref: WSK by SF-001
23rd May 2019
TP-20

SKS 8455M HONDA HR-V

Spure Parts	Description	Price
	Left frt fender. <i>bt</i>	55
	Left frt fender cowling <i>X</i>	588.20
	Set left frt fender cowling clips. <i>new</i>	98.20 <i>X</i>
	Left frt fender arch garnish. <i>sc</i>	35.00
	Set left frt fender arch garnish clips. <i>new</i>	160.20
	Left wing mirror. <i>scr</i>	35.00
	Left wing mirror cover. <i>repair</i>	495.20
	Frt bumper <i>X RX</i>	49.20 <i>X</i>
	Set frt bumper clips <i>X</i>	459.20 <i>X</i>
		42.00 <i>X</i>
		1962.20
	Less 20% <i>a</i>	392.44

Labour	Description	Price
	To knock straighten left frt wheel house, left frt door pillar, frt inner panel, frt lower panel, frt side panel, renew left frt fender, frt bumper, wing mirror and assembly	1569.70
	To respray damaged parts	760.00
		760.00 350
		500
		3229.70

Goodyear 215-55R17
MRHRU1830(FRONT) 77887

Rasul
HP 9001068

4 days

4/5

18/06/19 @ 1155

Reay after repair

Surveyed on 18/6/19 @ 11.55 am

Parts: 1313.60
-20%: (262.72)
1050.88
Labour: 850.00
1900.88
-20%: (380.18)
1520.70
4/5: 1500
4 days

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:

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Monday, 3 June 2019 6:02 PM
To: shufatt@singnet.com.sg
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Tracking:	Recipient	Delivery
	shufatt@singnet.com.sg	
	Admin A	
	Hsiao Tong (LKKAuto)	Delivered: 3/6/2019 6:02 PM
	Meikwan@lkkauto.com	Delivered: 3/6/2019 6:02 PM
	olivialau@lkkauto.com	Delivered: 3/6/2019 6:02 PM
	shupeil@lkkauto.com	Delivered: 3/6/2019 6:02 PM

Your Ref: **SKS 8455M** Without Prejudice
Our Ref: CC4/ASM19009162/pb3

Dear Sirs/Madam,

RE: ACCIDENT INVOLVING SKS 8455 M AND SCU9272B ON 19/5/2019

We refer to the above matter and your e-mail as trailed refers.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) 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.

"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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Monday, 3 June 2019 4:18 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Hi Khanchna,

Kindly assist.

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: Shu Pei (LKKAuto)
Sent: Friday, 24 May 2019 2:32 PM
To: shufatt@singnet.com.sg
Cc: assignments <assignments@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Dear Sir / Madam,

We have received assignment from AXA for this case.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

To check availability of the case handler , you may contact the undersigned.

Best Regards,

Shu Pei Admin

LKK Auto Consultants Pte Ltd

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

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

From: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Friday, 24 May 2019 10:10 AM
To: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>; SG AXA Insurance SM AXA SGP - Motor

Survey <motor.survey@axa.com.sg>

Subject: accident involving SKS 8455 M and SCU9272B on 19/5/2019

To : AXA Insurance Singapore
Without prejudice

We forward request letter from survey and accident report herewith.

Pls arrange for survey.

In the meantime, please also confirm liability.
Video footages can be sighted on our client's e-filed GIA report.

Thank you

樹發汽車修理廠
Shu Fatt Auto Works
Julia Wong
Tel: 62730119



<TP - Mandate IA> - S9M01O18 [ACCIDENT INVOLVING SCU 9272B(OI) & SKS 8455M(TP) ON 19/05/2019]

Type

🗨 Question

Message

Liability: 100%. Insured changed lane and collided with third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$1,907.00(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 5-Nov-19

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 05/11/2019

Survey Details:

Date of loss	19-May-19
Date of appointment	24-May-19
Date of survey	18-Jun-19
Location of survey	SHU FATT AUTO WORKS

Vehicle Details:

Claim Type:	Third party
Vehicle number	SKS 8455M
Make and Model	HONDA HRV 1.5 LX CVT ABS D/AIRBAG
Date of registration	12/5/2015
Excess	
Market Value	\$65,000
Parf Rebate	\$54,123
Nett Loss	\$10,877

Repair details:

Initial Estimate	\$ 3,229.76
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Proposed/Revised repair cost:

Parts	\$ 1,050.88
Check items (estimate)	\$ -
Labour	\$ 850.00
Total	\$ 1,900.88
Lump Sum(if applicable)	\$ 1,500.00

Number of days for repair	4
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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) 62563561 FAX : (065) 62564315

Remarks:

OID changed lane and collided with third party.

