

INS. CASE OWNER:

Ernest

CC 4/AXA150 19938, Kyg39

## ASSIGNMENT

Surveyor:

Kenneth Kong.

DOI:

23/11/15

Date / Time:

23/11/15

Registered in Merimen:

24/11/15

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKD1048E

Name of Insured:

Chiam Tat Nam

Insured Tel No.:

63450766

HP:

91055032

Excess Sec II :SS

D.O.A:

30/10/15

Is driver the owner?

( YES / NO )

Nature of Accident:

Claim No.:

C0361230

Policy No.:

GA10426311

Make / Model:

BMW 523i-3.0 F10(A)

Place of Accident:

Still Road

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

SHF7247



INSRS:

WSP:

Tel:

Liability:

RMKS:

Trans-cab.



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

| Date/ Time       |                                                                                                                                                                                                                           | STAGE                             | DATE / PIC     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------|
| 25/11            | SHF7247 - X                                                                                                                                                                                                               | Non-Reporting ltr (1st):          |                |
|                  | SKD1048E - X                                                                                                                                                                                                              | Non-Reporting ltr (2nd):          |                |
| 15/12/15 @ 10:30 | changed lane & collided with taxi. Called OI no answer.                                                                                                                                                                   | Non-Reporting ltr (Final):        |                |
| 16/12/15 @ 3:20  | Call OI do not answer                                                                                                                                                                                                     | Notification ltr (if non-pickup): |                |
| 18/1/16 @ 7:00   | Email to trans-cab to provide evidence                                                                                                                                                                                    | Call OI:                          | 19/1/16        |
| 19/1/16 @ 10:35  | Spoken with OI disputed on vicb he said TP over took him from the left when he already completely changed into the extreme left lane. OI disputed on B2 claim as well. Informed OI, we will send for video footage first. | After call ltr to OI:             |                |
| 04-8-16          | SINCE OI INSIST HE WAS NOT AT FAULT, ASK TAXI TO PRODUCE CCTV FOOTAGE WHICH HAD CAPTURED THE ACCIDENT AS ALLEGED IN HIS POLICE REPORT OR PROVIDE PSR'S STATEMENT WHO HE HAD PICKED UP FROM NO. 60 LUNG LOR 35.            | Documentation Check List:         | Handler Typist |
| 06-03-17         | SINCE TP IS NOT ABLE TO PROVIDE TV FOOTAGE TO CLOSE TEMPORARILY                                                                                                                                                           | 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:

Confirm with

Email

Call

Final Liability:

S\$

100

(Agreed / Assessed)

BOLA S/N No.:

15

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

( days )

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\$

Medical:

S\$

Disbursement:

S\$

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

## FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

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:

# 250/-

ASS. REC. BY:

REF: AXA

## ASSIGNMENT

From: \_\_\_\_\_

Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

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

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

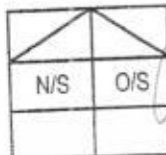
Sum Insured: \_\_\_\_\_

Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

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

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_

Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_

Consistent? : Yes or No

Est. Repairs: \_\_\_\_\_

04 days

Res.: Yes or No

Lum Sum: \_\_\_\_\_

1.3.1 %

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Veh No: S14P 724TYr Regn: 12, 14

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

Truck / Trailer or \_\_\_\_\_

Make: RenaultLongitude c.c. 1995Colour: m. white

A/C: Insured / Std / NI / NA

Sp. Reading: 73090

T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: VFIABL15AUC

281169

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: \_\_\_\_\_

R: \_\_\_\_\_

215/60R16

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

TOYO / YOKO or \_\_\_\_\_

Ravelo

Front

Rear

R/Bal. \_\_\_\_\_

9

mm

R/Bal. \_\_\_\_\_

9

mm

L/Bal. \_\_\_\_\_

9

mm

L/Bal. \_\_\_\_\_

9

mm

D.O.A. 30/10/15D.O.I. 23/11/15

Survey held at \_\_\_\_\_

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

O/S body

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

Date / Time

Action / Instruction

24/11

File pass to Carline

u

B 3689-38 Saw

30/11/17

B 3689-38 Carline Tarnish

(4X 133.75)

Date/Time, File Pass to?

