

INS. CASE OWNER:

Yvonne Ang | CC 4 / Asm 1900 9881 /

W05

IDAC:

119368

## ASSIGNMENT

Surveyor:

DOI:

Date / Time:

4/6/19

Registered in Merimen:

Pre-assign / CCU / FTE

SJ76839J

sqm 01 pkr



Insured Vehicle No.:

Claim No.:

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A:

Place of Accident:

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO)

Insured Liability:

%

Final ? Yes / No

SLK64900



INSRS:

WSP:

Tel:

Liability:

RMKS:

pml.



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SLK64900 - 04/Asm 1900 0506 / 14/03 : 00A: 21/19  
SJ76839J - x

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr 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:

4/6 00A. Sent out 1st letter.

11/6/19 Email From OI, veh sold on 2/3/19.

11/6/19 Receive CCTV From TP

13/6 - Pending instruction given from AXA.

17/6 - instruction to reject claim. No survey done.

18/6 - cancel file. No survey done. - file pass ~~off~~ Admin to close.

## PRELIMINARY ADVICE

Date/Time:

Sent By:

## FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email

Call

## FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$ x days)

Loss of Income (LOI):

S\$

(\$ x days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

S\$

Global Sum S\$:

## FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

CANCEL FILE



## Service Request Details

Claim

S9M01PKF

Reference

None 

Loss Date

1 June 2019

Report Date

4 Jun 2019 9:02:41 AM

Request Date

4 June 2019

Due Date

12 June 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

### Actions

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Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

---

Incident Vehicle Registration #

SLK6490D

216D

216D

### Service Address

---

...

### Primary Contact/Insured

---

SOH CHEE KEONG

BLK 498M TAMPINES STREET 45, #08-494, 529498, Singapore

jennysohteo@gmail.com

### Claim Handler

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ANG Yvonne

6568804461

yvonne.ang@axa.com.sg

Additional Instructions

NON-REPORTED

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

**Catherine Chong (LKK Auto)**

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**From:** PBSP <pml-pbsp@sime-darby.com.sg>  
**Sent:** Monday, 3 June, 2019 5:28 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey  
**Subject:** REQUEST FOR DIRECT SETTLEMENT - SLK6490D & SJT6839J ON 01/06/2019  
**Attachments:** SKM\_558e19060317270.pdf; SLK6490D(JUNE).PDF  
  
**Categories:** Santosh

Dear Sirs,  
We refer to the above matter.

We have instructions from our client to seek repair cost and loss of use/car rental from you through Direct Settlement.

Attached is the estimates and supporting documents for your consideration.

Please let us have your confirmation that you agree that liability is clear and we may proceed with Direct Settlement.

If Direct Settlement is approved, kindly let us have your offer for LOU / rental.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

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Auto  
Consultants  
Pte Ltd

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

04 June, 2019

**SOH CHEE KEONG**

BLK 498M TAMPINES STREET 45  
#08-494  
SINGAPORE 529498

Dear Sir,

**OUR REF : CC4/ASM19009851/wa3 // S9M01PKF**

**YOUR REF : SJT 6839J**

**ACCIDENT INVOLVING SJT 6839J & SLK 6490D ON 01/06/2019 ALONG/AT  
YISHUN IND PARK A**

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)

**Vivian Lau (LKKAUTO)**

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**From:** Jenny Soh-T <jennysohteo@gmail.com>  
**Sent:** Monday, 10 June, 2019 8:21 PM  
**To:** Vivian Lau (LKKAUTO)  
**Subject:** Your ref: CC4/ASM19009851/wa3//S9M01PKF

Vivian Lau,

I received your letter dated 4 June regarding SJT6839J. The car has been sold & transferred since 2 March 2019.

We will ignore your letter.

Mrs Soh

--

Jenny@Mobile

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, 17 June 2019 5:48 PM  
**To:** PBSP  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SLK6490D & SJT6839J ON 01/06/2019 \*\*\* LKK REF: CC4/ASM19009851/ga3

Your Ref: **SLK 6490D** Without Prejudice  
Our Ref: CC3/ASM19009851/ga3

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SLK6490D & SJT6839J ON 01/06/2019**

We refer to the above matter.

Base on our record, Our Insured had sold the vehicle on since March.

In view of the above, we are unable to look into your client's matter as per our principal instruction given.

Thank you.

"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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** PBSP [mailto:pml-pbsp@simedarby.com.sg]  
**Sent:** Friday, 14 June 2019 5:35 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** Re: REQUEST FOR DIRECT SETTLEMENT - SLK6490D & SJT6839J ON 01/06/2019 \*\*\* LKK REF: CC4/ASM19009851/wa3

Dear Sirs,

Kindly reply on liability.

Thank you.

Regards,  
Caroline  
C/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0174 Fax: 6479 4601

---

**From:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Sent:** Tuesday, 4 June 2019 1:34:02 PM  
**To:** PBSP  
**Cc:** Vivian Lau (LKKAUTO); Cecilia Chong (LKK AUTO); 甯璿 ©; assignments  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT - SLK6490D & SJT6839J ON 01/06/2019 \*\*\* LKK REF: CC4/ASM19009851/wa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

**Please provide us the following and arrange for TP survey.**

- **evidence i.e. video and scene photo.**
- **PIR result (if any)**

Please note that for liability, claim negotiation and settlement, please contact Vivian at 6841 8625.

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**Sent:** Monday, 3 June, 2019 5:28 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT - SLK6490D & SJT6839J ON 01/06/2019

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Attached is the estimates and supporting documents for your consideration.

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If Direct Settlement is approved, kindly let us have your offer for LOU / rental.

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint

303 Alexandra Road Singapore 159941

DID: 6319 0174 Fax: 6479 4601

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## INSURED SOLD VEH ON 2.3.19

Type

🔗 Question

Message

Please assist to reject TP claim

Reply



## INVOICE

Type

🔗 Question

Message

Please assist reject TP claim and let us have your invoice

Reply