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CHARN'S CUSTOMCRAFT 1010 Bukit Merah Lane 3,

159724

Claim Reference:

Assessment number: 011393

Version: 1810

Date calculated: 23/07/2019 5:00 PM

Full Report

Registration: SKP8578H

Printed: 23/07/2019 5:00 PM

Code 1781 3481 4201	Description L/R DOOR L/R SIDE PANEL L/R WHEELHOUSE	Part Number 6800471L00000 6451171LV0P31 7552171L00000	Supplier	430.00 66 250.00 60 55.00
4207 1000	COVER L/FASTENING CLIP FRAME STICKER	0940907340000 R/L DOOR		18.00 nay 35.00
f: OEM Parts n: Non-OEM Parts u: Used parts	Savings Subtotal Addition(+15.00%	»)		0.00 788.00 118.20
	Total			906.20

Final Calculation		
Fillal Calculation	SGD	SGD
Parts Addition(+15.00%)	788.00 118.20	
Total Parts		906.20
Labour Time Base 10 WU/h Total 149.0 WU X 45.00 SGD/h	670.50	670.50
Total of Labour		30.00
Paint Work Time Base 10 WU/h Labour Cost 91.0 WU X 45.00 SGD/h	409.50 119.58	
Material Cost Total Paint Including Material		529.08
Repair Cost Excludes GST		2,105.78
GST (+7.0%)		147.40
Repair Cost Included GST		2,253.18

Comments

USER SUPPLIED DATA

NN - NO MANUFACTURERS CODE EXISTS

) - WU PARTIAL INCL IN OTHER POSITIONS

Audatex System Using Manufacturer Times

Page 4 of 4

PRINT DATE 23/07/2019

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration # SKP8578H

Catherine Chong (LKK Auto)

From:

Charn's Customcraft <charns@singnet.com.sg>

Sent:

Tuesday, 23 July, 2019 5:06 PM

To:

SG AXA Insurance SM AXA SGP - Motor Survey

Subject:

TP / SKP 8578 H / PC 6056 U / 21.07.2019

Attachments:

PRI.pdf

Importance:

High

Sensitivity:

Confidential

Categories:

Mateen

Dear Sir/Madam

Our client's vehicle no. SKP 8578 H would like to submit a third party claim against your insured: PC 6056 U.

Please find attached relevant documents for your action.

Kindly arrange PRI and advise on liability.

Thanks & Regards, Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From:

Charn's Customcraft <charns@singnet.com.sg>

Sent:

Friday, 26 July 2019 1:00 PM

To:

Hsiao Tong (LKKAuto)

Cc:

Admin A

Subject:

RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance:

High

Sensitivity:

Confidential

Hi Hsiao Tong

Our client do not have video footage.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Friday, 26 July, 2019 12:31 PM

To: Charn's Customcraft

Cc: Admin A

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm.

We refer to the above matter.

As per AXA instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Charn's Customcraft <charns@singnet.com.sg>

Sent: Tuesday, 23 July 2019 5:06 PM

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

Subject: TP / SKP 8578 H / PC 6056 U / 21.07.2019

Importance: High Sensitivity: Confidential

Dear Sir/Madam

Our client's vehicle no. SKP 8578 H would like to submit a third party claim against your insured: PC 6056 U.

Please find attached relevant documents for your action.

Kindly arrange PRI and advise on liability.

Thanks & Regards, Sharon Lee Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

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Menu



RE: Hi, pls check with TP if they have any video footage. TY.

