

Surveyor:

Steve

DOI:

ASSIGNMENT

5/11/19

Date / Time: 31/10/2019

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. : SFW 1528X

Claim No. : S9M025D2

Name of Insured : MOHAMED FAUZAN BIN RAZALI

Policy No. : GA433346

Insured Tel No. : HP:

Make / Model : TOYOTA WISH 1.8

Excess Sec II :SS

D.O.A : 29/10/2019 07:45

Place of Accident : SLIP RD OF LORONG CHUAN AND BRADDELL RD

Is driver the owner? (YES / NO)

Nature of Accident :

If NO, Driver Name / Age :

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

Driver Tel No. :

(V/L: YES / NO)

Insured Liability : % Final ? Yes / No

SLK 2434T



INSRS:  
WSP: AUTOMOTIVE  
Tel: REPAIR CENTRE  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time	SLK 2434T - X	SFW 1528X - X	STAGE	DATE / PIC
01.11.2019	OINR. To send out first letter. File pass to Su.		Non-Reporting ltr (1st):	
			Non-Reporting ltr (2nd):	
			Non-Reporting ltr (Final):	
			Notification ltr (if non-pickup):	
			Call OI:	ch 6/11/19 (By email)
			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:	

**PRELIMINARY ADVICE** Date/Time: Sent By:

**FINALIZATION** Date/Time: Confirm with: Confirm by:

Repair Cost: S\$ ( days) Reduction: % Email ☐ Call ☐

**FINAL SETTLEMENT** Date/Time: 13/11/2019 Confirm with: Shu Juan Email ☒ Call ☐

Final Liability: % 100 Agreed / Assessed BOLA S/N No. 27

Repair Cost: S\$ 1962.11

Loss of Rental (LOR): S\$ 321.00 ( 3 days) 25/10

Loss of Use (LOU): S\$ - (\$ x days)

Loss of Income (LOI): S\$ - (\$ x days)

LOR only ☒ LOU only ☒ LOR + LOU ☐ LOR + LOI ☐ (Tick only one)

GIA/LTA Search: S\$ 2.00

Medical: S\$ 270.21

Disbursement: S\$ - (e.g. Tow/ Independent)

Legal Cost: S\$ -

**Total:** S\$ 2555.82 **Global Sum S\$:**

**FINAL PAYMENT** Date/Time: Confirm with: Email ☒ Call ☐

Payee 1: S\$ 2555.82 Name 1: Automotive Repair Centre Pte Ltd.

Payee 2: (Strike if N.A.) S\$ Name 2:

Payee 3: (Strike if N.A.) S\$ Name 3:

ASS. REC. BY:

Steve

REF: ASM (AXA)

19249/EP

## ASSIGNMENT

From:

Date:

5.11.2019

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: SLK 2434T

at Workshop n/s: Automotive Repair

of 32 woodland s Industrial Park E1 #105-18

Insured:

Policy No:

Claims No:

Sum Insured:

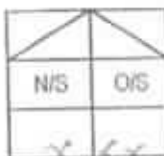
Excess:

(Client's Record)

Make of Veh: After 10.am

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value:

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 4 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

(up)

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SLK 2434T

Yr Regn:

11/1/17

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Toyota Ait15

c.c.

1598

Colour:

White

A/C: Insured / Std / NI / NA

Sp. Reading:

67067

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

MR053 REH104552153

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size:

F:

215/45ZR17

R:

H

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal.

5

mm

R/Bal.

5

mm

L/Bal.

5

mm

L/Bal.

5

mm

D.O.A.

29/10/19

D.O.I.

5/11/19

Survey held at

Automotive Repair Centre

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

Mr. 72K

PIP \$ 1833.75 (Reel \$ 261.257 59%)

4 + 1.

Date/Time, File Pass to?



Preli. Report

1)



Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee

Transportation

S + RS. 01

Parked

Other

POST

Add Fee:



Site Insp (\$



Interview (\$



Tech. Invs (\$



Week end (\$

Rep. Form:

Lump Sum / T.P.:

# ARC

Automotive Repair Centre Pte Ltd

CO. Reg. No. : 201312913C

GST Reg. No. : 201312913C

## Estimate

38 Woodlands Industrial Park E1

#05-18, Singapore 757700

Tel: 64688834 Fax: 64622278

E-mail: info@automotiverepaircentre.com.sg

ESTIMATE NO. : EST1910-132

DATE : 30-Oct-2019

POLICY NO. : AVIVA 10801675

VEHICLE REG. NO. : SLK2434T

VEHICLE MAKE : TOYOTA ALTIS 1.6L A

TO Motor Claim Department.

