CC4/ASM19015399/Ewa3 IDAC: 134586 HO Winnie INS. CASE OWNER 6568804833 ASSIGNMENT DOI: 02/09/19 STEVE Date// Time: 30/08/2019 Surveyor: Registered in Merimen: Pre-assign / CCU / FTE S9M01YLX **SHD 534K** Claim No. Insured Vehicle No. VFX/P1680520 TRANS-CAB SERVICES PTE LTD Policy No. Name of Insured RENAULT LATITUDE-2.0 D DCI (A) Make / Model Insured Tel No. KPE SLIP RD TOWARDS UPPER PAYA LEBAR ROAD D.O.A: 27/08/2019 13:55 5.000.00 Place of Accident Excess Sec II :S\$ YES / NO Nature of Accident : Is driver the owner? If NO. Driver Name / Age: MAHMOOD B OTHMAN OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO +65-96504977 (V/L/YES/NO) Insured Liability: Final? Yes/No Driver Tel No. : SJF 1524Z INSRS: INSRS: INSRS: INSRS: WSP-WSP: AUBURN AUTO WSP-WSP: Tel: Tel: Tel: Tel: Liability: Liability: Liability: Liability: RMKS: RMKS: RMKS: RMKS: Date/Time SJF 1524Z - CC3/TMI15003072/K1qbk3; DOA:15/2/15 DATE/PIC STAGE SHD 534K - CC3/FCI14021364/Kgbu2; DOA: 21/08/14 - CC3/AIG10022475/Ka2f2e3; DOA:27/10/10 Non-Reporting ltr (1st): Non-Reporting ltr (2nd): Non-Reporting ltr (Final): Notification ltr (if non-pickup) Call OI-Su (found b) to k ATA After call ltr to Ol: Documentation Check List: Handler File pass to MK to close. 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 Mantille/Reject Instruction Payment Breakdown Form: PRELIMINARY ADVICE Date/Time: Post-Repair Photos: Sent By: Others: FINALIZATION Date/Time: Confirm with: Confirm by Repair Cost: days) Reduction: Email: Confirm with SAM FINAL SETTLEMENT 16/10 Email Call W (Agreed / Asserted) BOLA S/N No.: Final Liability: If NO or B 28, Ass. Lia: SS 2 15U-00 Repair Cost: Loss of Rental (LOR): Loss of Use (LOU): 55 525-W 15-15 Loss of Income (LOI): days) LOR only LOU only LOR + LOU LOR + LOE [Tick only one] 7.45 GIA/LTA Search 55 Medical S\$ 1) Claim status: Normal/Reject/Private Settle Disbursement: SS 2) Report Format (e.g. Tow/ Independent) \$250-W Legal Cost 3) Survey fee: 552682.49 Global Sum S\$: 265U-UU Total:

Confirm with:

Name 1:

Name 2

Name 3:

Email

260

Autu

Auburh

FINAL PAYMENT

Payee 2: (Strike if N.A.)

Payee 3: (Strike if N.A.)

Date/Time:

55

88

SS 2650-W

Westerd (5

DOTAL.

Lump from / LELE: 13:

176 Sin Ming Drive #04-18 Sin Ming Autocare, Singapore 575721

Tel: +65 8608 0808

Email: auburnauto.claim@gmail.com

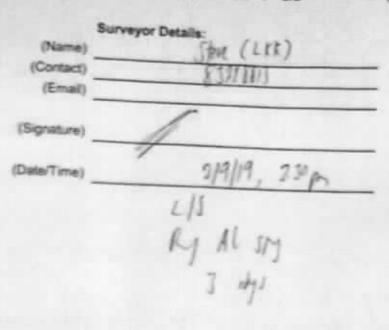
Vehicle No: SJF1524Z

Model: TOYOTA ALTIS

QTY	Description	Ren	airer's Estimate
	Spare Parts - List Items	reep	
1	Rear Tailoute X	S	1,200.00 X
1	Rear Taillamp of (LH) CVI	5	800.00 414
1	Rear Tailgate Lamp X MI	S	600.00 X
1	Rear Tailgate Mechanism × MII	S	400.00 X
1	Rear Tailgate Lock & / BT	S	280.00 119/
1	Rear Bumper / D	5	1,500.00 \$23/
1	Dans Dung Cit D		148 /
1	Bumper Sensor X Pl CE Its Now WHITE	Senfor	120.00 X
1	Rear Bumper Reflectors	2	380.00⊀
1	Rear Bumper Top Step Garnish X	5	150.00 X
- 1	Rear End Panel Y	5	480.00 ×
1	Rear End Panel Inner Garnish # ?	CRY	120.00
1	Rear Boot Gamish × MA	5	100.00 ×
1	Hydraulic Hinge X N/I	S	200.00 -
2	Rubber Moulding & MI	5	40.00 X
1	Number Plate × /V/II	S	120,00 X
1	Rear Reverse Camera × NN	5	180.00 ×
1	Rear Tailgate "Toyota" Emblem / /	5	160.00 55/
1	Rear Tailgate "Altis" Emblem / //	S	120.00 55/
	The second secon		175-10
	Tulgot maky rubber / TN Rear burge into from / GR		120/
	Keer burge in toom / UK		100
			1,771-10
			- 25%
			1328.32

