

15/3/2019

INS. CASE OWNER:

Stacy.

CC 4/AXA1901

6674, T1 p6352

LKK:
IDAC:

Surveyor:

Tau-fikh

DOI:

ASSIGNMENT

24/9/19

Date / Time:

10/11/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

YM 4885Y.

Name of Insured:

SIVA SUNDARAM PRIVATE LIMITED.

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

16/11/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: JAMALUTAMAM BIW AZMAN

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

S9MO161 / 138007

Policy No.:

P19440R

Make / Model:

MTSUBISHI

Place of Accident:

PIE TMS KLANG

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

Insured Liability:

%

Final ? Yes / No

SJY 8555M



INSRS:

WSP:

Tel:

Liability:

RMKS:

Kag



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SJY 8555M - R

YM 4885Y - R

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA :

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

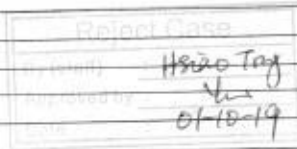
Payment Breakdown Form:

Post-Repair Photos:

Others:

01-10-19 - Reject TP claim

14/10/19 - File to SHU Res to claim



PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(days)

Loss of Use (LOU):

S\$

(S x days)

Loss of Income (LOI):

S\$

(S x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GL/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

Email

Call

FINAL PAYMENT

Date/Time:

Confirm with:

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$350.00

VAG Singapore Pte Ltd
#04-123 Enterprise Hub, 48 Toh Guan
Road East
608586

Insurer Reference:
Repairer Reference: FILE 364
Date calculated: 20/09/2019 1:10 PM
Summary Information

Full Report
Registration: SJY8555M
Printed: 20/09/2019 1:15 PM

Claim

Location: Singapore (SG)
Printed by: DARREN ONG
Claim Reference:
Estimated Repair Time:
Actual Repair Days:

Work Provider:
Currency:
Date of Incident:
Hire Car Start:
Hire Car End:

AXA Insurance Pte Ltd
SGD
16/09/19

Vehicle Details

Vehicle

Manufacturer: AUDI
Model: Q5 (8R)
Sub Model: BASE MODEL
Model Sheet Number: 00 15 01
Registration: SJY8555M
VIN number: WAUZZZ8R0AA047980
Odometer:

Model Specs

FROM 06/2009
AIR CON AUTO 3 ZONES
AUTO DIPPING MIRROR
SOUND BANG/OLUFSEN
LIGHT-/RAIN SENSOR
RR SLIDING S/CUSHION
THROUGH LOAD SYSTEM
HD COOLING
SELECT DRIVE
WHEELS 8J X 19 ALLOY
ALUMINIUM DECAL

R/ASPHERIC D/MIRROR
SS SILL MOULDING
ELEC FOLD DR MIRRORS
XENON HEADLAMPS
TRIM ALCANTARA
SPORT S-WHEEL LEATH
INTERIOR LAMP PACK
2.0 LTR 155KW
ELECTRIC DAMPER REG
SPACE SAVER S-WHEEL
ELEC PANORAMIC ROOF

L/MIRROR CONVEX
FOG LAMPS
DIPPING DOOR MIRROR
ULTRASONIC PARK SYS
KEYLESS ENTRY/SAFE
ELECT LUMBAR ADJUST
FRT ELECT MEM SEAT
S-TRONIC
CRUISE CONTROL
QUATTRO
ROOF RAILS

LAUNCH ASSIST
STORAGE PACKAGE
RADIO SYST SYMPHONY
HEADLAMP WASHERS
SPORT SEATS
DRIVER INFO COLOUR
FRONT CENTRE ARMREST
DYNAMIC STEERING
TYRES 235/55 WR 19
HANDS FREE CONV SYST
BASECOAT CLEAR

LKK Auto Consultants hence notify
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer:

Signature:

Date:

Tafir 97495745
WP
24/9/19 3:40 pm
Resurvey before paint
02 days
Sur @ lkkauto.com
Tafir @ lkkauto.com

VAG Singapore Pte Ltd
#04-123 Enterprise Hub, 48 Toh Guan
Road East
608586

Insurer Reference:
Repairer Reference: FILE 364
Date calculated: 20/09/2019 1:10 PM

