INS. CASE OW 'ER	Juston CC4, Asm 190 1402	I IDAL:
Surwydit	CLINVER DOI: ASSIGNMENT OF	Date / Time: 13/8/19 (500-7)
Pre-assign / CCU / Insured Vehicle No	(An 5394 P	
Insured Tel No. Excess Sec II :SS Is driver the owner! If NO, Driver Nam Driver Tel Y	HP: Make / M D.O.A: 10/8 2019 Place of Accident: DE / Age: SHEN MAD MING OI GIA I	
5MA3422		3400Hy. 70 Final 1.1137700
INSRS: WSP: Tel: Linbility: RMKS:	INSRS: INSRS	wsp: Tel: Liability:
Date/ Time	Co. Set to S. J. S.	
	SMAZYZZ L - X CHOSZAYP - CHIMMETER LEVINGE JAZZZ - ++ 18/2 - MANIMETER LEVINGE 21 - + + 18/2	Non-Reporting ltr (1st): 2 3 /08 / 20/9 Non-Reporting ltr (2nd): 25 /09 / 30 /9 Non-Reporting ltr (Final): 07/11 / 20/9 + NO
	0 1 1 5 31	Call OI:
14/8	Cheated in the - Block to send let cefter	
u/u	OI GIA Reported	Documentation Check List: Handler Typist
470	OI GIA Reported	Notification ltr (if non-pickup) After call ltr to OI:
11/41	TP ANF IN SC.	Authorisation To Act.
	8mal 101.	Release Voucher:
	PALL LOVE TO TO CHEMINA LOD)	Final Repair Bill:
5/12 -	TO SUK Mandall.	Car Rental Invoice:
6/1 -	Pending mandate appreval	Towing Invoice
19/12	- offer & seather of thost sy, or send chandre	LTA / GIA : Medical Bill:
12/12 -	DV W 3	PIR:
197(12	DY IN, FILE PASS ME to close.	Mandate/Reject Instruction:
		LOD
		Payment Breakdown Form:
PRELIMINARY ADVICE	Date/Time: Sent By:	Post-Repair Photos:
		Others:
FINALIZATION	Date/Time: Confirm with:	Confirm by: QWWW.
Repair Cost:	S\$ 487 - 09 (days) Reduction: 474/9.49 % 83	Email Call
FINAL SETTLEMENT	Date/Time: 13/17/1/A Confirm with DNINW .	Email Call
Final Liability:	% (Agreed / Assessed) BOLA S/N No.: 15	If NO or B 28, Ass. Lia:
Repair Cost: (W/501)	ss 5/6.86	
Loss of Rental (LOR):	S\$ 83 (days) x 483	
Loss of Use (LOU):	S\$ - (\$ x days) S\$ - (\$ x days)	Callet Table
Loss of Income (LOI): LOR only	S\$ - (\$ x days) LOR + LOU LOR + LOU Tick only one	DIAM I
GIA/LTA Search	S\$ 7.48	
Medical:	SS -	1) Claim status: Normal/Reject/Private Settle
Disbursement:	S\$ - (e.g. Tow/ Independent)	2) Report Format:
Legal Cost	22	3) Survey fee:
Total:	SS 607-34 Global Sum SS:	4) RA fee → \$2×74
FINAL PAYMENT	Date/Time: Confirm with:	Email Call
Payee 1:	SS 607-34 Name 1: ESTEENT PERFORMANCE	Pte Ltd
Payee 2: (Strike if N.A.)	S\$ Name 2:	
Payee 3: (Strike if N.A.)	SS Name 3:	
		√ ATA ·