Type

Question

Message

HI, No video footage from third party. Based on OI video, it shows that the traffic light was green in OID's favour. It is likely that OID had the right of way, third party should give way to OID. As such, we are intending to reject third party claim. For your comments/ instruction please. Hsiao Tong - 15 Aug 2019

Reply

From:

Shu Pei (LKKAuto)

Sent:

Monday, 19 August 2019 10:03 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: New message for service request 128335, vehicle number SKP8578H

j	Called OID, Not pick up	CHT	15/8/2019 2:52:52 PM
J	BASED ON OI VIDEO, TRAFFIC LIGHT WAS GREEN IN OI'S FAVOUR. IT IS LIKELY THAT TP NEED TO GIVE WAY TO OID	CHT	15/8/2019 3:00:14 PM
]	Message Hi, No video footage from third party. Based on OI video, it shows that the traffic light was green in OID's favour. It is likely that OID had the right of way, third party should give way to OID. As such, we are intending to reject third party claim. For your comments/instruction please. Hsiao Tong - 15 Aug 2019	СНТ	15/8/2019 3:01:56 PM
J	8/17/19 9:45 AM ANG RichardHI, pls reject TP's claim. TY>	LSP	19/8/2019 9:50:01 AM

Best Regards, Shu Pei| Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@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: Monday, 19 August 2019 8:29 AM To: Admin A <admin-a@lkkauto.com>

Subject: FW: New message for service request 128335, vehicle number SKP8578H

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: richard.angbs@axa.com.sg < richard.angbs@axa.com.sg>

Sent: Saturday, 17 August, 2019 9:46 AM

To: admin-d@lkkauto.com

Subject: New message for service request 128335, vehicle number SKP8578H

AXA Insurance has sent you a message for claim number S9M01US5.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From:

Hsiao Tong (LKKAuto)

Sent:

Thursday, 22 August 2019 2:36 PM

To:

Charn's Customcraft

Cc:

Admin A

Subject:

<REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF:

CC4/ASM19013023/pb3

Attachments:

OI VIDEO SCREENSHOT.png

Sensitivity:

Confidential

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

We have reviewed the matter and we are of the view that our insured is not liable for the accident. Kindly refer to the attached video screenshot from our insured bus, the traffic light was green in our insured favour. Your client should give way to our bus.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

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: Charn's Customcraft <charns@singnet.com.sg>

Sent: Monday, 19 August 2019 11:50 AM

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

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

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong

Any liability for the above matter?

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Friday, 26 July, 2019 12:31 PM

To: Charn's Customcraft

Cc: Admin A

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm.

We refer to the above matter.

As per AXA instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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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: Charn's Customcraft <charns@singnet.com.sg>

Sent: Tuesday, 23 July 2019 5:06 PM

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

Subject: TP / SKP 8578 H / PC 6056 U / 21.07.2019

Importance: High Sensitivity: Confidential

Dear Sir/Madam

Our client's vehicle no. SKP 8578 H would like to submit a third party claim against your insured: PC 6056 U.

Please find attached relevant documents for your action.

Kindly arrange PRI and advise on liability.

Thanks & Regards, Sharon Lee Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From:

Charn's Customcraft <charns@singnet.com.sg>

Sent:

Monday, 26 August 2019 1:58 PM

To:

Hsiao Tong (LKKAuto)

Cc:

Admin A

Subject:

RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF:

CC4/ASM19013023/pb3

Attachments:

Untitled.jpg

Importance:

High

Sensitivity:

Confidential

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676

Email: admin@charnscustomcraft.com.sg

GST Reg. No: M90367863L Company Reg No: 25151300M

From: Charn's Customcraft [mailto:charns@singnet.com.sg]

Sent: Monday, 26 August, 2019 1:52 PM

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong,

We had viewed the video footage and we do not agreed that our client was liable for the accident.

Both our client and your insured are allowed to turn (Both turning into Telok Blangah Way and both cars have their individual lane. However, your insured has lane changed and cut into our client's lane after turning into Telok BlangahWay, due to a roadwork at your insured's lane (see attached taken by our client)

Please revert soonest.

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676

Email: admin@charnscustomcraft.com.sg

GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Thursday, 22 August, 2019 2:36 PM

To: Charn's Customcraft

Cc: Admin A

Subject: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

We have reviewed the matter and we are of the view that our insured is not liable for the accident. Kindly refer to the attached video screenshot from our insured bus, the traffic light was green in our insured favour. Your client should give way to our bus.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

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: Charn's Customcraft <charns@singnet.com.sg>

Sent: Monday, 19 August 2019 11:50 AM

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

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

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong

Any liability for the above matter?