AXA INSURANCE SINGAPORE PTE LTD

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

Tel: 1800-880-4741

Fax: 6880 4740

FOR SURVEYOR

### ESTIMATE REPAIR COST

NO.	DESCRIPTION	QUANTITY	UNIT COST	TOTAL COST
<b>SPARE PARTS</b>				
1	Rear Bumper / <i>OP</i>	1	\$ 680.00	\$ 680.00
2	Rear Bumper Clip / <i>NC</i>	10	\$ 5.00	\$ 50.00
3	Rear Bumper Upper Retainer RH / <i>OR</i>	1	\$ 80.00	\$ 80.00
4	Rear Bumper Upper Retainer LH / <i>OR</i>	1	\$ 80.00	\$ 80.00
5	Rear Bumper Side Retainer RH / <i>X N/A</i>	1	\$ 120.00	\$ 120.00
6	Rear Bumper Side Retainer LH / <i>X N/A</i>	1	\$ 120.00	\$ 120.00
7	Rear Bumper Reflector RH / <i>X N/A</i>	1	\$ 60.00	\$ 60.00
8	Rear Bumper Reflector LH / <i>X N/A</i>	1	\$ 60.00	\$ 60.00
9	Rear Reinforcement / <i>X N/A</i>	1	\$ 400.00	\$ 400.00
10	Rear Reinforcement Arm RH / <i>X</i>	1	\$ 70.00	\$ 70.00
11	Rear Reinforcement Arm LH / <i>X</i>	1	\$ 70.00	\$ 70.00
12	Rear Antenna / <i>X N/A</i>	1	\$ 180.00	\$ 180.00
13	Rear Reverse Sensor / <i>BR</i>	2	\$ 220.00	\$ 440.00
14	End Panel / <i>X R</i>	1	\$ 600.00	\$ 600.00
15	End Panel Top Garnish / <i>X N/A</i>	1	\$ 240.00	\$ 240.00
Total Spare Parts				\$ 3,250.00
<b>SPECIAL NETT</b>				
Total Special Nett				\$
<b>LABOUR</b>				
16	Respray Rear Bumper, Rear Bootlip and Inner Panel	1	\$ 500.00	\$ 500.00
17	Repair, Replace and Refill Affected Accident Area Inc. End Panel	1	\$ 500.00	\$ 500.00
18	Remove and Refit Rear Reverse Sensor	1	\$ 80.00	\$ 80.00
19	Apply Rust Proofing on Replaced/Repaired Panel	1	\$ 100.00	\$ 100.00
20	Check and Rectify Electrical Wiring	1	\$ 20.00	\$ 20.00

Estimate prepared by: Raymond Tan

The above is an estimate based on our inspection and does not cover any additional parts or labour which may be required after work has been started. Occasionally, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above price are not guaranteed. Quotation on parts and labour are current and subject to change.

Total Labour	\$ 1,200.00
Amount Before Excess	\$ 4,450.00
Add GST @ 7%	311.50
Total Amount Payable	\$ 4,761.50

## Steve Chen (LKK Auto)

---

**From:** raymond@automotiverepaircentre.com.sg  
**Sent:** Tuesday, November 12, 2019 5:27 PM  
**To:** Steve Chen (LKK Auto)  
**Cc:** shujuan@automotiverepaircentre.com.sg  
**Subject:** RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

Dear Steve,

Please confirmed P/P repair @ \$1,833.75. (4 Repair days)

Thank you.

Best Regards,  
Raymond Tan  
Automotive Repair Centre Pte Ltd  
38 Woodlands Industrial Park E1  
#05-18, Singapore 757700  
Tel: +65 64688834  
Fax: +65 64622278

---

**From:** Steve Chen (LKK Auto) <SteveChen@lkkauto.com>  
**Sent:** Tuesday, 12 November 2019 5:15 PM  
**To:** raymond@automotiverepaircentre.com.sg  
**Cc:** shujuan@automotiverepaircentre.com.sg  
**Subject:** Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

Dear Raymond,

Kindly refer our finalize \$1833.75 (P/P, before GST). 4 repair days.

Kindly confirm.