ASS. REC. BY:	Hont CJ - Su-Ant
- Estimated Cost: OD TP JWS / TP RES / OD RES / EVA / INV / MV To Inspect Vehicle No: at Workshop m/s of Insured: Policy No. Citains No. Sum Insured: (Policy Condition) Pamark: The veh had commenced its repair at the time of Inspection. Ball or Market Value: (Policy Condition) Ball or Market Value: (Policy Condition) Consistent?: Yes or No Est. Repairs: (Consistent?: Yes or No Lum Sum: (Policy Condition) Est. Repairs: (Consistent?: Yes or No Ca / PR Sean: Consistent?: Yes or No Ca / REV / REP. / 24 HRS Date: Person Contacted: Date / Time Action / Instruction / File person To	Type: MCar M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover / Truck / Trailer or Make:



Repair Estimates

Parts (a) Cost / List Price Items

ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/ 259, 569536.
Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.sg

Not Adhora

Plus/Less 25%	\$	634.33	Mehry Bepains
Total of Cost / List	\$	1,902.98	paint
(b) Nett Price Items			LIOS delito Con-
Less	_		Linc auto Consultants hence notify the Repairer of the following: • To deathy defended companying:
Total of Nett Item			Posts named in the last of the last o
(c) Special Nett Items			Tribut party survey is an a "Victoral Posterior" and
Total Parts Cost	\$	1,902.98	Suggestion of the second
Labour	\$	1,700.00	Administration by Receiver Signature:
Total	\$	3,602.98	Dine
Name of Surveyor Company	3		Kenners
Survey conducted on	12	1818	
Remarks By Surveyor			
(a) The repair of this vehicle is	authorize	d / is not authorized until furth	ner notice.
(b) Recommended Days of Re	epair :	01	day(s)
(c) Resurvey	8	Required / Not Required	
(d) Excess	:\$		v = ===
(e) Signature of surveyor		1	Date: 19/8/19

SMA 3422 K

2,537.30

5



ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/ 259, 569536. Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.sg

Spare Parts

Vehicle No.	:
Make & Mode	1:
Chassis No	33

SMA 3422 K TOYOTA CH-R ZYX102120407

Submit By : Year Manufacture : SERENCE 2018

Engine No.

Cost / List

S/No.	Part Description		Qty	Unit Price	Price	Disposition by Surveyor
1	Front bumper	R	1	\$946.75		X
2	Front bumper clip	nn	10	\$40.00		×
3	Front bumper reinforcement	n	1	\$487.30		×
4	Front bumper side retainer LH	Su	1	\$113.90		×
5	Front bumper side retainer RH	Su	1	\$113.90		×
6	Front bumper bracket LH	n	1	\$185.30		×
7	Front bumper bracket RH	n	1	\$185.30		×
8	Front bumper sponge	Sh	1	\$89.80		×
9	Front bumper tow cover	Sn	1	\$35.90		×
10	Fog lamp cover LH	Sa	1	\$121.75		×
11	LH front fender protector	Pula	1	\$172.40		_
12	LH front fender protector clip	ne	10	\$45.00		
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						

Note: If any of the quoted parts are recommended to be repaired, then an additional labour charge

will be charged accordingly under supplementary.



ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/ 259, 569536. Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.ag

Vehicle No.	:	SMA 3422 K	Submit By	:	SERENCE
Make & Model	: _	TOYOTA CH-R	Year of Manufacture	:	2018
S/No		Labour Description		Esimated	Adjusted

S/No	Labour Description	Esimated Price	Adjusted Price
1	TO RENEW DAMAGED PARTS & KNOCK OUT ACCIDENT		
	REPAIR AREA. (FRONT BUMPER, SUPPORT PANEL,		
	LHF FENDER)	\$800.00	1001
2	TO PUTTY, RESPRAY PAINT FOR AFFECTED ACCIDENT		
	REPAIR AREA. (FRONT BUMPER, SUPPORT PANEL,		
	LHF FENDER)	\$800.00	2201
3	To tuff coat.	\$50.00	X
4	TO Check wiring ~~	\$50.00	×

Note: The above estimate of repair is based on visual assessment of the external affected areas. Any additional damages observed during the course of repair will be quote accordingly as a supplementary.