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Friday, 26 July, 2019 12:31 PM

To: Charn's Customcraft

Cc: Admin A

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm.

We refer to the above matter.

As per AXA instruction, we would like to request for evidences (le: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

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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: Charn's Customcraft <charns@singnet.com.sg>

Sent: Tuesday, 23 July 2019 5:06 PM

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

Subject: TP / SKP 8578 H / PC 6056 U / 21.07.2019

Importance: High Sensitivity: Confidential

Dear Sir/Madam

Our client's vehicle no. SKP 8578 H would like to submit a third party claim against your insured: PC 6056 U.

Please find attached relevant documents for your action.

Kindly arrange PRI and advise on liability.

Thanks & Regards, Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From:

Shu Pei (LKKAuto)

Sent:

Wednesday, 4 September 2019 9:23 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: New message for service request 128335, vehicle number SKP8578H

כ	Called OID, Mr Loh. Not pick up	CHT	3/9/2019 2:26:22 PM
	Message Hi, third party appealed for this matter. According to third party, both our insured driver and third party driver are allowed to turn (Both turning into Telok Blangah Way and both cars have their Individual lane). However, our insured driver has changed into third party's lane after turning into Telok Blangah Way due to a roadwork at our insured's lane. Kindly refer to the accident scene photo & location in SC for your perusal. In view of this, we seek your further instruction on this ma	снт	3/9/2019 2:31:16 PM
7	9/3/19 10:29 PM ANG RichardHI, pls engage OI that we will be settling the claim at best. If no objection from OI, to proceed propose 50%. TY.	LSP	4/9/2019 9:10:38 AM

Best Regards, Shu Pei| Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@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: Wednesday, 4 September 2019 8:26 AM

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

Subject: FW: New message for service request 128335, vehicle number SKP8578H

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: richard.angbs@axa.com.sg <richard.angbs@axa.com.sg>

Sent: Tuesday, 3 September, 2019 10:31 PM

To: admin-d@lkkauto.com

Subject: New message for service request 128335, vehicle number SKP8578H

AXA Insurance has sent you a message for claim number S9M01US5.

Please click here https://vp.smartclaims.axa.com.sg/claim-portal/ to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.



RE: Re:RE: Hi, pls check with TP if they have any video footage. TY.

Type

Q Question

Message

Hi, third party appealed for this matter. According to third party, both our insured driver and third party driver are allowed to turn (Both turning into Telok Blangah Way and both cars have their individual lane). However, our insured driver has changed into third party's lane after turning into Telok BlangahWay due to a roadwork at our insured's lane. Kindly refer to the accident scene photo & location in SC for your perusal. In view of this, we seek your further instruction on this matter. Thanks. Hsiao Tong - 03 Sept 2019

Reply

From:

Hsiao Tong (LKKAuto)

Sent:

Thursday, 5 September 2019 10:56 AM

To:

tc070119@gmail.com

Subject:

ACCIDENT INVOLVING PC 6056U(AXA) AND SKP 8578H ALONG/AT JUNCTION OF

HENDERSON RD/ TELOK BLANGAH WAY ON 21/07/2019

05 Sept 2019

M/s TRAVCOACH PTE LTD

Dear Sir/ Mdm

OUR REF

: CC4/ASM19013023/T1pb3 // S9M01US5

YOUR REF : PC6056U

ACCIDENT INVOLVING PC 6056U(AXA) AND SKP 8578H ALONG/AT JUNCTION OF HENDERSON RD/ TELOK BLANGAH WAY ON 21/07/2019

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 third party claim(s) from CHARN'S CUSTOMCRAFT acting on behalf of the owner of SKP8578H against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they 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 7 days from the date of this letter. You 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 to chewht@lkkauto.com within 7 days from the date of this letter 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)
- Driver's work permit/ work pass
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Copy of the letter of authorization
- 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 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), we 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 as at 6742 3197 or chewht@lkkauto.com. Please quote our 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)

From:

Charn's Customcraft <charns@singnet.com.sg>

Sent:

Saturday, 12 October 2019 10:55 AM

To:

Hsiao Tong (LKKAuto)

Cc:

Admin A

Subject:

RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF:

CC4/ASM19013023/pb3

Attachments:

Addendum - SKP 8578 H.tif

Importance:

High

Sensitivity:

Confidential

Hi Hsiao Tong,

Our client has revert OD claim.