Thanks

Best Regards,  
**Steve Chen** | Assistant Automotive Assessor  
LKK Auto Consultants  
Phone: 6256 3561 | Email: [SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## Enquire PARF/COE Rebate for Registered Vehicle

<b>Vehicle Owner Particulars</b>	
Owner ID Type:	Singapore NRIC
Owner ID:	555A
<b>Vehicle Details</b>	
Vehicle No.:	SLK2434T
Vehicle to be Exported:	No
Intended Deregistration Date:	05 Nov 2019
Vehicle Make:	TOYOTA
Vehicle Model:	COROLLA ALTIS 1.6 CVT
Primary Colour:	White
Manufacturing Year:	2016
Engine No.:	1ZRX578211
Chassis No.:	MR053REH104552153
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$19,990.00
Original Registration Date:	11 Jan 2017
First Registration Date:	11 Jan 2017
Transfer Count:	0
Actual ARF Paid:	\$19,990.00
<b>Intended PARF Rebate Details</b>	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	10 Jan 2027
PARF Rebate Amount:	\$14,992.00
<b>Intended COE Rebate Details</b>	
COE Expiry Date:	10 Jan 2027
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$50,101.00
COE Rebate Amount:	\$35,973.00
<b>Total Rebate Amount:</b>	<b>\$50,965.00</b>

The information contained herein is correct as at 05 Nov 2019

OK

# ARC

## Automotive Repair Centre Pte Ltd

CO. Reg. No. : 201312913C

GST Reg. No. : 201312913C

## Estimate

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#05-18, Singapore 757700

Tel: 64688834 Fax: 64622278

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15	End Panel Top Garnish / CRU	1	\$ 240.00	\$ 240.00
Total Spare Parts				\$ 3,250.00
<b>SPECIAL NETT</b>				
Total Special Nett				\$ -
<b>LABOUR</b>				
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Total Labour				\$ 1,200.00
Amount Before Excess				\$ 4,450.00
Add GST @ 7%				311.50
Total Amount Payable				\$ 4,761.50

Estimate prepared by: Raymond Tan

The above is an estimate based on our inspection and does not cover any additional parts or labour which may be required after work has been started. Occasionally, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above price are not guaranteed. Quotation on parts and labour are current and subject to change.

- To resurvey the vehicle during resurvey
- To display damaged parts 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



## Service Request Details

Claim

S9M025D2

Reference

None 

Loss Date

October 29, 2019

Report Date

Oct 31, 2019 10:51:57 AM

Request Date

October 31, 2019

Due Date

November 7, 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

P: Shu Juan

T: 5:08 p.m

V: Out

E: ✓

### Actions

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

Incident Vehicle Registration #

SLK2434T

MODEL

COROLLA 1.6 ALTIS 1598C

## Service Address

...

## Primary Contact/Insured

MOHAMED FAUZAN BIN RAZALI

BLK 777 WOODLANDS CRESCENT, #06-34, 730777, Singapore

JANE@LQ.COM.SG

## Claim Handler

LOH Cynthia

6568804843

cynthia.loh@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents 3

Assessment

Metrics

Notes 1

[New Message](#)



## KADRI Mateen

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**From:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>  
**Sent:** Thursday, October 31, 2019 9:31 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey  
**Cc:** raymond@automotiverepaircentre.com.sg;  
kenguan@automotiverepaircentre.com.sg  
**Subject:** [EXTERNAL] SLK2434T - TP Claim against SFW1528X  
**Attachments:** GIA REPORT-SLK2434T.PDF; EST1910-132 SLK2434T.pdf  
  
**Categories:** Mateen

Dear Person in-charge,

Our client's vehicle **SLK2434T** wants to make a third party claim against **SFW1528X** which is insured by **AXA Insurance Pte. Ltd**

Kindly let us know the Claim officer in-charge for liability / settlement of our client's claim.

E.g. your principle's advice on the validity of the policy holder.

\*Please send us your top 10 surveyor companies for survey.

Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**  
38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 6 November 2019 2:58 PM  
**To:** Lin Shu Juan  
**Cc:** raymond@automotiverepaircentre.com.sg;  
kenguan@automotiverepaircentre.com.sg; Admin A; assignments  
**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly arrange for survey.

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>  
**Sent:** Friday, 1 November 2019 10:09 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg; Admin A <admin-

a@lkkauto.com>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

Dear Mei Kwan / Hsiao Tong,

With reference to your email, please find enclosed the following:

1. Video Footage
2. Accident Scene Photos

Appreciate your kind assistance to revert the liability upon your insured's filing of the above accident. Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**

38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

**Sent:** Friday, 1 November 2019 8:56 AM

**To:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>

**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

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

Dear Sir / Madam,

We refer to the above matter.