Mandate:

Liability(TP)		100%	
Proposed repair cost (w/GST)	\$	1,605.00	
Loss of use	\$	300.00	(5days x \$60)
Loss of rental		NIL	no. of days
Loss of income		NIL	no. of days
LTA search fees	\$	2.00	
Others		NIL	
Proposed Total	\$	1,907.00	

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Wednesday, 6 November 2019 9:12 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: New message for service request 117572, vehicle number SKS8455M

		AM
<input type="checkbox"/> REC'D TP ESTIMATE_F FROM RASUL**PASS TO POHKIN	STU	8/7/2019 2:03:50 PM
<input type="checkbox"/> FILE TRANSFER TO VIVIAN FROM PK	CPK	17/7/2019 9:27:05 AM
<input type="checkbox"/> pending LOD	CPK	17/7/2019 9:27:14 AM
<input type="checkbox"/> FILE TRANSFER TO CHT	LSL1	24/10/2019 11:12:57 AM
<input type="checkbox"/> Message AXA: Liability: 100%. Insured changed lane and collided with third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$1,907.00(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong – 5-Nov-19	CHT	5/11/2019 1:53:23 PM
<input type="checkbox"/> 5/11/19 4:17 PM LOH Cynthia ———Approve	LSP	6/11/2019 8:58:42 AM

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)

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 5 November 2019 4:27 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 117572, vehicle number SKS8455M

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: cynthia.loh@axa.com.sg <cynthia.loh@axa.com.sg>
Sent: Tuesday, 5 November, 2019 4:18 PM
To: admin-d@lkkauto.com
Subject: New message for service request 117572, vehicle number SKS8455M

AXA Insurance has sent you a message for claim number S9M01018.

Hsiao Tong (LKKAuto)

From: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Tuesday, 3 December 2019 9:51 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)// LKK REF: CC4/ASM19009162/R1pb3

Miss Chew Hsiao Tong
Without prejudice

Please let us have your settlement of \$1,907 soon.

Thank you

樹發汽車修理廠

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

Email : shufatt@singnet.com.sg

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, December 02, 2019 3:07 PM
To: Julia - Shu Fatt Auto Works
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)// LKK REF: CC4/ASM19009162/R1pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We are prepared to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 1,605.00
2. Loss of Use (5days x \$60.00)	\$ 300.00 (as per benchmark rate)
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 1,907.00

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 (Ms) | 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: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Friday, 8 November 2019 1:33 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)// LKK REF: CC4/ASM19009162/R1pb3

Miss Chew Hsiao Tong
Without prejudice

Let's settle at \$2,000.

Pls forward DV.

Thank you

樹發汽車修理廠

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

Email : shufatt@singnet.com.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, November 08, 2019 10:28 AM
To: Julia - Shu Fatt Auto Works
Cc: Cecilia Chong (LKK Auto); Suwanna (LKK Auto); Su Li (LKK Auto)
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)// LKK REF: CC4/ASM19009162/R1pb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$1,900.00(all-in).

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 (Ms) | 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: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Thursday, 31 October 2019 9:02 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Suwanna (LKK Auto) <Suwanna@lkkauto.com>
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)

Miss Chew Hsiao Tong
Without prejudice

Please let us have your settlement soon.

Thank you

樹發汽車修理廠

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

Email : shufatt@singnet.com.sg

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Thursday, October 24, 2019 11:25 AM
To: shufatt@singnet.com.sg; Hsiao Tong (LKKAuto)
Cc: Cecilia Chong (LKK Auto); Suwanna (LKK Auto)
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Ms Hsiao Tong.

Hi Hsiao Tong,

FYNA, our ref CC4/ASM19009162/R1pb3

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 (Ext:119) Email: SuLi@lkkauto.com | Fax: 67414108

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

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]
Sent: Thursday, 24 October 2019 11:08 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)
Importance: High

Miss Cecilia Chong
Without prejudice

We refer to the above matter which was handled by Miss Vivian Lau who has left employment.

We are directing the matter for your kind assistance.
Pls help us settle the matter soon.

Thank you

樹發汽車修理廠

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

Email : shufatt@singnet.com.sg

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Thursday, September 19, 2019 1:45 PM

To: 'Vivian Lau (LKKAuto)'

Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019 (Our Ref. SF/051/2019)

Importance: High

Miss Vivian Lau

Without prejudice

We refer to the above.

We have not heard from you since 6/8/2019.

Pls revert settlement of \$2,107.00 asap to close the matter.