Kindly close the file at your end.

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: chams@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Saturday, 12 October, 2019 10:03 AM

To: Charn's Customcraft

Cc: Admin A

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly advise if your client is still pursuing third party claim against our insured / M/s AXA Insurance Pte Ltd on this matter. If so, kindly let us have your finalisation/ docs for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 6 September 2019 4:17 PM

To: Charn's Customcraft <charns@singnet.com.sg>

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

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have reviewed the matter and for an amicable settlement, we propose 50/50 to towards your client's claim.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 3 September 2019 2:44 PM

To: Charn's Customcraft <charns@singnet.com.sg>

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

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/A5M19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sharon,

Thank you for your email.

We are reviewing the matter and will get back to you asap.

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: Charn's Customcraft < charns@singnet.com.sg>

Sent: Tuesday, 3 September 2019 1:36 PM

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

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

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong

Do you have any updates for above matter?

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Charn's Customcraft [mailto:charns@singnet.com.sg]

Sent: Wednesday, 28 August, 2019 4:30 PM

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong.

Please revert soonest.....

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: chams@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Charn's Customcraft [mailto:charns@singnet.com.sg]

Sent: Monday, 26 August, 2019 1:52 PM

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'

Subject: RE: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong,

We had viewed the video footage and we do not agreed that our client was liable for the accident.

Both our client and your insured are allowed to turn (Both turning into Telok Blangah Way and both cars have their individual lane. However, your insured has lane changed and cut into our client's lane after turning into Telok BlangahWay, due to a roadwork at your insured's lane (see attached taken by our client)

Please revert soonest.

Thanks & Regards,

Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676

Email: admin@charnscustomcraft.com.sg

GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Thursday, 22 August, 2019 2:36 PM

To: Charn's Customcraft

Cc: Admin A

Subject: <REJECTION>: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm,

Apologised for late response.

We have reviewed the matter and we are of the view that our insured is not liable for the accident. Kindly refer to the attached video screenshot from our insured bus, the traffic light was green in our insured favour. Your client should give way to our bus.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

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: Charn's Customcraft < charns@singnet.com.sg>

Sent: Monday, 19 August 2019 11:50 AM

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

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

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Importance: High Sensitivity: Confidential

Hi Hsiao Tong

Any liability for the above matter?

Thanks & Regards, Sharon Lee

Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 Email: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Friday, 26 July, 2019 12:31 PM

To: Charn's Customcraft

Cc: Admin A

Subject: RE: TP / SKP 8578 H / PC 6056 U / 21.07.2019// LKK REF: CC4/ASM19013023/pb3

Sensitivity: Confidential

Without Prejudice

Dear Sirs/Mdm.

We refer to the above matter.

As per AXA instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Charn's Customcraft <charns@singnet.com.sg>

Sent: Tuesday, 23 July 2019 5:06 PM

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

Subject: TP / SKP 8578 H / PC 6056 U / 21.07.2019

mportance: High ensitivity: Confidential

Dear Sir/Madam

Our client's vehicle no. SKP 8578 H would like to submit a third party claim against your insured: PC 6056 U.

Please find attached relevant documents for your action.

Kindly arrange PRI and advise on liability.