Full Report
Registration: SJY8555M
Printed: 20/09/2019 1:15 PM

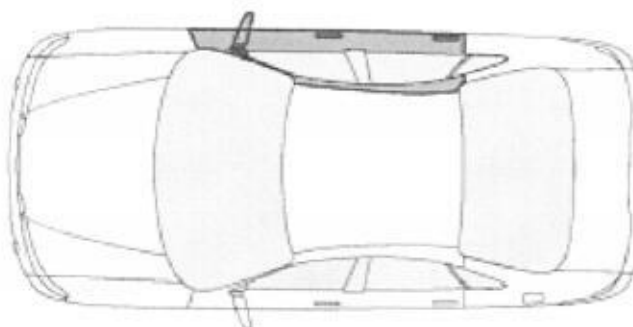
Vehicle Condition

Vehicle Status

Pre-Accident Damage:
Date of Inspection:

Damage Areas

All ☐
Underbody ☐



Labour

Code	Description	Time Base 10 WU/h	Price = 70.00 SGD/h	
			WU	Price SGD
NO NUMBER	R + R R/DOOR MIRROR MOTOR		2.0	14.00
70 59 19 00	R + R R/F DOOR TRIM INCLUDES: R + R INNER TRIM COVER		4.0	28.00
66 89 19 50	R + R RIGHT MIRROR (DOOR TRIM REMOVED)		2.0	14.00
Labour Cost		Hrs	WU	
Panel / Mechanical Labour		0.80	8.0	56.00
Total of Labour				56.00

Paint

Paint Work		Time Basis 10 WU/h	
Code	Description - BASECOAT CLEAR	WU	Price SGD
66 55 61 50	R/DOOR MIRROR COVER NEW PART PAINTING S1	2.0	14.00
57 29 79 03	RIGHT FRONT DOOR REPAIR PAINT S3	13.0	91.00
51 01 71 33	PAINTING PREPARATION WORK STAGE S3 METAL, PLASTIC S3 (PART/S FITTED)	19.0	133.00

VAG Singapore Pte Ltd
#04-123 Enterprise Hub, 48 Toh Guan
Road East
608586

Insurer Reference:

Repairer Reference: FILE 364

Date calculated: 20/09/2019 1:10 PM

Paint Work

Code Description - BASECOAT CLEAR

Full Report
Registration: SJY8555M
Printed: 20/09/2019 1:15 PM
Time Basis 10 WU/h
WU Price SGD

Total Paint	Hrs	WU	Price SGD
	3.40	34.0	238.00

Material Cost - Paint	Price SGD
Total	350.00

Spare Parts

Code	Description	Part Number	Supplier	prices as at 2015-09-02/23	
				Price SGD	
1738	R/DOOR MIRROR	8R2 857 410 L 01C		cut	980.00
1740	RIGHT MIRROR COVER	8R0 857 528 GRU		chg	890.00
1744	R/DOOR MIRROR GLASS	8R0 857 536 M		?	290.00
1750	R/D/MIRROR INDICATOR	4L0 949 102		cre	310.00
1762	R/DOOR MIRROR MOTOR	8T0 959 578 A		?	150.00
f: OEM Parts				Savings	0.00
n: Non-OEM Parts				Subtotal	2,620.00
u: Used parts				Addition(+10.00%)	262.00
				Total	2,882.00

VAG Singapore Pte Ltd
#04-123 Enterprise Hub, 48 Toh Guan
Road East
608586

Insurer Reference:

Repairer Reference: FILE 364

Date calculated: 20/09/2019 1:10 PM

Full Report

Registration: SJY8555M

Printed: 20/09/2019 1:15 PM

Final Calculation

	SGD	SGD
Parts		
Addition(+10.00%)	2,620.00	
Total Parts	262.00	2,882.00 ✓
Labour Time Base 10 WU/h		
Total 8.0 WU X 70.00 SGD/h	56.00	
Total of Labour		56.00 ✓
Paint Work Time Base 10 WU/h		
Labour Cost 34.0 WU X 70.00 SGD/h	238.00	
Material Cost	350.00	
Total Paint Including Material		588.00 ✓
Repair Cost Excludes GST		3,526.00 ✓
GST (+7.0%)		246.82
Repair Cost Included GST		3,772.82

Comments

* - USER SUPPLIED DATA

NN - NO MANUFACTURERS CODE EXISTS

) - WU PARTIAL INCL IN OTHER POSITIONS

Assessment Note

No assessment notes entered.



Service Request Details

Claim

S9M02161

Reference

None

P: Jia Ren

Loss Date

September 16, 2019

T: 2.31 p.m

Report Date

Sep 20, 2019 1:32:31 PM

V: Out

Request Date

September 20, 2019

E: ✓

Due Date

September 27, 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 #

SJY8555M

Model

Q5-2.0 TFSI QUATTRO (A)

Service Address

...