V: Out



Service Request Details

Claim

S9M01WSZ

Reference

None &

Loss Date

August 10, 2019

Report Date

Aug 13, 2019 4:16:13 PM

Request Date

August 13, 2019

Due Date

August 20, 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 # SMA3422L

LKK AUTO CONSULTANTS PTE LTD (TP) . Menu

Model

Service Address

Primary Contact/Insured

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

Claim Handler

TAN Jas 6568804844

jas.tan@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

Catherine Chong (LKK Auto)

From:

serence ctc <serence@esteemperf.com.sg>

Sent:

Tuesday, 13 August, 2019 3:23 PM

To:

SG AXA Insurance SM AXA SGP - Motor Survey

Cc:

Carmen Lim; jenny chong

Subject:

[EXTERNAL] REQUEST FOR PRI SURVEY SMA 3422 L

Attachments:

20190813152956209.pdf

Categories:

Namrata

Dear Sir / Madam.

Accident involving SLR6537S & SLE5494G on 09.06.2019 @ 17:20

NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS PURSUANT TO PRE-ACTION PROTOCOAL FOR NON INJURY MOTOR ACCICDENT CASES (NIMA)

We act for Esteem Leasing Pte Ltd who has appointed the under-mentioned workshop to repair his motor

Please be informed that the said vehicle can be inspected at :

Name of workshop: Esteem Performance Pte Ltd

Address: 385, Sin Ming Drive Singapore 575718

Tel: 6566 2112 / 6753 2112

Fax: 6259 3326

We hereby give 2 clear days notice to conduct a pre-repair inspection of the said vehicle at the abovementioned workshop during office hours.

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday. The above-mentioned workshop will commence repairs should you fail to conduct the pre-repair inspection.

We are prefer LKK to survey the car.

Thank you



Freundliche Grüße / Best Regards

Serence Chee

Claims Assistant | Operation Division

Esteem Performance Pte Ltd

P: 6566 2112

E: serence@esteemperf.com.sq

5033 Ang Mo Kio Industrial Park 2 #01-259 (Head Office) 385 Sin Ming Drive Vicom Inspection Centre (Showroom)

www.esteemperformance.com







Suwanna (LKK Auto)

From:

Suwanna (LKK Auto)

Sent:

Wednesday, 14 August 2019 4:47 PM

To:

'claims@transcab.com.sg'

Cc:

'transcab_avaclaims@ava-ins.com'; Admin A; Cecilia Chong (LKK Auto)

Subject:

ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH

ROAD OUTSIDE SHAW TOWER

15 AUGUST 2019

Transcab Taxi Singapore

Dear Sir,

OUR REF: CC4/ASM19014027/ga3 // S9M01WSZ

YR REF: SHD 5394P

RE: ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

We highlight that this accident has not been reported to us. 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.

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 cst@axa.com.sg or deliver it by hand to our Customer Care Centre.

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

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

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque. Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

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

If you need any clarification, please do not hesitate to contact us at Ms Cecilia Chong (Case Handler) 6749 4274 or email us at CeciliaChong@lkkauto.com

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

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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

Suwanna (LKK Auto)

From:

Suwanna (LKK Auto)

Sent:

Friday, 23 August 2019 4:10 PM

To:

claims@transcab.com.sg

Cc:

transcab_avaclaims@ava-ins.com; Admin A; Cecilia Chong (LKK Auto)

Subject:

ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH

ROAD OUTSIDE SHAW TOWER

23 AUGUST 2019

Transcab Taxi Singapore

Dear Sir.

OUR REF: CC4/ASM19014027/ga3 // S9M01WSZ

YR REF: SHD 5394P

RE: ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

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

We have received a claim from ESTEEM PERFORMANCE PTE LTD acting on behalf of the owner of SMA 3422L against your motor insurance policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. We would appreciate it if you could urgently file a report at approved reporting centre.