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

***Please provide us the following.***

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

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong at 6742 3197.**

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

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

Thank you.  
Best Regards,  
**Mei Kwan** | Admin  
LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>  
**Sent:** Thursday, 31 October, 2019 11:16 AM  
**To:** KADRI Mateen <[mateen.kadri@axa.com.sg](mailto:mateen.kadri@axa.com.sg)>  
**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)  
**Subject:** [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL

Dear Sir / Madam,

We shall use the following motor surveyor:  
- LKK Auto Consultants Pte Ltd

Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**  
38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

**From:** KADRI Mateen [<mailto:mateen.kadri@axa.com.sg>]  
**Sent:** Thursday, 31 October 2019 10:58 AM  
**To:** [shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)  
**Subject:** Your Ref : SLK2434T Our Ref : S9M025D2MC/CL

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

Dear Sir,

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a Single Joint Expert.

List of our motor surveyors:	
1.	LKK Auto Consultants Pte Ltd
2.	Infiniti Appraisal Services
3.	Priority Services Pte Ltd
4.	AXA in house surveyor

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.

Regards,  
Mateen Kadri



**From:** Lin Shu Juan [<mailto:shujuan@automotiverepaircentre.com.sg>]  
**Sent:** Thursday, October 31, 2019 9:31 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>  
**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)  
**Subject:** [EXTERNAL] SLK2434T - TP Claim against SFW1528X

Dear Person in-charge,

Our client's vehicle **SLK2434T** wants to make a third party claim against **SFW1528X** which is insured by **AXA Insurance Pte. Ltd**

Kindly let us know the Claim officer in-charge for liability / settlement of our client's claim.

E.g. your principle's advice on the validity of the policy holder.

\*Please send us your top 10 surveyor companies for survey.

Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**  
38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Singapore - Externals or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

## Hsiao Tong (LKKAUTO)

---

**From:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>  
**Sent:** Thursday, 21 November 2019 5:20 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** raymond@automotiverepaircentre.com.sg;  
kenguan@automotiverepaircentre.com.sg; Admin A; assignments  
**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3  
**Attachments:** LOD, Invoice, LOA.pdf, BKW.pdf, Medical Receipt.pdf, SFW1528X.pdf

Dear Hsiao Tong,

Please find enclosed our LOD and supporting documents for the above claim.

Await your offer / DV if applicable.

Thank you.

Regards,  
Lin Shu Juan

### **Automotive Repair Centre Pte Ltd**

38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Wednesday, 6 November 2019 2:58 PM  
**To:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>  
**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

### **Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly arrange for survey.

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>

**Sent:** Friday, 1 November 2019 10:09 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

Dear Mei Kwan / Hsiao Tong,

With reference to your email, please find enclosed the following:

1. Video Footage
2. Accident Scene Photos

Appreciate your kind assistance to revert the liability upon your insured's filing of the above accident. Thank you.

Regards,

Lin Shu Juan

**Automotive Repair Centre Pte Ltd**

38 Woodlands Industrial Park E1

#05-18

Singapore 757700

Tel: +65 6468 8834

Fax: +65 6462 2278

---

**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Friday, 1 November 2019 8:56 AM

**To:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>

**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

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

Dear Sir / Madam,

We refer to the above matter.

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

*Please provide us the following.*

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

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong at 6742 3197.**

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>

**Sent:** Thursday, 31 October, 2019 11:16 AM

**To:** KADRI Mateen <[mateen.kadri@axa.com.sg](mailto:mateen.kadri@axa.com.sg)>

**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)

**Subject:** [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL

Dear Sir / Madam,

We shall use the following motor surveyor:

- LKK Auto Consultants Pte Ltd

Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**

38 Woodlands Industrial Park E1

#05-18

Singapore 757700

Tel: +65 6468 8834

Fax: +65 6462 2278



**From:** KADRI Mateen [mailto:mateen.kadri@axa.com.sg]  
**Sent:** Thursday, 31 October 2019 10:58 AM  
**To:** shujuan@automotiverepaircentre.com.sg  
**Subject:** Your Ref : SLK2434T Our Ref : S9M025D2MC/CL

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

Dear Sir,

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a Single Joint Expert.

List of our motor surveyors:
1. LKK Auto Consultants Pte Ltd
2. Infiniti Appraisal Services
3. Priority Services Pte Ltd
4. AXA in house surveyor

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.