Primary Contact/Insured

SIVA SUNDRAM PTE LTD

51 BUKIT BATOK CRESCENT, #07-48 UNITY CENTRE, 658077, Singapore

65674755

HONGYEN.CHONG@ALLINK.COM.SG

Claim Handler

NG Stacey

6568804351

stacey.ng@axa.com.sg

Additional Instructions

3

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

[New Message](#)

Summer Lee (LKK Auto)

From: Claims Assistance - VAG Singapore <claims@vag.sg>
Sent: Friday, 20 September, 2019 1:32 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Subject: [EXTERNAL] TP Claim. SJY8555M DOA 16.09.2019 (Your Insured YM4885Y)

Categories: Raghav

Dear Sir/Mdm,

Writing in to inform that my client is claiming against your Insured.

Do ensure that your Insured has made the accident report and revert back to me on the liability clearance.

Vehicle is not in our workshop at the moment. Do get your surveyor to contact me directly at 94316186 to arrange for vehicle to be surveyed.

Best Regards,

Jie Ren

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AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586



<Seek Instruction> S9M02161

Type

🔔 Question

Message

Hi, we have uploaded a copy of third party video(front & rear) in SC. Based on third party video, third party filtered into our insured's lane and resulted the accident. In view of this, we are intending to reject third party claim. For your comments/ instruction please. Thanks. Hsiao Tong - 26 Sept 2019

Reply

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Monday, 30 September 2019 9:26 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: New message for service request 138007, vehicle number SJY8555M

Dear Shu Pei Taufikh had surveyed our client's vehicle SJY8555M successfully today as plan. We seek your response to the above case for our client's liability clearance in order to get his car repair.	LSP	25/9/2019 9:05:42 AM
Looking at the video footage our client's car was ahead in the lane when the big lorry YM4885Y thinking it is a big vehicle graze into our client's right hand side door that affect the damage area. Please check with your principal on this case and hope to hear from you before end of the week. Best Regards, Tony Ong	LSP	25/9/2019 9:05:51 AM
Dear Shu Pei, Please find attached the video footage and scene photos. My client's vehicle is clearly ahead of the third party's vehicle. My client did stop completely as the third party did not show any sign of being kind to give way, but the third party still hit on to our client's vehicle. Best Regards, Jie Ren	LSP	25/9/2019 11:52:40 AM
ESTIMATE & SURVEYOR ASSIGNMENT PAPER PASS TO HANDLER	LSP	26/9/2019 9:25:29 AM
MessageHi, we have uploaded a copy of third party video(front & rear) in SC. Based on third party video, third party filtered into our insured's lane and resulted the accident. In view of this, we are intending to reject third party claim. For your comments/ instruction please. Thanks. Hsiao Tong - 26 Sept 2019	CHT	26/9/2019 3:25:19 PM
9/27/19 10:23 AM NG Stacey-----Hi Hsiao Tong Once rejected, please proceed to submit report and close file	LSP	30/9/2019 9:10:14 AM

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Friday, 27 September 2019 10:25 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 138007, vehicle number SJY8555M

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: stacey.ng@axa.com.sg <stacey.ng@axa.com.sg>
Sent: Friday, 27 September, 2019 10:23 AM
To: admin-d@lkkauto.com

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 30 September 2019 4:28 PM
To: 'claims@vag.sg'
Cc: Admin A
Subject: Your Ref: SJY8555M *Our Ref: CC4/ASM19016674/T1pb3 [ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019]
Attachments: Statement of SJY8555M.pdf

Your Ref: **SJY8555M**
Our Ref: CC4/ASM19016674/T1pb3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019

We refer to the above matter.

Attached is a copy of our insured accident report for your perusal. Based on your client's video footage, it shows that your client had filtered into our insured driver lane and resulted the accident.

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.

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)

Hsiao Tong (LKKAuto)

From: Claims Assistance - VAG Singapore <claims@vag.sg>
Sent: Thursday, 3 October 2019 10:43 AM
To: Hsiao Tong (LKKAuto); Eugene - VAG Singapore
Subject: Re: Your Ref: SJY8555M *Our Ref: CC4/ASM19016674/T1pb3 [ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019]

Without Prejudice

Dear Hsia Tong

We spoke yesterday. Thanks for your TP accident report.