Thanks & Regards, Sharon Lee Charn's Customeraft

Tel: 6272 5429 Fax: 6273 6676 mail: charns@singnet.com.sg GST Reg. No: M90367863L Company Reg No: 25151300M



Policyholder / Driver's Signature

Date:

GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE

Raffles Quay #18-00 Singapore 048580 Tel (65) \$224 0010 | Fax (65) 6224 0030 Operating Hours | Monday to Friday, 09:00 - 17:00 UEN: 586500206 / GST Neg. No.: M400017735

IMPORTANT NOTE: Please submit the completed Addendum form to the <u>same</u> Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM (A) PARTICULARS OF PERSON MAKING THE AMENDMENTS: MUL 19095 FLE Vehicle Registration No: Original Report No : NRIC/FIN/Passport No: Name(as shown in NRIC): (*Vehicle Driver / Vehicle Owner) (*) Please delete as appropriate klok Blandon Drive # 10-218 Singapore(OAIO Address Contact (Tel) Mobile No.: ecompliant of singlet-com so Email Address 10:00 Date of Accident Time of Accident: telok Blandon Way Hony Place of Accident the 1 miter Insurance Company: (B) ADDITIONALINFORMATION / AMENDMENTS: I have made a report on the above mentioned accident and would like to include additional information or make the following amendments: to Own Damage Chilm

Reporting Centre Personners Signature

Name:

NRIC/FIN No.: Date:



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

	4 LS	Affiliated to Federation Inter-	nationale Des Experts En Autom	obile
AXA INS	URANCE PTE	LTD	Ref : CC4/ASM19013	3023/T1pb3q2
	TON WAY #24 WERSINGAPO		Date: 17-10-2019	
ATTN:R	ICHARD ANG		Code: ASM	
1.			ars :- THIRD PARTY CLAI	
In	sured Veh.	PC 6056U	Veh. Inspected	SKP 8578H
Po	olicy No.	P1858209	Coverage (\$)	0.00
CI	aim No.	S9M01US5	Excess (\$)	0.00
As	ssign From		Assign Date	24/07/2019
2.		Vehicle P	articulars & Condition	
M	ake & Model	SUZUKI SWIFT	c.c	1372
Er	ngine No.	HIDDEN	Year of Reg.	2014
CI	nassis No.	JSAFZC82S00310157	Colour	RED /
0	dometer	28444	Steering	IN ORDER
Br	rakes	IN ORDER	Modification	SPORTS RIM
G	eneral	GOOD		
3.		Cor	nditions of Tyres	
		Size	Make	Balance
R/	H Front Tyre	185/55 R16	BRIDGESTONE	6 mm
L	H Front Tyre	185/55 R16	BRIDGESTONE	6 mm
R	H Rear Tyre	185/55 R16	BRIDGESTONE	6 mm
L	H Rear Tyre	185/55 R16	BRIDGESTONE	6 mm
4.			ription of Damages	
Th	HE VEHICLE SU	STAINED DAMAGES AT THI	E N/S REAR PORTION.	
DA	AMAGES SEE D	ETAILS.	- T	
5.		Ger	neral Information	
A	ccident Date	21/07/2019	Inspection Date	29/07/2019
Si	urvey held at	CHARN'S CUSTOMCRAFT		
	15.	BLK 1010 BUKIT MERAH L #01-105 SINGAPORE 159724	ANE 3	
5a.			Remarks	
A) B)	THE INSPECTION ACCORDANGE	ON WAS CONDUCTED ON A	"WITHOUT PREJUDICE" BAS IS, WE HAVE NOT AUTHORIS	SIS. SED REPAIRS,
5b.	District Co.	Estin	nate Days of Repair	

ESTIMATED NORMAL PERIOD FOR REPAIR:

7 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 1

1,650.00

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKP 8578H

RECOMMENDED COST OF LUMP SUM REPAIRS

(TO ITS PRE-ACCIDENT CONDITION)

