





Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	12 Feb 2020 16:14	Clm Dtl Modified	Claimant's Name: -> -.	[A] Lee Su Li
2	12 Feb 2020 16:14	Clm Veh Model Changed	(206086) ADIVA AD1 200 190cc 3W.	[A] Lee Su Li
3	12 Feb 2020 16:14	Clm Created	Reg No: SJD7337T. Acct Date: 2020/01/19. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Cas Garage Pte Ltd (HQ)	[A] Lee Su Li
4	12 Feb 2020 16:14	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	12 Feb 2020 16:14	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/21	[A] Lee Su Li
6	12 Feb 2020 16:14	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	12 Feb 2020 16:14	Label Added	(30653):Direct Settlement.	[A] Lee Su Li
8	12 Feb 2020 16:14	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] Lee Su Li
9	25 Feb 2020 10:21	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks: Conflicting version. Kindly upload Insured video in Merimen for our viewing.	[A] CHEW HSIAO TONG
10	25 Feb 2020 17:44	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/21. Mandate Remarks: We will upload the video once we receive it.	[I] Sundari Nagarajan
11	25 Feb 2020 17:44	Adj Mandate Set	Maintained:We will upload the video once we receive it.	[I] Sundari Nagarajan
12	05 Mar 2020 11:01	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks: Conflicting version. Kindly upload Insured video in Merimen for our viewing.	[A] CHEW HSIAO TONG
13	05 Mar 2020 17:21	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/02/21. Mandate Remarks: Not yet received. We will upload the video once we receive it.	[I] Sundari Nagarajan
14	05 Mar 2020 17:21	Adj Mandate Set	Maintained:Not yet received. We will upload the video once we receive it.	[I] Sundari Nagarajan
15	08 Mar 2020 15:09	Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks: 3rd party video sent to you via email on 08/03/2020. Kindly upload Insured video in Merimen for our viewing.	[A] CHEW HSIAO TONG
16	09 Mar 2020 09:24	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/02/21. Mandate Remarks: video uploaded	[I] Sundari Nagarajan
17	09 Mar 2020 09:24	Adj Mandate Set	Approved:0.00:video uploaded	[I] Sundari Nagarajan
18	14 Mar 2020 13:30	Video Downloaded	Downloaded Video - Accident-IV	[A] CHEW HSIAO TONG
19	14 Mar 2020 13:33	Adj Mandate Request	Cur.Req:0.00:3rd party was driving in between 2 lanes while our driver was driving within his lane. Seek approval to reject 3rd party claim.	[A] CHEW HSIAO TONG
20	16 Mar 2020 10:32	Video Downloaded	Downloaded Video - Accident-IV	[I] Sundari Nagarajan
21	16 Mar 2020 10:42	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/02/21. Mandate Remarks: agree to reject	[I] Sundari Nagarajan
22	16 Mar 2020 10:42	Adj Mandate Set	Maintained:agree to reject	[I] Sundari Nagarajan
23	21 Sep 2020 14:06	Label Removed	(30653):Direct Settlement.	[A] CHEW HSIAO TONG
24	21 Sep 2020 14:06	Label Added	(30652):WP.	[A] CHEW HSIAO TONG

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
2437095	13 Feb 2020 08:26:59	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SJD7337T	SHD3213S	11.77
2461787	09 Mar 2020 09:23:10	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SJD7337T	Sundari Nagarajan	xx.xx
2461793	09 Mar 2020 09:24:00	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SJD7337T	Sundari Nagarajan	xx.xx

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 24 March 2020 11:00 AM
To: Nicole Chong
Cc: Allan Goh; CAS Garage Garage; Admin A; Su Li (LKK Auto)
Subject: RE: LOD - SJD 7337T DOA 19.01.2020 - TP INDIA *** LKK REF: CC6/III20002382/Aps3
Attachments: Statement of SHD3213S.pdf; SJD7337T vs SHD3213S_OI VIDEO.MP4

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured video footage and report for your easy reference. From the video, it shows that your client was driving in between 2 lanes while our insured driver was driving within his lane. Your client had collided onto our insured taxi when our driver passed by. Therefore, we are of the view that our insured driver is not liable for your client's claim.

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.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 19 March 2020 11:30 AM
To: Nicole Chong <nicole@casgarage.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Allan Goh <allan@casgarage.sg>; CAS Garage Garage <contact@casgarage.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD - SJD 7337T DOA 19.01.2020 - TP INDIA *** LKK REF: CC6/III20002382/Aps3

Dear Sirs / Madam,

Thank you for your email.

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

Hi Hsiao Tong,

Kindly assist.

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 | fax: 67414108

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

From: Nicole Chong <nicole@casgarage.sg>

Sent: Tuesday, 17 March, 2020 9:36 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Allan Goh <allan@casgarage.sg>; CAS Garage Garage <contact@casgarage.sg>

Subject: LOD - SJD 7337T DOA 19.01.2020 - TP INDIA

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WITHOUT PREJUDICE

Regards,

Nicole Chong

Admin and Finance Officer

CAS Garage Pte. Ltd.

Addr: 1 Kaki Bukit Ave 6, #02-22

Autobay. Singapore (417883)

Hp: 9791 6119

Office: 6484 2220

UEN: 201828067M