Regards,  
Mateen Kadri



**From:** Lin Shu Juan [mailto:shujuan@automotiverepaircentre.com.sg]  
**Sent:** Thursday, October 31, 2019 9:31 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>  
**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg  
**Subject:** [EXTERNAL] SLK2434T - TP Claim against SFW1528X

Dear Person in-charge,

Our client's vehicle **SLK2434T** wants to make a third party claim against **SFW1528X** which is insured by **AXA Insurance Pte. Ltd**

Kindly let us know the Claim officer in-charge for liability / settlement of our client's claim.

E.g. your principle's advice on the validity of the policy holder.

\*Please send us your top 10 surveyor companies for survey.

Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**  
38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

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## « <TP - Mandate IA> - S9M025D2 [ACCIDENT INVOLVING SFW 1528X(OI) & SLK 2434T(TP) ON 29/10/2019]

Type

❓ Question

Message

Liability: 100%. Insured driver rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$2,269.56(if claim LOU) - \$2,504.56(if claim LOR). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 14-Nov-19

Reply



Auto-  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 14.11.2019

### Survey Details:

Date of loss	29-Oct-19
Date of appointment	31-Oct-19
Date of survey	5-Nov-19
Location of survey	AUTOMOTIVE REPAIR CENTRE PTE LTD

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SLK2434T
Make and Model	TOYOTA COROLLA ALTIS 1.6 CVT
Date of registration	11-Jan-17
Parf Rebate	
Market Value	\$ 72,000.00
Parf Rebate	\$ 51,018.00
Nett Loss	\$ 20,982.00

### Repair details:

Initial Estimate	\$ 4,450.00
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 963.75
Check items (estimate)	NIL
Labour	\$ 870.00
<b>Total</b>	<b>\$ 1,833.75</b>
Lump Sum(if applicable)	\$ -

Number of days for repair	4
---------------------------	---



Auto  
Consultants  
Pte Ltd

Company Registration No. 199601158R

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

**Remarks:**

OID REAR-ENDED TP\* 100% BOLA 27.

**Mandate:**

Liability(TP)	100%	
Proposed repair cost (w/GST)	\$ 1,962.11	\$ 1,962.11
Loss of use (5days x \$60.00)	\$ 300.00	NIL
Loss of rental (5days x \$100)(w/GST)	NIL	\$ 535.00
Loss of income	NIL	NIL
LTA search fees	\$ 7.45	\$ 7.45
Others	NIL	NIL
Proposed Total	\$ 2,269.56	\$ 2,504.56



Re:<TP - Mandate IA> - S9M025D2 [ACCIDENT INVOLVING SFW 1528X(OI) & SLK 2434T(TP) ON 29/10/2019]

Type

🔗 Question

Message

Approve

Reply



## RE: Re:<TP - Mandate IA> - S9M025D2 [ACCIDENT INVOLVING SFW 1528X(OI) & SLK 2434T(TP) ON 29/10/2019]

Type

🔍 Question

Message

Hi, Please be informed that third party claimant would like to claim for medical fee amount of \$270.71. As such, we would like to reseek your mandate at \$2,555.82(all-in). The breakdown is as follows: - 1)Cost of Repair (w/GST):\$1,962.11 + 2.)Loss of Rental(w/GST)(3days x \$100.00): \$321.00 + 3). LTA/GIA Search Fee: \$2.00 + 4) Medical Fee:\$270.71 = TOTAL: \$ 2,555.82. For your mandate / instruction please. Hsiao Tong - 04 Dec 2019

Reply

## Hsiao Tong (LKKAuto)

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, 18 December 2019 1:49 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** FW: New message for service request 144790, vehicle number SLK2434T

18/12/19 10:02 AM \*\*\* MessageApprove. Please let Claimant sign DV for both PD (\$2285.11) & Injury claim (\$270.71). Thanks - LOH Cynthia

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

**From:** cynthia.loh@axa.com.sg <cynthia.loh@axa.com.sg>  
**Sent:** Wednesday, 18 December, 2019 10:03 AM  
**To:** admin-d@lkkauto.com  
**Subject:** New message for service request 144790, vehicle number SLK2434T

AXA Insurance has sent you a message for claim number S9M025D2.

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:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>  
**Sent:** Thursday, 9 January 2020 12:09 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** raymond@automotiverepaircentre.com.sg;  
kenguan@automotiverepaircentre.com.sg; Admin A  
**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/Epa3

Dear Hsiao Tong,

With reference to your offer, we hereby accept the settlement sum of **S\$2,555.82**.