If you were to relook closely at the video footage you will notice that our client SJY8555M was stationary. The white lorry moved without any mishap but this orange lorry due to poor judgement grazed onto our client right side hitting the side mirror.

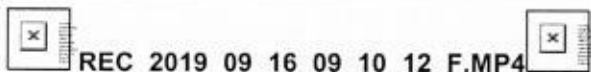
I have replayed the video footage several times to make sure my eyes do not play tricks on me. The split second reveal my client's car was been hit. Please see the video footage attached.

Please advise your principal to investigate into this matter which I am sure that my client is in the right frame of mind. It is a straight forward case as it reveal the truth.

Hope to hear from you before end of the day.

Best Regards,

Tony Ong



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AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Mon, Sep 30, 2019 at 4:28 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Your Ref: **SJY8555M**

Without Prejudice

Our Ref: CC4/ASM19016674/T1pb3

Dear Sirs/Madam,

ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019

We refer to the above matter.

Attached is a copy of our insured accident report for your perusal. Based on your client's video footage, it shows that your client had filtered into our insured driver lane and resulted the accident.

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.

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)



RE: REJECT

Type

🔗 Question

Message

Hi Stacey, third party disagreed on our rejection as they insisted that their vehicle was stationary while the accident happened. We have spoken to third party repairer that their client vehicle had filtered into our insured lane, obstructing the traffic and resulted the collision. However third party still appealing on this matter. In view of this, kindly let us have your comments/ instruction. Thank you. Hsiao Tong - 03 Oct 2019

Reply

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 03/10/2019

Survey Details:

Date of loss	16.09.2019
Date of appointment	20.09.2019
Date of survey	24.09.2019
Location of survey	VAG SINGAPORE PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SJY8555M
Make and Model	Audi Q5 (1984cc)
Date of registration	06.01.2010
Excess	NIL
Market Value/ Book Value	\$ 72,000.00 (est)
Parf/COE Rebate	\$ 58,324.00 (est)
Nett Value/ ERV	\$ 13,676.00 (est)

Repair details:

Initial Estimate	\$ 3,526.00
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 2,398.00
Check items (estimate)	\$ 484.00
Labour	\$ 644.00
Supplementary	NIL
Total	\$ 3,526.00
Lump Sum(if applicable)	

Number of days for repair	<u>2</u>
---------------------------	----------



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Remarks:

REVIEW

Mandate:

Liability(TP)	TBA	
Proposed repair cost	TBA	
Loss of use	TBA	
Loss of rental	TBA	
Loss of income	TBA	
LTA/GIA search fees	TBA	
Others	TBA	
Proposed Total	TBA	

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Friday, 4 October 2019 9:50 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: New message for service request 138007, vehicle number SJY8555M

<input type="checkbox"/>	~ CONTINUED: The split second reveal my client's car was been hit. Please see the video footage attached. Please advise your principal to investigate into this matter which I am sure that my client is in the right frame of mind. It is a straight forward case as it reveal the truth. Hope to hear from you before end of the day. Best Regards, Tony Ong	CHT	3/10/2019 11:37:06 AM
<input type="checkbox"/>	Message AXA: Hi Stacey, third party disagreed on our rejection as they insisted that their vehicle was stationary while the accident happened. We have spoken to third party repairer that their client vehicle had filtered into our insured lane, obstructing the traffic and resulted the collision. However third party still appealing on this matter. In view of this, kindly let us have your comments/ instruction. Thank you. Hsiao Tong - 03 Oct 2019	CHT	3/10/2019 11:37:33 AM
<input type="checkbox"/>	10/4/19 9:36 AM NG Stacey ----- pls maintain.	LSP	4/10/2019 9:37:03 AM

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Friday, 4 October 2019 9:43 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 138007, vehicle number SJY8555M

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: stacey.ng@axa.com.sg <stacey.ng@axa.com.sg>
Sent: Friday, 4 October, 2019 9:37 AM
To: admin-d@lkkauto.com
Subject: New message for service request 138007, vehicle number SJY8555M

AXA Insurance has sent you a message for claim number S9M02161.
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: Claims Assistance - VAG Singapore <claims@vag.sg>
Sent: Monday, 7 October 2019 5:33 PM
To: Hsiao Tong (LKKAuto)
Subject: Re: Your Ref: SJY8555M *Our Ref: CC4/ASM19016674/T1pb3 [ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019]

Dear Hsiao Tong

We will drop the liability clearance as our client wants to do the repair on his own.