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

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

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

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

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

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

party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. 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 if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

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

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

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

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

If you need any clarification, please do not hesitate to contact us at Ms Cecilia Chong (Case Handler) 6749 4274 or email us at CeciliaChong@lkkauto.com

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

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com | fax: 67414108

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

From: Suwanna (LKK Auto)

Sent: Wednesday, 14 August 2019 4:47 PM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto)

<CeciliaChong@lkkauto.com>

Subject: ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

15 AUGUST 2019

Transcab Taxi Singapore

Suwanna (LKK Auto)

From:

Suwanna (LKK Auto)

Sent:

Wednesday, 25 September 2019 4:36 PM

To:

claims@transcab.com.sq

Cc:

transcab avaclaims@ava-ins.com; Admin A; Cecilia Chong (LKK Auto)

Subject:

(2nd Reminder) ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019

ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

25 September 2019

Transcab Taxi Singapore

2nd Reminder

Dear Sir/Mdm.

OUR REF: CC4/ASM19014027/ga3 // S9M01WSZ

YR REF: SHD 5394P

RE: ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

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

We have received a claim from ESTEEM PERFORMANCE PTE LTD acting on behalf of the owner of SMA 3422L against your motor insurance policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. We would appreciate it if you could urgently file a report at approved reporting centre.

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

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

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

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

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

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

party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. 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 **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

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

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

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

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

If you need any clarification, please do not hesitate to contact us at Ms Cecilia Chong (Case Handler) 6749 4274 or email us at CeciliaChong@lkkauto.com

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

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com | fax: 67414108

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

From: Suwanna (LKK Auto)

Sent: Friday, 23 August 2019 4:10 PM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto)

<CeciliaChong@lkkauto.com>

Subject: ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW

TOWER

23 AUGUST 2019

Transcab Taxi Singapore

Suwanna (LKK Auto)

From:

Zhe Wei <zhewei.kek@transcab.com.sg>

Sent:

Tuesday, 22 October 2019 1:26 PM

To:

Suwanna (LKK Auto)

Cc:

'Ng Wai Yin'

Subject:

RE: REQUEST FOR HIRER/DRIVER INFO/DETAILS

Follow Up Flag:

Follow up

Flag Status:

Flagged

Hi Suwanna,

The details of our driver are as follows;-

SHD5394P SHEN MAOMING S2638778G BLK 14 TECK WHYE LANE #13-198 Singapore 680014 9008 3415

SHB7523G KASHIF RASHEED S7483973H BLK 241 HOUGANG STREET 22 #03-51 Singapore 530241 9388 1596

Thank you.

Best Regards, Kek Zhewei Claims Officer



TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111 Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330

Website: www.transcab.com.sg

This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet

From: Ng Wai Yin [mailto:waiyin.ng@transcab.com.sg]

Sent: Tuesday, October 22, 2019 1:16 PM

To: 'Zhe Wei' <zhewei.kek@transcab.com.sg>
Cc: 'Suwanna (LKK Auto)' <Suwanna@lkkauto.com>
Subject: FW: REQUEST FOR HIRER/DRIVER INFO/DETAILS

Suwanna (LKK Auto)

From:

Suwanna (LKK Auto)

Sent:

Wednesday, 23 October 2019 5:28 PM

To:

claims@transcab.com.sq

Cc:

transcab avaclaims@ava-ins.com; Admin A; Cecilia Chong (LKK Auto)

Subject:

(Final Reminder) ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019

ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

23/10/2019

Transcab Taxi Singapore

Final Reminder

Dear Sir/Mdm,

OUR REF: CC4/ASM19014027/ga3 // S9M01WSZ

YR REF: SHD 5394P

RE: ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

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

We have received a claim from **ESTEEM PERFORMANCE PTE LTD** acting on behalf of the owner of **SMA 3422L** against your motor insurance policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. We would appreciate it if you could urgently file a report at approved reporting centre.