Kindly issue us your DV (if applicable).  
Thank you.

Regards,  
Lin Shu Juan

### Automotive Repair Centre Pte Ltd

38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Saturday, 28 December 2019 2:08 PM  
**To:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>  
**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/Epa3

### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 1,962.11
2. Loss of Rental (3days x \$100.00)(w/GST)	\$ 321.00
3. LTA/GIA Search Fee	\$ 2.00
4. Medical Fee	\$ 270.71
<b>Total</b>	<b>\$ 2,555.82</b>

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>

**Sent:** Thursday, 21 November 2019 5:20 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

Dear Hsiao Tong,

Please find enclosed our LOD and supporting documents for the above claim.

Await your offer / DV if applicable.

Thank you.

Regards,

Lin Shu Juan

**Automotive Repair Centre Pte Ltd**

38 Woodlands Industrial Park E1

#05-18

Singapore 757700

Tel: +65 6468 8834

Fax: +65 6462 2278

---

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

**Sent:** Wednesday, 6 November 2019 2:58 PM

**To:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>

**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Kindly arrange for survey.

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Lin Shu Juan <[shujuan@automotiverepaircentre.com.sg](mailto:shujuan@automotiverepaircentre.com.sg)>

**Sent:** Friday, 1 November 2019 10:09 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

Dear Mei Kwan / Hsiao Tong,

With reference to your email, please find enclosed the following:

1. Video Footage
2. Accident Scene Photos

Appreciate your kind assistance to revert the liability upon your insured's filing of the above accident. Thank you.

Regards,

Lin Shu Juan

**Automotive Repair Centre Pte Ltd**

38 Woodlands Industrial Park E1

#05-18

Singapore 757700

Tel: +65 6468 8834

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

**Sent:** Friday, 1 November 2019 8:56 AM

**To:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>

**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL \*\*\* LKK REF: CC4/ASM19019299/pa3

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

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***Please provide us the following.***

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

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong at 6742 3197**.

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

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

Thank you.

Best Regards,

**Mei Kwan | Admin**

**LKK Auto Consultants Pte Ltd**

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

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

**From:** Lin Shu Juan <shujuan@automotiverepaircentre.com.sg>

**Sent:** Thursday, 31 October, 2019 11:16 AM

**To:** KADRI Mateen <mateen.kadri@axa.com.sg>

**Cc:** raymond@automotiverepaircentre.com.sg; kenguan@automotiverepaircentre.com.sg

**Subject:** [EXTERNAL] RE: Your Ref : SLK2434T Our Ref : S9M025D2MC/CL

Dear Sir / Madam,

We shall use the following motor surveyor:

- LKK Auto Consultants Pte Ltd

Thank you.

Regards,  
Lin Shu Juan

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Singapore 757700  
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Fax: +65 6462 2278

**From:** KADRI Mateen [<mailto:mateen.kadri@axa.com.sg>]  
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**Subject:** Your Ref : SLK2434T Our Ref : S9M025D2MC/CL

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

Dear Sir,

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a Single Joint Expert.

List of our motor surveyors:	
1.	LKK Auto Consultants Pte Ltd
2.	Infiniti Appraisal Services
3.	Priority Services Pte Ltd
4.	AXA in house surveyor

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.

Regards,  
Mateen Kadri



**From:** Lin Shu Juan [<mailto:shujuan@automotiverepaircentre.com.sg>]  
**Sent:** Thursday, October 31, 2019 9:31 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor\\_survey@axa.com.sg](mailto:motor_survey@axa.com.sg)>  
**Cc:** [raymond@automotiverepaircentre.com.sg](mailto:raymond@automotiverepaircentre.com.sg); [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg)  
**Subject:** [EXTERNAL] SLK2434T - TP Claim against SFW1528X

Dear Person in-charge,

Our client's vehicle **SLK2434T** wants to make a third party claim against **SFW1528X** which is insured by **AXA Insurance Pte. Ltd**

Kindly let us know the Claim officer in-charge for liability / settlement of our client's claim.

E.g. your principle's advice on the validity of the policy holder.

\*Please send us your top 10 surveyor companies for survey.

Thank you.