7,120.00

	C/f: S (An initial constitution of the consti	rg: prompt rg: proposition to the proposition of proposition of the proposition of the pr	
	Special Nett Items	AMT SS	
1	Rear Windscreen Sealant	\$	TO AS V NP
1	Back bumper clip	s	150.00 301 110
1	Rear Reverse Sensor (1 set)	S	150.00 200 Short
	(34)	5	890.00
			230
S/N.	Labour Charges		230
	Remove and refit rear tailgate	S	300.00 X HM
	Remove and refit rear bumper	s	300.00 200
	Remove and Refit Rear Panel	s	800.00 300 300
	Remove, refit and replaced damage lamps and check up rear electrical wiring	\$	150.00 Je
	Remove and refit inner garnishes trim to assist repair	s	200.00 20
	Remove and refit rear reverse sensor	S	240.00 10
	To apply undercoating on replaced panel	\$	120,00 30
	To Respray Painting.	s	1,000.00 500
		S	3,110.00 //00
	GRAND TOTAL	S	11,120.00



$$P - 1328.32$$
 $NI - 230$
 $L - 1100$
 2658.32
 $L/S - 2126.65$
 $= 2150$

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID: Vehicle Details	976E
Vehicle No.:	SJF1524Z
Vehicle to be Exported:	No
Intended Deregistration Date:	02 Sep 2019
Vehicle Make:	TOYOTA
Vehicle Model:	COROLLA ALTIS 1.6 AUTO
Primary Colour:	Silver
Manufacturing Year:	2008
Engine No.:	3ZZ4762292
Chassis No.:	MR053ZEE106107580
Maximum Power Output:	80.0 kW (107 bhp)
Open Market Value:	\$16,777.00
Original Registration Date:	21 May 2008
First Registration Date:	21 May 2008
Transfer Count:	2
Actual ARF Paid: Intended PARF Rebate Details	\$16,777.00
PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	· ·
PARF Rebate Amount: Intended COE Rebate Details	\$0.00
COE Expiry Date:	20 May 2023
COE Category:	A - Car (1600cc & below)
COE Period(Years):	5
PQP Paid:	\$19,096.00
COE Rebate Amount:	\$14,188.00
Total Rebate Amount: Message	\$14,188.00

The information contained herein is correct as at 02 Sep 2019

OK

COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.



1	Toyuta Corolla Aftia 1,8A (COR 19 88/2023)	\$28,800	\$7,850 fgr	27-Jun-2008	1,500 cc	280,000 km	Seden	Areliside
1	Consignment Custs: A205. Pleates And At Cores. For Further Information Or IT tour	tractive Laser Place Have Are Question	rages Avellable To ra Mease So Rot 9	Chasse From Trade- helium To Contact Li	(ne Avelatiki Fu K	e triue Carl No. His	Ser.	CHEST
	Francisco Teps 2007s	en imic atte	ners and a first	a Cresta, territo territo	New Cores	dends, riset		
- April	Tinyota Carelle Allis 1.6A (COR 68 10/2023)	\$36,800	66,345 /yr	87-00-2008	1,590 cc	185,753 km	Sector	Average
-	Loan Amount Stateof Showmore Condition Should Running Engine line Transmission	r. With Somethy ? r. Salable Fel Ear	serminos/Wull Rep or To Maintain She	t Orterior, Low Plicag I Mitt Additional Stru	p Sonel Guerer of Bar Pay Beat in	ned Accient Free lending Ferforman	over-	
	Cooks Add Front (FA-price Topics)	une Levin, 2019	teriti contin, frant	e (desta, hands south	Topic Costs	condition (related)		
	Toyota Corolla Altia 1.64 (CDE SH 18/2833)	625,800	\$5340,FF	14-010-2008	1,339 or	116,000 km	Seiter	Position
Out !	Well Recognish by Province Demontrhiph			Price Septimin, Call is Control Street control				
	Francischapate Santa	1004 000000, 01000				Company (1994)		
	Yoyota Carolla Allis 1.8A (COR III 02/2029)	\$14,500	\$4,000,00	E3-Pel-2009	1,150 (6.	(e	Selen	Available:
-	Relieble, Economical, Low Mersenwere A Arrangement? Trade In Welcomed. Nurv	CHECKY Freedts	Sales Today To Fr	NO CLA PROVIDE			.Germ	
	mand companies. They perhate	140 (a-m. 201	territo corello, ¹⁵ pan	i jeda temperak	Then term	cook, (red		
300	Toyota Corolla Altie 1.64 (COI HIS 91/2024)	\$28,500	\$4,296 (vr	15-Mar-2009	1,598 €		Sean	Avelatie
10 - E	Full Loan Available of \$040 Monthly, John Workphop, Trade In Walliame.	mai: Fram 3.18%.	Sami (pan And In	House Loan Available	n, Verside Chee	ed by In-House		
	most transact. Top: 307 h	nete Series, ESSS	tooks walk, feet	ia Corolia, tumba cumili	, Toyota, Develo	consta listel		
1	Yeguta Covolla Altie 3.8A (COR UR 02/2029)	349,000	94,000/#	06-4pr-2008	1,794 ct	100	Seine	(avadeale)
	Rare 1,8. In The Harket,100% Lson Ave Also Change Around Compressor & Cons	smart And Plant 9	Note Board Tay 199	Feb 3030, Methodose	by And Diligently	Hypriamad, Come		
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100	Triyota Conollo Attie 1.64 (COS 518 94/2934)	\$36,200	94,490 (yr	28-4pr-2009	1,590 cc	DUMEN	Seion	Averlable
0	COS No Trees, Buy New Dr Fay Hers For Trade Sr, Loan Available, Califord New F	iar Misses Daful:						
	Proceedings of the same	official Dist	moderando, fina	a linear trade most	s, Vivola Comb	mortin town		
Party.	Tiryota Carsilla Altin 3.64 (COI IIII 04/2024)	333,800	953997M	(4) Plan 2009	L798(x)	95,000 km	Seiter	Available
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S AREA	Torynta Corvilla Attis 1.84 (CSH UR 65/3034)	E31.000	\$6,360 /yr	19-949-7009	LINE	380,000 km	Seden	Analoste
	Low Bisk Purchase, An Sited Option For 3 Purchase Pre-Gurnel	Date Commune, Co	of Dur Sales Core	allants For A Viswing	_			-
		near Serie, 1988	funda (estab, Type	or Corolle, beautiful consider	A Tractic Combi	-		
450	Toyota Corolla Attia 3.84 (CDI III 85/2824)	E #35,800	M,530/yr	21 /10/ -2009	1,310 cc.	144,620 km	Sein	Assisting
	Well Handproof Unit, Low Plinage To Go Enguistes New? Trabaps for Connell	West Spectrum A	no fluel (tox lovel)	t The Hartest Please	Call Our Sales C	Consultant For More		-
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176 Sin Ming Drive #04-18 Sin Ming Autocare, Singapore 575721