Best Regards

Tony

AVANTAGE VAG

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AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Sat, Oct 5, 2019 at 1:36 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We have appealed your matter to our principal for review. However we regret to inform you that we have our principal instruction to maintain rejection. Your client vehicle had filtered into our insured lane, obstructing the traffic and resulted the collision.

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: Claims Assistance - VAG Singapore <claims@vag.sg>

Sent: Thursday, 3 October 2019 10:43 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Eugene - VAG Singapore <eugene@vag.sg>

Subject: Re: Your Ref: SJY8555M *Our Ref: CC4/ASM19016674/T1pb3 [ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019]

Without Prejudice

Dear Hsia Tong

We spoke yesterday. Thanks for your TP accident report.

If you were to relook closely at the video footage you will notice that our client SJY855M was stationary. The white lorry moved without any mishap but this orange lorry due to poor judgement grazed onto our client right side hitting the side mirror.

I have replayed the video footage several times to make sure my eyes do not play tricks on me. The split second reveal my client's car was been hit. Please see the video footage attached.

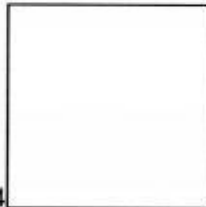
Please advise your principal to investigate into this matter which I am sure that my client is in the right frame of mind. It is a straight forward case as it reveal the truth.

Hope to hear from you before end of the day.

Best Regards,

Tony Ong

_REC_2019_09_16_09_10_12_F.MP4



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AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Mon, Sep 30, 2019 at 4:28 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Your Ref: **SJY8555M**

Without Prejudice

Our Ref: CC4/ASM19016674/T1pb3

Dear Sirs/Madam,

ACCIDENT INVOLVING YM 4885Y(AXA) & SJY 8555M ON 16/09/2019

We refer to the above matter.

Attached is a copy of our insured accident report for your perusal. Based on your client's video footage, it shows that your client had filtered into our insured driver lane and resulted the accident.

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.

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)



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

AXA INSURANCE PTE LTD

Ref : CC4/ASM19016674/T1pb3s2

8 SHENTON WAY #24-01

AXA TOWERSINGAPORE 068811

Date : 18-10-2019



ATTN: STACEY NG

Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	YM 4885Y	Veh. Inspected	SJY 8555M
Policy No.	P1841402	Coverage (\$)	0.00
Claim No.	S9M02161	Excess (\$)	0.00
Assign From	STACEY NG	Assign Date	20/09/2019

2. Vehicle Particulars & Condition

Make & Model	AUDI Q5	c.c	1984
Engine No.	HIDDEN	Year of Reg.	2010
Chassis No.	WAUZZZ8R0AA047980	Colour	WHITE
Odometer	120768	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	265/35 R20	PIRELLI	6 mm
L/H Front Tyre	265/35 R20	PIRELLI	6 mm
R/H Rear Tyre	265/35 R20	PIRELLI	6 mm
L/H Rear Tyre	265/35 R20	PIRELLI	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY. DAMAGES SEE DETAILS.
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5. General Information

Accident Date	16/09/2019	Inspection Date	24/09/2019
Survey held at	VAG SINGAPORE PTE LTD 48 TOH GUAN ROAD EAST #05-123 ENTERPRISE HUB SINGAPORE 608586		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	2 Working Days
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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SJY 8555M

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	R/DOOR MIRROR (WCP) (CONSISTENT)	CUT	980.00	980.00
1	RIGHT MIRROR COVER (WCP) (CONSISTENT)	CRACKED	890.00	890.00
1	R/DOOR MIRROR GLASS (WCP) (CONSISTENT)	* CHECK	290.00	-
1	R/D/MIRROR INDICATOR (WCP) (CONSISTENT)	CRACKED	310.00	310.00
1	R/DOOR MIRROR MOTOR (WCP) (CONSISTENT)	* CHECK	150.00	-
	COST PLUS 10%		262.00	218.00
			2,882.00	2,398.00
	LABOUR			
	TOTAL LABOUR.		56.00	56.00
	PAINT WORK: LABOUR COST.		238.00	238.00
	PAINT WORK: MATERIAL COST.		350.00	350.00
			644.00	644.00
	GRAND TOTAL		3,526.00	3,042.00
	RECOMMENDED COST OF REPAIRS (REPAIR COST NOT CONCLUDE) (EXCLUDE CHECK ITEMS S\$484.00 NETT)			3,042.00

Report Ref No. CC4/ASM19016674/T1pb3s2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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