Regards,  
Lin Shu Juan

**Automotive Repair Centre Pte Ltd**  
38 Woodlands Industrial Park E1  
#05-18  
Singapore 757700  
Tel: +65 6468 8834  
Fax: +65 6462 2278

-----Disclaimer-----

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# ARC

**AUTOMOTIVE REPAIR CENTRE PTE LTD**  
38 WOODLANDS INDUSTRIAL PARK E1  
#05-18 SINGAPORE 757700  
TEL: 64688834 / FAX: 64622278  
E-MAIL: [info@automotiverepaircentre.com.sg](mailto:info@automotiverepaircentre.com.sg)

AXA Insurance Singapore Pte Ltd  
Attn: Motor Claims Dept

Dear Sir/ Madam

## LETTER OF DEMAND

**ACCIDENT INVOLVING VEHICLE NO SLK2434T & SFW1528X**  
**ALONG SLIP ROAD OF LORONG CHUAN AND BRADDELL ROAD ON**  
**29/10/2019.**

We understand that you are the insurer of vehicle SFW1528X.

I/We wish to inform you that my/our vehicle SLK2434T have been completed repairs to my/our satisfaction by M/s AUTOMOTIVE REPAIR CENTRE PTE LTD. I/We therefore propose to claim from your as follows:

1.	Cost of Repair	S\$ 1,962.11 (w/GST 7%)
2.	Loss of Rental(S\$120.00 x 03 days)	S\$ 385.20 (w/GST 7%)
3.	Medical Expenses	S\$ 270.71
4.	LTA Search Fee/GIA Reports	S\$ 2.00
<b>TOTAL</b>		<b>S\$ 2,620.02</b>

Please let us have your reply soonest possible.

Thank you.

Yours faithfully

  
21/11/2019



# 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/ASM19019299/Epa3q2

8 SHENTON WAY #24-01  
AXA TOWERSINGAPORE 068811  
ATTN:CYNTHIA LOH

Date : 20-01-2020



Code : ASM

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SFW 1528X	Veh. Inspected	SLK 2434T
Policy No.	GA433346	Coverage (\$)	0.00
Claim No.	S9M025D2	Excess (\$)	0.00
Assign From		Assign Date	31/10/2019

## 2. Vehicle Particulars & Condition

Make & Model	TOYOTA ALTIS	c.c	1598
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	MR053REH104552153	Colour	WHITE
Odometer	67067	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

## 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	215/45Z R17	MICHELIN	5 mm
L/H Front Tyre	215/45Z R17	MICHELIN	5 mm
R/H Rear Tyre	215/45Z R17	MICHELIN	5 mm
L/H Rear Tyre	215/45Z R17	MICHELIN	5 mm

## 4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.  
DAMAGES SEE DETAILS.

## 5. General Information

Accident Date	29/10/2019	Inspection Date	05/11/2019
Survey held at	AUTOMOTIVE REPAIR CENTRE PTE LTD 38 WOODLANDS INDUSTRIAL PARK E1 # 05-18 SINGAPORE 757700		

## 5a. Remarks

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

## 5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	4 Working Days
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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. SLK 2434T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b><u>REPLACEMENT OF PARTS</u></b>			
1	REAR BUMPER (CONSISTENT)	DENTED	680.00	495.00
10	REAR BUMPER CLIP @\$5.00 (CONSISTENT)	NECESSARY	50.00	30.00
1	REAR BUMPER UPPER RETAINER RH (CONSISTENT)	BROKEN	80.00	80.00
1	REAR BUMPER UPPER RETAINER LH (CONSISTENT)	BROKEN	80.00	80.00
1	REAR BUMPER SIDE RETAINER RH (CONSISTENT)	NOT NECESSARY	120.00	-
1	REAR BUMPER SIDE RETAINER LH (CONSISTENT)	NOT NECESSARY	120.00	-
1	REAR BUMPER REFLECTOR RH (CONSISTENT)	NOT NECESSARY	60.00	-
1	REAR BUMPER REFLECTOR LH (CONSISTENT)	NOT NECESSARY	60.00	-
1	REAR REINFORCEMENT (CONSISTENT)	DENTED	400.00	400.00
1	REAR REINFORCEMENT ARM RH (CONSISTENT)	NOT NECESSARY	70.00	-
1	REAR REINFORCEMENT ARM LH (CONSISTENT)	NOT NECESSARY	70.00	-
1	REAR ANTENNA (CONSISTENT)	NOT NECESSARY	180.00	-
2	REAR REVERSE SENSOR @\$220.00 (CONSISTENT)	BROKEN (1 PCS ONLY)	440.00	200.00
1	END PANEL (CONSISTENT)	TO REPAIR SEE LABOUR	600.00	-
1	END PANEL TOP GARNISH (CONSISTENT)	NOT NECESSARY	240.00	-
	LESS 25% DISCOUNT		-	-321.25
			3,250.00	963.75
	<b><u>LABOUR</u></b>			
	RESPRAY REAR BUMPER ,REAR BOOTLID AND INNER PANEL.		500.00	400.00
	REPAIR ,REPLACE AND REFILL AFFECTED ACCIDENT AREA INC ,END PANEL .INCLUSIVE OF THE REPAIR OF END PANEL .		500.00	400.00
	REMOVE AND REFIT REAR REVERSE SENSOR .		80.00	20.00
	APPLY RUST PROOFING ON REPLACED /REPAIRED PANEL.		100.00	30.00
	CHECK AND RECTIFY ELECTRICAL WIRING.		20.00	20.00
			1,200.00	870.00
	<b>GRAND TOTAL</b>		<b>4,450.00</b>	<b>1,833.75</b>