Tel: +65 8608 0808

Email: auburnauto.claim@gmail.com

Vehicle No: SJF1524Z

Model: TOYOTA ALTIS

QTY	Description	Repairer's Estimate	
	Spare Parts - List Items		
1	Rear Tailgate X	S	1,200.00
1	Rear Tailgate X (LH) (VI)	\$	800.00
1	Rear Tailgate Lamp X	S	600.00
1	Rear Tailgate Mechanism X	S	400.00
1	Rear Tailgate Lock & / 1)	S	280.00
1	Rear Bumper / Dl	\$	1,500.00
1	Rear Bumper Side Retainers / Bf	S	170.00
1	Bumper Sensor / Il	S	120.00
1	Rear Bumper Reflectors	S	380.00
1	Rear Bumper Top Step Garnish X	S	150.00
1	Rear End Panel X	S	480.00
1	Rear End Panel Inner Garnish 4	S	120.00
1	Rear Boot Garnish ≺	S	100.00
1	Hydraulic Hinge X	S	200.00
2	Rubber Moulding	\$	40.00
1	Number Plate X	S	120.00
1	Rear Reverse Camera ×	S	180.00
1	Rear Tailgate "Toyota" Emblem	\$	160.00
1	Rear Tailgate "Altis" Emblem / //	\$	120.00
	Tellyph marky / TN		

c/f: S	\$	7,120.00
--------	----	----------

	Special Nett Items	AMT SS		
1	Rear Windscreen Sealant	S	120.00	X
1	Back bumper clip	S	150.00	
1	Rear Reverse Sensor (1 set)	S	620.00	200
		\$	890.00	
S/N.	Labour Charges			
	Remove and refit rear tailgate	S	300.00	×
	Remove and refit rear bumper	S	300.00	200
	Remove and Refit Rear Panel	\$	800.00	100
	Remove, refit and replaced damage lamps and check up rear electrical wiring	\$	150.00	Jo
	Remove and refit inner garnishes trim to assist repair	\$	200.00	20
	Remove and refit rear reverse sensor	\$	240.00	20
	To apply undercoating on replaced panel	s	120.00	30
	To Respray Painting.	s	1,000.00	500
	bassa sadda	s	3,110.00	
of the fol	hence notify lowing: GRAND TOTAL pray painting	s	11,120.00	-

LKK Auto Cor the Repairer

. To resurvey bet

- 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: meter

Page 2 of 3

Surveyor Details:
(Name)
(Contact)
(Email)
(Signature)
(Date/Time)

1st / 2nd / 3rd (delete accordingly)

Surveyor Details:
(LKK)
(LKK)
(LKK)
(LKK)
(All SM)

LKK AUTO CONSULTANTS PTE LTD (TP) .

