

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	02 Feb 2020 23:07	<b>Clim Dtl Modified</b>	Claimant's Name: -> -.	[A] HOW MEI KWAN
2	02 Feb 2020 23:07	<b>Clim Veh Model Changed</b>	(201085) HONDA CIVIC 2.0 TYPE-R (M).	[A] HOW MEI KWAN
3	02 Feb 2020 23:07	<b>Clim Created</b>	Reg No: SKF5824U. Acct Date: 2020/01/24. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Teamwork Garage Pte Ltd (HQ)	[A] HOW MEI KWAN
4	02 Feb 2020 23:07	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	02 Feb 2020 23:07	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/02/11	[A] HOW MEI KWAN
6	02 Feb 2020 23:07	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	02 Feb 2020 23:08	<b>Label Added</b>	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	02 Feb 2020 23:08	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	04 Feb 2020 10:31	<b>Clim Dtl Modified</b>	Claimant's Name: - -> NURUL RAHITA BINTE ABDUL RAHIM.	[A] HOW MEI KWAN
10	04 Feb 2020 10:31	<b>Clim Registration Modified</b>	Acct Time:00:00:00->02:00:00.	[A] HOW MEI KWAN
11	11 Feb 2020 16:14	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS Liability: TBA Remarks: Pending video from 3rd party. Pls advise if there is any video from insured.Thanks.	[A] CHEW HSIAO TONG
12	13 Feb 2020 09:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/02/11. Mandate Remarks: Requested from CTPL, will upload once received.	[I] Zuhaidah Bte Samsuri
13	13 Feb 2020 09:09	<b>Adj Mandate Set</b>	Maintained:Requested from CTPL, will upload once received.	[I] Zuhaidah Bte Samsuri
14	14 Feb 2020 17:10	<b>Video Downloaded</b>	Downloaded Video - Accident (OID)	[A] CHEW HSIAO TONG
15	17 Feb 2020 17:06	<b>Video Downloaded</b>	Downloaded Video - Accident (OID)	[A] BRYAN TANI
16	17 Feb 2020 17:10	<b>Video Downloaded</b>	Downloaded Video - Accident (OID)	[A] BRYAN TANI
17	24 Aug 2020 16:30	<b>Video Downloaded</b>	Downloaded Video - Accident (OID)	[I] Zuhaidah Bte Samsuri
18	13 Oct 2020 09:00	<b>Adj Mandate Request</b>	Cur.Req:0.00:Hi, propose to reject 3rd party claim as video is inconclusive to show collision. Furthermore, 3rd party vehicle had pre-existing damages.	[A] CHEW HSIAO TONG
19	13 Oct 2020 09:05	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2020/02/11. Mandate Remarks: Please proceed to reject TP claim.	[I] Zuhaidah Bte Samsuri
20	13 Oct 2020 09:05	<b>Adj Mandate Set</b>	Approved:0.00:Please proceed to reject TP claim.	[I] Zuhaidah Bte Samsuri

Date From   Date To   Audit Type  

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2424893	03 Feb 2020 09:36:11	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SKF5824U	SHC1041P	11.77
2437370	13 Feb 2020 11:07:26	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SKF5824U	Zuhaidah Bte Samsuri	xx.xx



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 15 October 2020 11:08 AM  
**To:** 'claims'  
**Subject:** [REJECTION] Your Ref: SKF5824U // Our Ref: CC4/III20001745/T1pa3 [ACCIDENT INVOLVING SHC 1041P(III) AND SKF 5824U ON 24/01/2020]

Your Ref: **SKF5824U** Without Prejudice  
Our Ref: CC4/III20001745/T1pa3

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SHC 1041P(III) AND SKF 5824U ON 24/01/2020**

We refer to the above matter.

We have reviewed the matter. Based on all the report and your client's video footage, the video footage shows that our insured driver was filtering into your client's lane, however we are unable to confirm if there is any collision. We are of the view that the video is inconclusive. Furthermore, your client had involve in another accident and the vehicle had pre-existing damages on the front portion.

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

Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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