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

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

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

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

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

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

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

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

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

If you need any clarification, please do not hesitate to contact us at Ms Cecilia Chong (Case Handler) 6749 4274 or email us at CeciliaChong@lkkauto.com

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

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com | fax: 67414108

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

From: Suwanna (LKK Auto)

Sent: Wednesday, 25 September 2019 4:36 PM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto)

<CeciliaChong@lkkauto.com>

Subject: (2nd Reminder) ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD

OUTSIDE SHAW TOWER

25 September 2019

Transcab Taxi

Singapore

2nd Reminder

Dear Sir/Mdm.

To : Traffic Police - Deputy Head, Investigations Department

Fax: 65474885

ONLY FOR ACCIDENTS IN SINGAPORE

NON-INJURY MOTOR ACCIDENT REPORT SCHEME FORM ON NON-REPORTING BY INSUREDS

Please be informed that we have yet to receive a motor accident report from our insured with regard to a non-injury motor accident as follows: -

Date of accident	: 10/08/2019
Time of accident	: 19:10
Place of accident	: BEACH ROAD OUTSIDE SHAW TOWER
Third Party's vehicle number	: ESTEEM LEASING PTE LTD
Third Party's vehicle number	: SMA3422L
Our insured's name	: TRANS-CAB SERVICES PTE LTD
Our Hirer's name	: SHEN MAOMING
Our insured's vehicle number	: SHD5394P
Our Hirer's NRIC number	: S2638778G
Our Hirer's address	: BLK 14 TECK WHYE LANE #13-198
	SINGAPORE 680014
Our Hirer's telephone number	: 9008 3415

A letter dated (25/09/2019) was sent to remind our insured to report the non-injury motor accident to us. No report has yet been made.

Please do not hesitate to contact the following for any clarification on the matter. (Please cite our reference number: (CC4/ASM19014027/Kga3)

Name and address of insurance company: AXA Insurance 8 Shenton Way, #24-01 AXA

Tower, 068811

Name of contact person : Cecilia Chong

Contact Number : 6749 4274 Fax: 6741 4108

Date : 23/10/2019



51 UBLAVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 67414108

08 November 2019

By Registered Mail FINAL REMINDER

SHEN MAOMING BLK 14 TECK WHYE LANE #13-198 SINGAPORE 680014

Dear Sir/Madam.

OUR REF

: CC4/ASM19014027/Kga3 // S9M01WSZ

YOUR REF

: SHD 5394P

ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

We refer to our email of 25/09/2019 & 23/10/2019 to you requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of our AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. Please report the accident within the next 7 days, i.e by 16 November 2019.

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

As you are aware, the owner of the vehicle SMA 3422L has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by 16 November 2019, we shall refer the third party claim to you for direct handling.

Yours faithfully

Cecilia Chong | Case Handler

Tel: 6749 4274 Fax: 6741 4108

Email: CeciliaChong@lkkauto.com

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

Cc AXA Insurance Pte Ltd (Motor Claims Dept) Dear Mr. SHEN MAOMING,

ACCIDENT INVOLVING SHD 5394P AND SMA 3422L ON 10/08/2019 ALONG/AT BEACH ROAD OUTSIDE SHAW TOWER

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

We have received a third party claim(s) against your motor insurance policy. We have checked our records and we are unable to trace your reporting of the accident to our office.

f you have any queries, please contact Ms Cecilia Chong (LKK Handler) at Please report the accident within the next 7 days, i.e by 15/11/2019. 6749 4274 or email us at CeciliaChong@lkkauto.com Thank you. Best Regards, LKK Auto Consultants Pte Ltd.