P. Sam

T. 11-080 m

(5379 W

«

Service Request Details

Claim

59M01YLX

Reference

None &

Loss Date

August 27, 2019

Report Date

Aug 30, 2019 9:54:00 AM

Request Date

August 30, 2019

Due Date

September 6, 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

Desline Work

Accept Work

Vehicle Information

Incident Vehicle Registration #

SJF1524Z

LKK AUTO CONSULTANTS PTE LTD ITPI -

Model

COROLLA ALTIS

Service Address

Primary Contact/Insured

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

Claim Handler

HO Winnie 6568804833 winnie.ho@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

Catherine Chong (LKK Auto)

From:

Sam Ng <samuel.auburnauto@gmail.com>

Sent:

Friday, 30 August, 2019 8:38 AM

To:

SG AXA Insurance SM AXA SGP - Motor Survey

Cc:

Auburn Auto Claims

Subject:

[EXTERNAL] Fwd: ACCIDENT INVOLVING SJK1524Z & SHD534K ON 27 AUGUST

2019 AT 13:00

Categories:

Raghav

----- Forwarded message ------

From: Sam Ng <samuel.auburnauto@gmail.com>

Date: Thu, 29 Aug 2019 at 9:54 AM

Subject: RE: ACCIDENT INVOLVING SJK1524Z & SHD534K ON 27 AUGUST 2019 AT 13:00

To: <motor.survay@axa.com.sg>

Cc: Auburn Auto Claims <auburnauto.claim@gmail.com>

Dear Officer-In-Charge,

We refer to the above.

We are handling the claims for our client's car: [SJK1524Z]

The car is currently at: 176, Sin Ming Drive #04-18 Sin Ming Autocare Singapore 575721.

The other party [SHD534K] is under [AXA] Insurance.

We would like to amicably settle this directly with you.

In this regard, we would appreciate it if you could list your surveyors list for us to choose to inspect car before our repair.

Thank you.

Kindly call Samuel -97875558(hp) to make an Appointment

Hsiao Tong (LKKAuto)

From:

Steve Chen (LKK Auto)

Sent:

Monday, 16 September 2019 8:47 AM

To:

Vivian Lau (LKKAuto) FW: SJF1524Z Finalize

Subject: Attachments:

SJF1524Z LOD.docx

Dear Vivian,

FYI

Thanks

Best Regards,

Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315 | Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Sam Ng [mailto:samuel.auburnauto@gmail.com]

Sent: Saturday, September 14, 2019 12:37 PM

To: Steve Chen (LKK Auto) Subject: Re: SJF1524Z Finalize

Dear Steve.

This is the LOD as requested, kindly revert to Ms Vivian.

With regards Sam Auburn Auto Pte Ltd +65 9787 5558

On Fri, 13 Sep 2019 at 16:46, Steve Chen (LKK Auto) < Steve Chen@lkkauto.com > wrote:

Dear Sam,

Please sent the LOD to our office attn. to Ms Vivian.

Thanks

Best Regards,
Steve Chen Assistant Automotive Assessor
LKK Auto Consultants
Phone: 6256 3561 Email: <u>SteveChen@lkkauto.com</u> fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
From: Sam Ng [mailto:samuel.auburnauto@gmail.com] Sent: Friday, September 13, 2019 12:54 PM To: Steve Chen (LKK Auto) Subject: Re: SJF1524Z Finalize
THE CANADA
Hi Steve,
The company has accepted the offer.
with records
with regards
Sam
Auburn Auto Pte Ltd
+65 9787 5558
C. T. 10 C. 2010 - 10 45 C
On Tue, 10 Sep 2019 at 19:45, Steve Chen (LKK Auto) < SteveChen@lkkauto.com > wrote:
Dear Sam,

Kindly refer our finalize \$2150 (L/S, before GST). 3 repair days.

Kindly confirm.		
Thanks		

LKK Auto Consultants

Steve Chen | Assistant Automotive Assessor

Best Regards,

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315

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



<TP - Mandate IA> - S9M01YLX [ACCIDENT INVOLVING SHD 534K(OI) & SJF 1524Z(TP) ON 27/08/2019]

Type

Question

Message

Liability: 100%. Insured driver rear-ended third party. Inform OI about third party claim. Agreed to settle at best. We seek your mandate at \$2,337.49(all-in)). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 5-Oct-19

Reply



5) UBLAYE I, 202-25 PAYA UBU INDUSTRUAL PARK, SINGAPORE 400933 TEL: (065) 62563561 FAX: (065) 62564315

Immediate Advice

To: AXA Insurance Pte Ltd

Date:

5/10/2019

Survey Details:

Date of loss	27-Aug-19	
Date of appointment	30-Aug-19	
Date of survey	2-Sep-19	
Location of survey	AUBURN AUTO PTE LTD	

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM	
Vehicle number	SJF1524Z	
Make and Model	TOYOTA COROLLA ALTIS 1.6 AUTO	
Date of registration	21-May-08	
Parf Rebate		
Market Value	\$ 23,000.0	
Parf Rebate	\$ 14,209.0	
Nett Loss	\$ 8,791.0	

Repair details:

Initial Estimate	\$ 11,120.00

Proposed/Revised repair cost:

Parts	\$ 1,558.33
Check items (estimate)	NIL
Labour	\$ 1,100.00
Total	\$ 2,658.33
Lump Sum(if applicable)	\$ 2,150.00

Number of days for repair	3
reserve as an energy respective	



2) UBI AVE 1, P02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933. TEL: 1065) 62563561. FAX: (068) 62564315.

Remarks:

OID REAR-ENDED TP.		