Thank you

樹發汽車修理廠

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Tuesday, August 06, 2019 3:43 PM

To: 'Vivian Lau (LKKAuto)'

Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Miss Vivian Lau

Without prejudice

We refer to the above and understand you are now in charge.

Please revert settlement of \$2,107.00 soonest.

Thank you

樹發汽車修理廠

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Monday, June 03, 2019 6:02 PM
To: shufatt@singnet.com.sg
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Your Ref: **SKS 8455M** Without Prejudice
Our Ref: CC4/ASM19009162/pb3

Dear Sirs/Madam,

RE: ACCIDENT INVOLVING SKS 8455 M AND SCU9272B ON 19/5/2019

We refer to the above matter and your e-mail as trailed refers.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) 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.

"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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 3 June 2019 4:18 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Hi Khanchna,

Kindly assist.

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: Shu Pei (LKKAuto)

Sent: Friday, 24 May 2019 2:32 PM

To: shufatt@singnet.com.sg

Cc: assignments <assignments@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: accident involving SKS 8455 M and SCU9272B on 19/5/2019

Dear Sir / Madam,

We have received assignment from AXA for this case.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

To check availability of the case handler , you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>

Sent: Friday, 24 May 2019 10:10 AM

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

Subject: accident involving SKS 8455 M and SCU9272B on 19/5/2019

To : AXA Insurance Singapore

Without prejudice

We forward request letter from survey and accident report herewith.

Pls arrange for survey.

In the meantime, please also confirm liability.

Video footages can be sighted on our client's e-filed GIA report.

Thank you

樹發汽車修理廠
Shu Fatt Auto Works
Julia Wong
Tel: 62730119



樹發汽車修理廠
SHU FATT AUTO WORKS

BLOCK 1009 BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723 TEL: 6273 0119 FAX: 6270 7065

Email: shufatt@pacific.net.sg

Co. Reg. No. 09062400M GST Reg. No. 09-062400-M

Our Ref. SF/051/2019

9th July 2019

without prejudice

AXA Insurance Singapore Pte. Ltd.,
No. 8 Shenton Way, #B1-01,
AXA Tower,
Singapore 068811.

Dear Sirs,

ACCIDENT INVOLVING SKS 8455 M AND SCU 9272 B ON 19/5/2019

We refer to the above matter.

We act for the owner of SKS 8455 M whose vehicle was involved in the above accident with your insured driver of SCU 9272 B due to his/her gross negligence. Our client holds your insured driver responsible for all the outlay he/she had incurred we now forward the claim as follows:-

Repair costs	\$1,605.00
Loss of use (rental)	\$
Loss of use (\$100 x 5 days)	\$ 500.00
Loss of income	\$
Survey fee	\$
Towing fee	\$
GIA search fee	\$ 2.00
LTA search fee	\$
GIA report fee for TP report	\$
Miscellaneous (audatex fee)	\$
Miscellaneous (Merimen fee)	\$
Miscellaneous	\$
Off-peak e-day licence	\$
Seal for off-peak car	\$
Photocopies/postages/admin	-----
	\$2,107.00
	=====

To facilitate your investigation, we forward repair bill, accident report, certificate of Insurance, Letter of Authorisation, LTA search, rental invoice and agreement for your necessary action.

The above pertains to property damage claim only and should not prejudice injury claim, if any.

We thank you for your prompt assistance and we look forward to your early settlement.

Yours faithfully,
SHU FATT AUTO WORKS



Julia Wong (Claims)

Encs.



樹發汽車修理廠
SHU FATT AUTO WORKS

BLOCK 1009 BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723 TEL: 6273 0119 FAX: 6270 7065
Co. Reg. No. 09062400M GST Reg. No. 09-062400-M

TAX INVOICE NO: SF 051 2019
5 July 2019

AVA Insurance Pte Ltd
(Third Party)

SKS 8455 M HONDA HR-V

The repair costs of the above vehicle has been agreed
upon a lump sum figure of S\$1500.00

7% GST

SS

1500.00

105.00

1605.00

SINGAPORE DOLLARS: ONE THOUSAND SIX HUNDRED & FIVE ONLY

樹發汽車修理廠
SHU FATT AUTO WORKS



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/ASM19009162/R1pb3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811
ATTN:CYNTHIA LOH

Date : 16-12-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SCU 9272B	Veh. Inspected	SKS 8455M
Policy No.	GA145358	Coverage (\$)	0.00
Claim No.	S9M01018	Excess (\$)	0.00
Assign From		Assign Date	24/05/2019