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
- 1	L/R DOOR (WCP) (CONSISTENT)	BENT	430.00	430.00
1	L/R SIDE PANEL (WCP) (CONSISTENT)	BENT	250.00	250.00
-1	L/R WHEELHOUSE COVER (WCP) (CONSISTENT)	TORN	55.00	55.00
1	L/FASTENING CLIP (WCP) (CONSISTENT)	NECESSARY	18.00	18.00
- 1	FRAME STICKER (WCP) (CONSISTENT)	NECESSARY	35.00	35.00
	COST PLUS 15%		118.20	118.20
			906.20	906.20
	LABOUR			
	149.0 WU X 45.00 SGD/H.		670.50	670.50
	LABOUR COST 91.0 WU X 45.00 SGD/H.		409.50	409.50
	MATERIAL COST.		119.58	119.58
			1,199.58	1,199.58
	GRAND TOTAL		2,105.78	2,105.78

Report Ref No. CC4/ASM19013023/T1pb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

HO LEONG CHUAN

Automotive Assessor

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 contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.

SERVICE REQUESTS *

MESSAGES

CLAIMS

Service Request Details

S9M01USS

Claim

Walt for: Approve invoice Next Step Actions CC4/ASM19013023/T1pl5342

24 Jul 2019 9:03:00 AM

Report Date

24 July 2019

Request Date

Due bate

21 July 2019

Loss Date

TPVD SUZUKI

Make

SKP6578H

Incident Wehicle

Registration #

Vehicle Information

SWIFT-1.4 (A)

Service Address

Primary Contact/Insured

LICK AUTO CONSULTANTS PTE.

Vendor Name

Penting verification - Direct Settlement

Services

Third Party Wehicle Damage

Type of Loss

I KUNG CHONG ROAD, ALEXANDRA INDUSTRIAL. ESTATE, 159139; Singapore 64793378 TRAVCOACH PTE LTD

Claim Handler ANG Richard

richardangbi@axa.com.lig

Metrics Notes Messages Involces History Documents Assessment Document Sulflype Document Type

Additional Instructions

Surveyor/ Assessor expense

Invoice

LKKinweicel (12)pdf

AUTHOR

SUBTIVE

Ħ

NAME

DATE

17 October 2019 LKK AUTO CONSULTANTS PTE LTD (TP)

https://vp.smartclaims.axa.com.sg/claim-portal/html/index-vendor-service-requests.html#/service-requests/?serviceRequestNumber=128335&tab=invoices

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Letters and Carrespondence Workshap KADRI Mateen Carrespondence Workshap KADRI Mateen Forms / Claim Policy Schedule / Covernote / Certificate KADRI Mateen Beports & Statement Gild Report Gild Report Mateen Froms / Claim Philicy Schedule / Covernote / Certificate KADRI Mateen Froms / Claim Philicy Schedule / Covernote / Certificate MADRI Mateen Pocuments of insurance	Email to TP, reject dd 220819 pdf	Letters and Correspondence	Third Party	LINK AUTO CONSULTANTS PTE LTD (TP)	22 August 2019
Letters and Workshop KADRI Mateen Carrespondence Policy Schedule / Covernote / Certificate KADRI Mateen Documents of insurance Roport Cataman Philicy Schedule / Covernote / Certificate KADRI Mateen Documents of insurance of insurance ASSAMM Report GAR Report GAR Report GAR Report Cataman Cata Report Cataman Catam	Di video.MP4	Evidence	Videns	ANG Richard	25 July 2019
Forms / Claim Policy Schedule / Covernote / Certificate KADRI Mattern Documents and insurance Statement CMA Report Covernote / Certificate KADRI Mateen Documents of insurance of insurance (CMA Report CADRI Mateen (CMA C	DAAL FROM WORKSHOP (THIRD RTY PREAMS	Letters and Carrespondence	Whorkshop	KADRI Mateen	24 July 2019
Reports & Statement GIA Report Forms / Claim Philicy Schedule / Covermote / Certificate MADRI Mateen Documents of insurance Reports & Statement GIA Report	P1858209_CL_00008_0009_1 pdf	Forms / Claim Documents	Puky Schedule / Covernote / Certificate of Imprentee	KADRI Mattern	24 July 2019
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	GA REPORT OF PCADSAU (INSCILPOF	Reports & Statement	GIA Report	KADRI Manen	24 July 2019

Claim Portal