Mandate:

Liability(TP)	100%	
Proposed repair cost	\$ 2,150.00	
Loss of use	\$ 180.00	(3days x \$60.00)
Loss of rental	NIL	no. of days
Loss of income	NIL	no. of days
LTA search fees	\$ 7.49	
Others	NIL	
Proposed Total	\$ 2,337.49	

Hsiao Tong (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Tuesday, 8 October 2019 10:08 AM

To:

Hsiao Tong (LKKAuto)

Subject:

FW: New message for service request 134586, vehicle number SJF1524Z

8/10/19 9:23 AM *** MessageHi Hsiao Tong, pls propose GLOBAL range from \$2200 to \$2300 max (all in).

Tks - HO Winnie

----Original Message----

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>

Sent: Tuesday, 8 October, 2019 9:25 AM

To: admin-d@lkkauto.com

Subject: New message for service request 134586, vehicle number SJF1524Z

AXA Insurance has sent you a message for claim number S9M01YLX.

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: <TP - Mandate IA> - S9M01YLX [ACCIDENT INVOLVING SHD 534K(OI) & SJF 1524Z(TP) ON 27/08/2019]

Type

Q Question

Message

Hi, Third party rejected our offer and proposed g/s \$3,057.49(all-in). The breakdown of third party propose is as follows: - 1)Cost of Repair:\$2,150.00 + 2.)Loss of Rental (4days x \$120.00): \$480.00 + 3). LTA/GIA Search Fee: \$ 7.49 + 4) LOU(PRI): \$200.00 + 5) Administration Change: \$220.00 = TOTAL: \$ 3,057.49. For your further mandate / instruction please. Hsiao Tong -02 Nov 2019

Reply

Hsiao Tong (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Monday, 4 November 2019 2:31 PM

To:

Hsiao Tong (LKKAuto)

Subject:

FW: New message for service request 134586, vehicle number SJF1524Z

4/11/19 10:13 AM *** MessageHi Hsiao Tong, Cost of Repair:\$2,150.00 - proceed Loss of Rental - pls furnish rental agreement before offer. as per benchmark rate - \$100 per day. vehicle 1.6cc. (4days x \$100.00) LTA/GIA Search Fee: \$7.45 as per receipt 4) LOU(PRI): \$200.00 - not agree 5) Administration Chanrge: \$220.00 - not agree tks - HO Winnie

----Original Message-----

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>

Sent: Monday, 4 November, 2019 10:17 AM

To: admin-d@lkkauto.com

Subject: New message for service request 134586, vehicle number SJF1524Z

AXA Insurance has sent you a message for claim number S9M01YLX.

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.

LKK AUTO CONSULTANTS PTE LTD (TP) .

Menu



RE: <TP - Mandate IA> - S9M01YLX [ACCIDENT INVOLVING SHD 534K(OI) & SJF 1524Z(TP) ON 27/08/2019]

Type

Q Question

Message

Hi, kindly refer to the LOD & LOU claim uploaded in SC. Third party would like to claim for LOU at 9days x \$120.00 as their client's vehicle is under Private Hire. Kindly advise further mandate on this matter. Thanks. Hsiao Tong - 05 Dec 2019

Reply

Hsiao Tong (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Thursday, 5 December 2019 4:01 PM

To:

Hsiao Tong (LKKAuto)

Subject:

FW: New message for service request 134586, vehicle number SJF1524Z

5/12/19 3:14 PM *** MessageHi Hsiao Tong, LOU benchmark below 1.8cc is \$50 per day up to \$60 max per day. since TP claim LOU, pls propose as per benchmark rate. propose LOU 5 days up to 7 days max. 27.08 to 28.08 = 1 day 29.08.19 - they sent wrong email, not included. received survey email 30.08.19 = 1 day Sat & Sun = 2 days duration repair - 3 days total = 7 days - HO Winnie

----Original Message----

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>

Sent: Thursday, 5 December, 2019 3:19 PM

To: admin-d@lkkauto.com

Subject: New message for service request 134586, vehicle number SJF1524Z

AXA Insurance has sent you a message for claim number S9M01YLX.

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.

25/2-42 25/3-42

Menu



RE: <TP - Mandate IA> - S9M01YLX [ACCIDENT INVOLVING SHD 534K(OI) & SJF 1524Z(TP) ON 27/08/2019]

Type

Q Question

Message

Hi, For LOU, third party rejected our offer at \$60.00/day and proposed \$100.00/day as TP vehicle is a private hire vehicle. Kindly let us have your further mandate. Thank you. Hsiao Tong - 12 Dec 2019

Reply

Hsiao Tong (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Friday, 13 December 2019 8:41 AM

To:

Hsiao Tong (LKKAuto)

Subject:

FW: New message for service request 134586, vehicle number SJF1524Z

13/12/19 8:00 AM

*** MessageHi Hsiao Tong, pls propose global sum \$2600 to \$2700. tks - HO Winnie

----Original Message----

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>

Sent: Friday, 13 December, 2019 8:01 AM

To: admin-d@lkkauto.com

Subject: New message for service request 134586, vehicle number SJF1524Z

AXA Insurance has sent you a message for claim number S9M01YLX.

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.