10:14 AM J

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Type a message























D O BNG

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51 UIII AVIC1, #02-25 PAYA UIII INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX : (065) 62564315

Immediate Advice

To: AXA Insurance Pte Ltd

Date: 6/12/2019

Survey Details:

Date of loss	10-Aug-19	
Date of appointment	13-Aug-19	
Date of survey	19-Aug-19	
Location of survey	ESTEEM PERFORMANCE PTE LTD	

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM		
Vehicle number	SMA3422L		
Make and Model	TOYOTA C-HR HYBRID 1.8S CVT		
Date of registration	4-Jun-18		
Parf Rebate			
Market Value	\$	97,000.00	
Parf Rebate	\$ 37,517.00		
Nett Loss	\$ 59,483.00		

Repair details:

Initial Estimate	3,602.98
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Proposed/Revised repair cost:

Parts	\$ 163.05
Check items (estimate)	\$ - T
Labour	\$ 320.00
Total	\$ 483.05
Lump Sum(if applicable)	\$

Number of days for repair	1.0
The state of the s	2.0



51 UBLAVE 1, #02-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL.: (065) 62563561 FAX: (065) 62564315

Remarks:

Mandate:

Liability(TP)	100%	
Proposed repair cost	\$ 516.86	W/GST
Loss of use	\$	
Loss of rental	\$ 83.00	1day x \$83.00
Loss of income	\$	
LTA search fees	\$ 7.48	
Others	\$	
Proposed Total	\$ 607.34	

Menu



<MANDATE IA> - S9M01WSZ {ACCIDENT INVOLVING SHD 5394P & SMA 3422L ON 10/08/2019}

Type

Q Question

Message

LIABILITY: 100% BOLA S15 - INFORMED OI ABOUT TP CLAIM AND NCD ISSUE. AGREED TO SETTLE AT BEST. WE SEEK YOUR MANDATE AT \$607.34 (CLAIMING LOR). MANDATE IA HAS BEEN UPLOADED IN SMARTCLAIM. KINDLY LET US HAVE YOUR APPROVAL/INSTRUCTION, THANKS - CCL

Reply



EEM PERFORMANCE PTE LTD

Ulk 5033 Ang Wo Rio Industrial Park 2, #01-259/01-251, Singapore 569536.

Tel: 6484 1221

Fax: 6484 7829

385 Sin (Ming Drive (Inside Vicom) Singapore 575718.

Tel: 6753 2112

Fax: 6451 0394

Co. Reg No.: 200005485N

GST Reg No.: 20-0005485-N

AXA INSURANCE SINGAPORE PTE LTD M/S:

Claim No:

CER1301862

8 Shenton Way

Final No:

CIV1302448

#27-01 AXA Tower

Date:

23 Oct 2019

Singapore 068811

Policy No:

5110341793

Veh Reg No:

SMA3422L

ATTN: Motor Claim Department

Make/Model:

TOYOTA C-HR HYBRID

1.8S CVT

Your Ref No:

SHD5394P

Chassis No:

ZYX102120407

Claim Type:

Third Party

Engine No:

2ZR8439201

Accident Date:

10/08/2019

Reg. Date:

04/06/2018

TP Veh Reg No:

SHD5394P

Tax Invoice to Vehicle No :SMA3422L

	Description	Quantity List Price	Amount
	Others	<u>ss</u>	<u>SS</u>
ı	COST OF REPAIR	I PCS 483.05	
		483.05	483.05
		Total	S\$ 483.05
		Add GST @ 7%	33.81
		Total Amount Payable	S\$ 516.86

TOTAL: SINGAPORE DOLLAR FIVE HUNDRED SIXTEEN AND CENTS EIGHTY SIX ONLY

The above vehicle was surveyed by KENNETH on 19/08/2019

For Esteem Performance Pte Ltd

E. & O. E.

AUTHORISED SIGNATURE

LKK AUTO CONSULTANTS PTE LTD (TP) . Menu



Re:<MANDATE IA> - S9M01WSZ {ACCIDENT INVOLVING SHD 5394P & SMA 3422L ON 10/08/2019}

Type

Question

Message

please proceed. thanks.