Report Ref No. CC4/ASM19019299/Epa3q2



RECOMMENDED COST OF REPAIRS			1,833.75
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Report Ref No. CC4/ASM19019299/Epa3q2



CHEN TSUE YEE

Automotive Assessor

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

Service Request Details

Claim59M02502

ReferenceCC4/ASM19019299/Epa3

Loss Date29 October 2019

Report Date31 Oct 2019 10:51:57 AM

Request Date31 October 2019

Due Date

Vendor NameLKX AUTO CONSULTANTS PTE LTD (TPP)

Type of LossThird Party Vehicle Damage

ServicesPending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #SLK0434T

MakeTPWD TOYOTA

ModelCOROLLA 1.6 ALTS 1598C

Service Address

...

Primary Contact/Insured

MOHAMED FAUZAN BIN RAZALI  
BLK 777 WOODLANDS CRESCENT, #06-3A,  
730777, Singapore

JANE@LQ.COM.SG

Claim Handler

LOH Cynthia  
6568804843  
cynthia.loh@axa.com.sg















Actions

Next StepWait for: Approve Invoice

Auto Invoice

Additional Instructions

1						
Messages	Invoices	History	Documents	Assessment	Metrics	Notes
Document Type Document SubType						
<div><div>+ Upload Documents</div><div><div></div><div></div><div></div></div></div>						
NAME			TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
<div><div></div><div>LKXInvoice1 (2).pdf</div></div>			Invoice	Surveyor/ Assessor expense	LKX AUTO CONSULTANTS PTE LTD (TPP)	20 January 2020

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 WORKSHOP INVOICE.pdf	Invoice	Regular	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 PAYMENT BREAKDOWN_LKK.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 MEDICAL FEE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 LOO.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 LKKInspection.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 LKKAdjustment1a.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 GUA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 LKK PHOTO-3.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 DISCHARGE VOUCHER.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	20 January 2020
 Insurance Search Fee.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
 Medical Receipt.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Rental Receipt & Agreement.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	4 December 2019
LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 November 2019
TP-MANDATE IA do 141119.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	14 November 2019
LKK Recovery Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	14 November 2019
TP ESTIMATE_MARKED(FINAL).pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	14 November 2019
TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	12 November 2019
TP - IA.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	12 November 2019
GA433346-Certificate of Insurance.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	KADRI Matzen	1 November 2019
GA433346-Policy Schedule.pdf	Forms / Claim Documents	Policy Schedule / Covernote / Certificate of Insurance	KADRI Matzen	1 November 2019
OI GIA REPORT.PDF	Reports & Statement	GIA Report	LOH Cynthia	1 November 2019
Video Footage.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	1 November 2019
ACCIDENT PHOTO 5.jpg	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	1 November 2019
ACCIDENT PHOTO 3.jpg	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	1 November 2019
ACCIDENT PHOTO 1.jpg	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	1 November 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 ACCIDENT PHOTO 2.jpg	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	1 November 2019
 ACCIDENT PHOTO 4.jpg	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	1 November 2019
 GJA REPORT OF SLK243AT.pdf	Reports & Statement	GJA Report	KADRI Matzen	31 October 2019
 EMAIL FROM WORKSHOP (THIRD PARTY PRQ).pdf	Letters and Correspondence	Workshop	KADRI Matzen	31 October 2019
 EMAIL.mig	Letters and Correspondence	Others	KADRI Matzen	31 October 2019