2. Vehicle Particulars & Condition

Make & Model	HONDA HRV 1.5 LX	c.c	1497
Engine No.	HIDDEN	Year of Reg.	2015
Chassis No.	MRHRU1830FP000089	Colour	GREY
Odometer	79720	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	215/55 R17	GOODYEAR	6 mm
L/H Front Tyre	215/55 R17	GOODYEAR	6 mm
R/H Rear Tyre	215/55 R17	GOODYEAR	6 mm
L/H Rear Tyre	215/55 R17	GOODYEAR	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE N/S FRONT PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	19/05/2019	Inspection Date	18/06/2019
Survey held at	SHU FATT AUTO WORKS BLK 1009,BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723		

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:	4 Working Days
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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. SKS 8455M

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	LEFT FRT FENDER (CONSISTENT)	BENT	588.20	588.20
1	LEFT FRT FENDER COWLING (CONSISTENT)	NOT NECESSARY	98.20	-
1	SET LEFT FRT FENDER COWLING CLIPS (CONSISTENT)	NECESSARY	35.00	35.00
1	LEFT FRT FENDER ARCH GARNISH (CONSISTENT)	SCRATCHED	160.20	160.20
1	SET LEFT FRT FENDER ARCH GARNISH CLIPS (CONSISTENT)	NECESSARY	35.00	35.00
1	LEFT WING MIRROR (CONSISTENT)	SCRATCHED	495.20	495.20
1	LEFT WING MIRROR COVER (CONSISTENT)	TO REPAIR SEE LABOUR	49.20	-
1	FRT BUMPER (CONSISTENT)	TO REPAIR SEE LABOUR	459.20	-
1	SET FRT BUMPER CLIPS (CONSISTENT)	NOT NECESSARY	42.00	-
	LESS 20% DISCOUNT		-392.44	-262.72
			1,569.76	1,050.88
LABOUR				
	TO KNOCK ,STRAIGHTEN LEFT FRT WHEEL HOUSE ,LEFT FRT DOOR PILLAR ,FRT INNER PANEL,FRT LOWER PANEL,FRT SIDE PANEL,RENEW LEFT FRT FENDER ,FRT BUMPER ,WING MIRROR AND ASSEMBLY.INCLUSIVE OF THE REPAIR OF LEFT WING MIRROR COVER AND FRT BUMPER.		760.00	350.00
	TO RESPRAY DAMAGED PARTS.		900.00	500.00
			1,660.00	850.00
GRAND TOTAL			3,229.76	1,900.88
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				1,500.00

Report Ref No. CC4/ASM19009162/R1pb3q2

MOHAMMED RASUL BIN MOHD YUNUS

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	59MD1018
Reference	CCAUSM419009162/R1ab3a2
Loss Date	19 May 2019
Report Date	24 May 2019 10:53:00 AM
Request Date	24 May 2019
Due Date	

Actions

Next Step: Wait for Approve Invoice

Add Invoice

Vendor Name	LKH AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Vehicle Information	
Incident Vehicle Registration #	SK38455M
Make	TPVD HONDA
Model	HRV
Service Address	

...

Primary Contact/Insured

LEE MEI WOON
 BLK 101 CLEMENTI STREET 14, #02-151, 120101, Singapore

TERRY.THE.LEE@GMAIL.COM

Claim Handler

LOH Cynthia
 656804843
 cynthia.loh@axa.com.sg

Additional Instructions

- Messages
- Invoices
- History
- Documents
- Assessment
- Metrics
- Notes

Document Type

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKHInvoice1 (5).pdf	Invoice	Surveyor/ Assessor expense	LKH AUTO CONSULTANTS PTE LTD (TP)	18 December 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LK10inspection (2).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	18 December 2019
LK1Adjustment1a (2).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	18 December 2019
CIA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	18 December 2019
PAYMENT BREAKDOWN EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	18 December 2019
AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	18 December 2019
LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	18 December 2019
TP ESTIMATE_MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	5 November 2019
TP-MANDATE IA d61 051119.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	5 November 2019
LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 November 2019
LKK Resurvey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 November 2019
Insurance Search Fee.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 November 2019
TP-IA 0455.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 June 2019
VIDEO FROM THIRD PARTY.MP4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	27 May 2019
GA145358-Policy Schedule.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	DHANAKAL Raghav	24 May 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
GA145358-Certificate of Insurance.pdf	Forms / Claim Documents	Policy Schedule / Coverage / Certificate of Insurance	DHAKAL Raghav	24 May 2019
TP PRI FROM WORKSHOP.msig	Letters and Correspondence	Workshop	DHAKAL Raghav	24 May 2019
SCUJ272B INSO GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	24 May 2019
SK3B455M TP GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	24 May 2019