Reply



ESTEEM PERFORMANCE PTE LTD

Bix 5033 Ang Mo Kio, Ind Park 2 #01-201/ 250, 509536. Tol: +65-6484 1221 Fax: +65-6484 7820 Website: www.esteemperf.com.ug

Your Ref: SHD 5394 P

Our Ref : CIV1302448 / SMA 3422 L

Date:

03-12-19

AXA INSURANCE SINGAPORE PTE LTD

8 Shenton Way #27-01 AXA Tower Singapore 068811

RE

: ACCIDENT INVOLVING

SMA 3422 L & SHD 5394 P

ACCIDENT DATE

10.08.2019

ACCIDENT ALONG

BEACH ROAD OUTSIDE SHAW TOWER

We are the workshop for the owner of motor vehicle no: SMA 3422 L which was involved in the captioned accident. The vehicle was surveyed by an independent appraiser and the claims below are based on its recommendation sum being for the repair cost and the period of repair (Strictly on a Without Prejudice Basis)

	accident was caused by the negligent act of your insured for your consideration.	SHD 5394 P	we are subr	nitting these
1	Cost of repair		S \$	516.86
2	Loss of rental 1 duys @ \$ 83 / day		8.5	83.00
3	Surveyor Fee		S S	0.00
4	GIA report fees (S\$ 15.00 for search fee & S\$ 14.00 for each report fee)		88	0.00
5	LTA Fee		S \$	7.48
			SS	607.34

We enclosed herewith the following documents to support the claims:-

- a) Authorization letter
- b) Final repair bill(s)
- c) LTA search
- d) GIA report(s) / result
- e) Insurance certificate,etc.....

Kindly look into the matter and let us hear from you on the settlement of our client's claim as soon as possible. Thank you,

Yours faithfully

Cannon Lim

Claims Executive

Email: carmen@esteemperf.com.sg



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 Internat	ionale Des Experts En Automo	bile
AXA	INSURANCE PTE	LTD	Ref : CC4/ASM190140	27/Kga3q2
AXA	ENTON WAY #24 TOWERSINGAPO		Date: 07-01-2020 Code: ASM	
1.		Policy Particular	s :- THIRD PARTY CLAIM	
	Insured Veh.	SHD 5394P	Veh. Inspected	SMA 3422L
	Policy No.	VFX/P1680520	Coverage (\$)	0.00
	Claim No.	S9M01WSZ	Excess (\$)	0.00
	Assign From		Assign Date	13/08/2019
2.		Vehicle Par	ticulars & Condition	
	Make & Model	TOYOTA C-HR (A)	c.c	1797
	Engine No.	HIDDEN	Year of Reg.	2018
	Chassis No.	ZYX102120407	Colour	METALLIC PEARL WHITE
	Odometer	112622	Steering	IN ORDER
	Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
	General	GOOD		
3.		Condi	itions of Tyres	THE RESIDENCE OF THE
		Size	Make	Balance
	R/H Front Tyre	215/60 R17	ROADSTONE	4 mm
	L/H Front Tyre	215/60 R17	ROADSTONE	4 mm
	R/H Rear Tyre	215/60 R17	YOKOHAMA	6 mm
	L/H Rear Tyre	215/60 R17	YOKOHAMA	6 mm
4.			tion of Damages	
	THE VEHICLE SU	STAINED DAMAGES AT THE N	S FRONT PORTION.	
	DAMAGES SEE D	ETAILS.		
5.		Gener	al Information	
	Accident Date	10/08/2019	Inspection Date	19/08/2019
	Survey held at	ESTEEM PERFORMANCE PT	ELTD	
		BLK 5033 ANG MO KIO INDUSTRIAL PA #01-259 SINGAPORE 569536	ARK 2	
5a.			Remarks	THE BEING
		ON WAS CONDUCTED ON A"W CE TO YOUR INSTRUCTIONS,		
5b.		Estimat	e Days of Repair	Contract of the same
	ESTIMATED NOR	MAL PERIOD FOR REPAIR:	1 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. SMA 3422L