Hsiao Tong (LKKAuto)

From: Sent:	Sam Ng <samuel.auburnauto@gmail.com> Monday, 16 December 2019 2:09 PM</samuel.auburnauto@gmail.com>
To:	Hsiao Tong (LKKAuto)
Subject:	Re: SJF1524Z Finalize// LKK REF: CC4/ASM19015399/Epa3
Hi Hsiao,	
The company decided	to accept the offer, kindly revert to the relevant personal.
with regards	
Sam	
Auburn Auto Pte Ltd +65 9787 5558	
On Mon, 16 Dec 2019	at 08:20, Hsiao Tong (LKKAuto) < chewht@lkkauto.com > wrote:
Without Prejudice	
(save a s to costs)	
Dear Sirs/Mdm,	
We refer to your belo	ow email.
We have our principa	I instruction to revise our offer at a global sum of \$2,650.00(all-in).
Please confirm accept	tance.
admission of liability on o	posal and correspondence with you is strictly on a without prejudice basis and should not be construed as an our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related
"Best Wishes for Merry Ch	ristmas, and Happy New Year 2020*

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: Sam Ng <samuel.auburnauto@gmail.com> Sent: Monday, 9 December 2019 10:05 AM To: Hsiao Tong (LKKAuto) < chewht@lkkauto.com> Subject: Re: SJF1524Z Finalize// LKK REF: CC4/ASM19015399/Epa3 Hi Hsiao, The loss of use for the rental is too low, the company decided to revise the offer to \$100 per day of loss of use. Kindly revert to the relevant parties. with regards Sam Auburn Auto Pte Ltd +65 9787 5558 On Mon, 9 Dec 2019 at 08:47, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote: Without Prejudice

We refer to the above matter.

Dear Sirs/Mdm,

We have our principal instruction to revise offer as follows: -

1. Cost of Repair	\$ 2,150.00
2. Loss of Use (6days x \$60.00)	\$ 360.00
3. LTA Search Fee	\$ 7.45
Total	\$ 2,517.45

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 Wishes for Merry Christmas, and Happy New Year 2020"

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: Sam Ng <samuel.auburnauto@gmail.com>

Sent: Friday, 8 November 2019 11:05 AM

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

Subject: Re: SJF1524Z Finalize// LKK REF: CC4/ASM19015399/Epa3

Hi hsiao,

This is the requested new lod and loss of use inside the documents stating clearly when the car is survey and being repaired. Kindly revert to the relevant personal.

with regards
Sam
Auburn Auto Pte Ltd
+65 9787 5558
On Fri, 8 Nov 2019 at 10:15, Hsiao Tong (LKKAuto) < chewht@lkkauto.com > wrote: Without Prejudice
Dear Sirs/Mdm,
We refer to the above matter.
Kindly let us have a copy of rental agreement.
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 (Ms) Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 email: chewht@lkkauto.com fax: 6741-4108

We refer to your below email.

We have our principal instruction to offer at a global sum of \$2,250.00(all-in).
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: <u>chewht@lkkauto.com</u> fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
From: Steve Chen (LKK Auto) < <u>SteveChen@lkkauto.com</u> > Sent: Monday, 16 September 2019 8:47 AM To: Vivian Lau (LKKAuto) < <u>vivianlau@lkkauto.com</u> > Subject: FW: SJF1524Z Finalize
Dear Vivian,
FYI

Thanks
Best Regards,
Steve Chen Assistant Automotive Assessor LKK Auto Consultants
Phone: 6256 3561 Email: <u>SteveChen@lkkauto.com</u> fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
From: Sam Ng [mailto:samuel.auburnauto@gmail.com] Sent: Saturday, September 14, 2019 12:37 PM To: Steve Chen (LKK Auto) Subject: Re: SJF1524Z Finalize
Dear Steve,
This is the LOD as requested, kindly revert to Ms Vivian.
With regards
Sam
Auburn Auto Pte Ltd
+65 9787 5558
On Fri, 13 Sep 2019 at 16:46, Steve Chen (LKK Auto) < SteveChen@lkkauto.com > wrote:
Dear Sam,
Please sent the LOD to our office attn. to Ms Vivian.

Thanks
Best Regards,
Steve Chen Assistant Automotive Assessor
LKK Auto Consultants
Phone: 6256 3561 Email: SteveChen@lkkauto.com fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 S(408933)
From: Sam Ng [mailto:samuel.auburnauto@gmail.com] Sent: Friday, September 13, 2019 12:54 PM To: Steve Chen (LKK Auto) Subject: Re: SJF1524Z Finalize
Hi Steve,
The company has accepted the offer.
with regards
sam
Auburn Auto Pte Ltd
+65 9787 5558

On Tue, 10 Sep 2019 at 19:45, Steve Chen (LKK Auto) < SteveChen@lkkauto.com > wrote:
Dear Sam,
Kindly refer our finalize \$2150 (L/S, before GST). 3 repair days.
Kindly confirm.
Thanks
Best Regards,
Steve Chen Assistant Automotive Assessor
LKK Auto Consultants
Phone: 6256 3561 Email: <u>SteveChen@lkkauto.com</u> fax: 6256-4315
Blk 51, Pava Ubi Industrial Park, Ubi Avenue 1, #02-25 5(408933)