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
-1	FRONT BUMPER (CONSISTENT)	TO REPAIR SEE LABOUR	946.75	3
10	FRONT BUMPER CLIP (CONSISTENT)	NOT NECESSARY	40.00	9
1	FRONT BUMPER REINFORCEMENT (CONSISTENT)	TO REPAIR SEE LABOUR	487.30	9
-1	FRONT BUMPER SIDE RETAINER LH (CONSISTENT)	SERVICEABLE	113.90	d d
1	FRONT BUMPER SIDE RETAINER RH(CONSISTENT)	SERVICEABLE	113.90	
1	FRONT BUMPER BRACKET LH (CONSISTENT)	TO REPAIR SEE LABOUR	185.30	
1	FRONT BUMPER BRACKET RH (CONSISTENT)	TO REPAIR SEE LABOUR	185.30	
1	FRONT BUMPER SPONGE (CONSISTENT)	SERVICEABLE	89.80	
1	FRONT BUMPER TOW COVER (CONSISTENT)	SERVICEABLE	35.90	8
1	FOG LAMP COVER LH (CONSISTENT)	SERVICEABLE	121.75	
1	LH FRONT FENDER PROTECTOR (CONSISTENT)	DENTED / CUT	172.40	172.4
10	LH FRONT FENDER PROTECTOR CLIP (CONSISTENT)	NECESSARY	45.00	45.0
	LESS 25% DISCOUNT		-634.33	-54.3
			1,902.97	163.0
	LABOUR			
	TO RENEW DAMAGED PARTS & KNOCK OUT ACCIDENT REPAIR AREA. (FRONT BUMPER ,SUPPORT PANEL,LHF FENDER), INCLUSIVE OF THE REPAIR OF FRONT BUMPER, FRONT BUMPER REINFORCEMENT, FRONT BUMPER BRACKET LH AND FRONT BUMPER BRACKET RH.		800.00	100.00
	TO PUTTY, RESPRAY PAINT FOR AFFECTED ACCIDENT REPAIR AREA. (FRONT BUMPER, SUPPORT PANEL, LHF FENDER).		800.00	220.0
	TO TUFF COAT.	NOT NECESSARY	50.00	
	TO CHECK WIRING .	NOT NECESSARY	50.00	
			1,700.00	320.0
	GRAND TOTAL		3,602.97	483.0

483.05

Report Ref No. CC4/ASM19014027/Kga3q2





Report Ref No. CC4/ASM19014027/Kga3q2

Licensed Appraiser

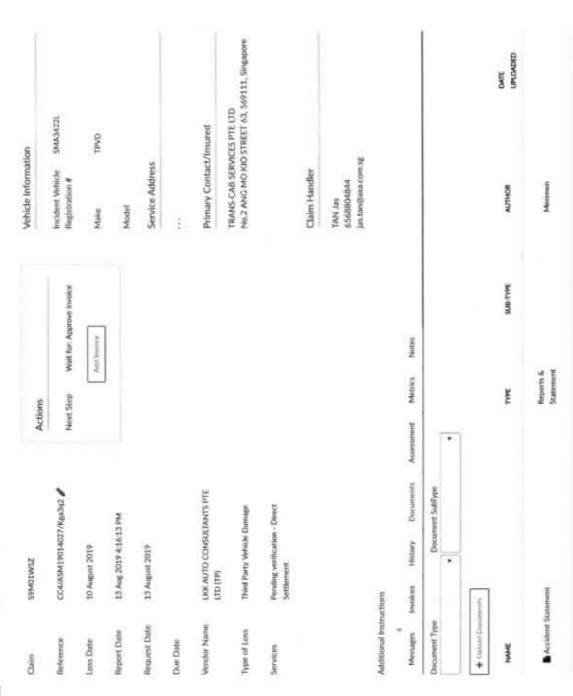
KONG SENG CHEONG

SERVICE REQUESTS

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Service Request Details



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Claim Portal