176 Sin Ming Drive #04-18 Sin Ming Autocare, Singapore 575721

Tel: +65 8608 0808

Email: auburnauto.claim@gmail.com

Date: 14/09/2019

LETTER OF DEMAND

Attn: Motor Claims Department

ACCIDENT INVOLVING SJF1524Z & SHD534K ON 27 Aug 2019 AT 13:00

We are instructed by SJF1524Z, to claim damages against you or your insured, the driver of motor vehicle no SHD534K in connection with a road traffic accident on 27 Aug 2019, at about 13:00 Hours at the KPE Exit Upper Paya Laba Road

We are instructed that the accident was caused by your insured's negligence and/or management of his motor vehicle. As a result of the accident, our client's motor vehicle was damaged and our client had been put to loss and expenses, particulars of which are as follows:

1.	Costs of Repair	\$2150
2.	Loss Of Use (Pre-Repair) (9days x \$120)	\$1080
3.	LTA Vehicle Insurance Search	\$7.49
4.	Administration Charge	\$220

Total:

\$3457.49

176 Sin Ming Drive #04-18 Sin Ming Autocare, Singapore 575721

Tel: +65 8608 0808

Email: auburnauto.claim@gmail.com

Vehicle No: SJF1524Z Model: Toyota Altis

QTY	Description	Bill	
1	Repair, Fix & Respray	\$	2,150.00
		-	2,150.00

176 Sin Ming Drive #04-18 Sin Ming Autocare, Singapore 575721

Tel: +65 8608 0808

Email: auburnauto.claim@gmail.com

Vehicle No: SJF1524Z Model: Toyota Altis

QTY	Description	Bill	
1	LOSS OF USE	s	1,080.00
	1) 29/08/2019 Email sent to survey		
	2) 02/09/2019 First survey		
	3) 06/09/2019 Car repair finish		
	Total number of days car in worksh	op(9 days)	
	(9 days x \$120)	SPSV MOD	
	- The control of the	\$	1,080.00



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 Intern	nationale Des Experts En Autor	mobile
AXA	INSURANCE PTE	LTD	Ref : CC4/ASM1901	5399/Epa3q2
AXA	HENTON WAY #24 TOWERSINGAPO N:WINNIE		Date: 20-12-2019 Code: ASM	
1.		Policy Particul	ars :- THIRD PARTY CLA	IM
	Insured Veh.	SHD 534K	Veh. Inspected	SJF 1524Z
	Policy No.	VFX/P1680520	Coverage (\$)	0.00
	Claim No.	S9M01YLX	Excess (\$)	0.00
	Assign From		Assign Date	30/08/2019
2.		Vehicle P	articulars & Condition	Bearing Agen
	Make & Model	TOYOTA ALTIS	c.c	1598
	Engine No.	HIDDEN	Year of Reg.	2008
	Chassis No.	MR053ZEE106107580	Colour	SILVER
	Odometer		Steering	IN ORDER
	Brakes	IN ORDER	Modification	SPORTS RIM
	General	FAIR		
3.		Cor	nditions of Tyres	THE RESERVE OF THE PERSON NAMED IN
		Size	Make	Balance
	R/H Front Tyre	195/65 R15	NEXEN	5 mm
	L/H Front Tyre	195/65 R15	NEXEN	5 mm
	R/H Rear Tyre	195/65 R15	NEXEN	5 mm
	L/H Rear Tyre	195/65 R15	NEXEN	5 mm
4.	distribution in		iption of Damages	
	THE VEHICLE SU	STAINED DAMAGES AT THE	REAR PORTION.	
	DAMAGES SEE D	ETAILS.	~	
5.	MISCZETNI	Gen	eral Information	
	Accident Date	27/08/2019	Inspection Date	02/09/2019
	Survey held at	AUBURN AUTO PTE LTD		
		176 SIN MING DRIVE #04-18 SIN MING AUTOCA SINGAPORE 575721	RE	
5a.	Market - B		Remarks	
		ON WAS CONDUCTED ON A		
5b.		2 1 Links	ate Days of Repair	
	ESTIMATED NOR	MAL PERIOD FOR REPAIR:	3 Working Da	ys



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. SJF 1524Z

ty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
Т	REPLACEMENT OF PARTS			
1	REAR TAILGATE (CONSISTENT)	TO REPAIR SEE LABOUR	1,200.00	- 3
1	REAR TAILLAMP (LH) (CONSISTENT)	CUT	800.00	414.00
1	REAR TAILGATE LAMP (CONSISTENT)	NOT NECESSARY	600.00	
1	REAR TAILGATE MECHANISM (CONSISTENT)	NOT NECESSARY	400.00	9
1	REAR TAILGATE LOCK (CONSISTENT)	BENT	280.00	189.00
1	REAR BUMPER (CONSISTENT)	DENTED	1,500.00	523.00
1	REAR BUMPER SIDE RETAINERS (CONSISTENT)	BROKEN	170.00	120.00
1	BUMPER SENSOR (CONSISTENT)	REPEATED	120.00	
1	REAR BUMPER REFLECTORS (CONSISTENT)	NOT NECESSARY	380.00	
1	REAR BUMPER TOP STEP GARNISH (CONSISTENT)	NOT NECESSARY	150.00	9
1	REAR END PANEL (CONSISTENT)	TO REPAIR SEE LABOUR	480.00	
1	REAR END PANEL INNER GARNISH (CONSISTENT)	CRUSHED	120.00	120.00
1	REAR BOOT GARNISH (CONSISTENT)	NOT NECESSARY	100.00	
1	HYDRAULIC HINGE (CONSISTENT)	NOT NECESSARY	200.00	9
2	RUBBER MOULDING (CONSISTENT)	NOT NECESSARY	40.00	9
1	NUMBER PLATE (CONSISTENT)	NOT NECESSARY	120.00	
1	REAR REVERSE CAMERA (CONSISTENT)	NOT NECESSARY	180.00	
1	REAR TAILGATE 'TOYOTA' EMBLEM (CONSISTENT)	NECESSARY	160.00	55.00
1	REAR TAILGATE 'ALTIS' EMBLEM (CONSISTENT)	NECESSARY	120.00	55.00
1	TAILGATE RUBBER (CONSISTENT)	TORN	175.10	175.10
1	REAR BUMPER INNER FOAM (CONSISTENT)	BROKEN	120.00	120.00
	LESS 25% DISCOUNT			-442.78
	Service in the control of the American of the control of the contr		7,415.10	1,328.3
	SPECIAL NETT ITEMS			
1	REAR WINDSCREEN SEALANT (SN) (CONSISTENT)	NOT NECESSARY	120.00	3
1	BACK BUMPER CLIP (SN) (CONSISTENT)	NECESSARY	150.00	30.00
1	SET REAR REVERSE SENSOR (SN) (CONSISTENT)	SHORTED	620.00	200.00
			890.00	230.00

Report Ref No. CC4/ASM19015399/Epa3q2



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:2 of 2

2,150.00

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	LABOUR			
	REMOVE AND REFIT REAR TAILGATE .	NOT NECESSARY	300.00	
	REMOVE AND REFIT REAR BUMPER .		300.00	200.00
	REMOVE AND REFIT REAR PANEL.INCLUSIVE OF THE REPAIR OF REAR TAILGATE AND REAR END PANEL.		800.00	300.00
	REMOVE, REFIT AND REPLACED DAMAGE LAMPS AND CHECK UP ELECTRICAL WIRING.		150.00	30.00
	REMOVE AND REFIT INNER GARNISHES TRIM TO ASSIST REPAIR.		200.00	20.00
	REMOVE AND REFIT REAR REVERSE SENSOR.		240.00	20.00
	TO APPLY UNDERCOATING ON REPLACED PANEL.		120.00	30.00
	TO RESPRAY PAINTING.		1,000.00	500.00
			3,110.00	1,100.00
	GRAND TOTAL		-11,415.10	2,658.32

Report Ref No. CC4/ASM19015399/Epa3q2

RECOMMENDED COST OF LUMP SUM REPAIRS

(TO ITS PRE-ACCIDENT CONDITION)

1

CHEN TSUE YEE

Automotive Assessor

A month

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 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.

20 December 2019

LKK AUTO CONSULTANTS PTE LTD (TP)

> Surveyor? Assessor expense

> > involce

Liddingical (II.pd/

DATE

SERVICE REQUESTS

*

CLAIMS

Actions

Next Step Walt for: Approve invoice Registration #

Make TPM

Model CO

CC4/ASM19015399/Epa3q2

Reference

S9M01YLX

Claim

30 Aug 2019 9:54:00 AM

Report Date

30 August 2019

Request Date

Due Date

27 August 2019

Loss Date

COROLLAALTIS

Service Address

TPVD TOYOTA

SJF152AZ

Primary Contact/Insured
TRAMS-CAB SERVICES PTE LTD
No.2 ANG MO MIG STREET 63, 569111, Singapore

LICK AUTO CONSULTANTS PTE

Vendor Name

Pending verification - Direct Settlement

Services

Third Party Webicle Damage

Type of toss.

No.2 ANG MO KIO STREET 63, S07111, SINJA

HO Winnie 6568804833 winnie,ho@axa.com.sg

Additional Instructions

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Claim Portal

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39996	3441	SUB-TYPE	AUTHOR	DATE
TP-MANDATE IA 65/05/1019 pelf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	5 October 2019
TP ESTIMATE - MARKED pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS FTE LTD (TP)	10 September 2019
TP - IA petf	Form / Clain Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	10 September 2019
LIAC SUINEY PHOTOpell	Forms / Claim Documents	Others	LICK AUTO CONSULTANTS PTE LTD (TP)	10 September 2019
LICK RESURVEY PHOTO-2 put	Forms / Claim Documents	Others	LICK AUTO CONSULTANTS PTE. LTD (TP)	10 September 2019
LICK RESURVEY PHOTO-140#	Form / Claim Documents	Others	LICK AUTO CONSULTANTS PTE LTD (TP)	10 September 2019
SJE1524Z TP GIA REPORTINGE	Reports & Statement	GIA Report	DHAKAL Raghaw	30 August 2019
SHDS34K INSD GIA REPORT FOF	Reports & Statement	GIA Report	DHANAL Ragton	30 August 2019
TP PRI FROM WORKSHOPING	Certers and Certespondence	Workshop	DHANAL Raptor	30 August 2019