1)

Date/Time, File Return to?

2)



Preli. Report



Final Report

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trip: \_\_\_\_\_

Add Fee: \_\_\_\_\_



Site Insp (\$



Interview (\$



Tech. Invs (\$



Weekend (\$

Survey Fee: \_\_\_\_\_

Transportation: \_\_\_\_\_

S + RS. \$

Photos

Others

TOTAL

Report Format: \_\_\_\_\_

Lump Sum / I.B.I: (\$ \_\_\_\_\_)



# 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 SINGAPORE PTE LTD

Ref : CC4/AXA15019938/Kyg3

8 SHENTON WAY #27-01 SINGAPORE 068811

Date : 24-11-2015



Code : AXA2

## Policy Particulars :- THIRD PARTY CLAIM

|    |              |           |                |            |
|----|--------------|-----------|----------------|------------|
| 1. | Insured Veh. | SKD 1048E | Veh. Inspected | SHF 724T   |
|    | Policy No.   |           | Coverage (\$)  | 0.00       |
|    | Claim No.    |           | Excess (\$)    | 0.00       |
|    | Assign From  |           | Assign Date    | 24/11/2015 |

## Vehicle Particulars & Condition

|    |              |        |              |
|----|--------------|--------|--------------|
| 2. | Make & Model | c.c    | 0            |
|    | Engine No.   | HIDDEN | Year of Reg. |
|    | Chassis No.  |        | Colour       |
|    | Odometer     | -      | Steering     |
|    | Brakes       |        | Modification |
|    | General      |        |              |

## Conditions of Tyres

|    |                |      |      |         |
|----|----------------|------|------|---------|
| 3. |                | Size | Make | Balance |
|    | R/H Front Tyre |      |      | mm      |
|    | L/H Front Tyre |      |      | mm      |
|    | R/H Rear Tyre  |      |      | mm      |
|    | L/H Rear Tyre  |      |      | mm      |

## Description of Damages

4.

## General Information

|    |                |                                                                                 |                 |            |
|----|----------------|---------------------------------------------------------------------------------|-----------------|------------|
| 5. | Accident Date  | 30/10/2015                                                                      | Inspection Date | 23/11/2015 |
|    | Survey held at | TRANS-CAB AUTO SERVICES PTE LTD<br>NO. 42 SUNGEI KADUT ST 1<br>SINGAPORE 729346 |                 |            |

## Remarks

5a.

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

## ...CLAIM SUBFOLDER...(New Assignment)

B1 Direct Settlement

| CLAIM SUBFOLDER TRACKING |             |               |                                |         |               | Status     |
|--------------------------|-------------|---------------|--------------------------------|---------|---------------|------------|
| Case                     | Notified    | Est Submitted | Adj Assigned                   | Adj Rpt | Adj Submitted | Ins Auth'd |
| Main                     | 23 Nov 2015 |               | 23 Nov 2015<br>16:14<br>Assign |         |               |            |

| Main                                                         | Reference                                                                                          | Claim Details          | Documents                | Show All          |         |             |              |            |       |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------|--------------------------|-------------------|---------|-------------|--------------|------------|-------|
| [Created by insurer]                                         |                                                                                                    |                        |                          |                   |         |             |              |            |       |
| <b>CLAIM SUBFOLDER DETAILS</b>                               |                                                                                                    |                        |                          |                   |         |             |              |            |       |
| Insured:                                                     | CHIAM, TAT LIANG, NRIC: S0191148A                                                                  |                        |                          |                   |         |             |              |            |       |
| Main Claimant:                                               | TRANS-CAB SERVICES PTE LTD, NRIC: 200303878K                                                       |                        |                          |                   |         |             |              |            |       |
| Vehicle Reg. No.:                                            | SHF724T                                                                                            | Date of Loss:          | 30/10/2015 17:00 - :59   |                   |         |             |              |            |       |
| Claim Type:                                                  | TP / C0361230                                                                                      | Policy/Cover Note No.: | GA004263 (Comprehensive) |                   |         |             |              |            |       |
| Vehicle Reg. No. (Insured):                                  | SKD1048E                                                                                           | Policy No. (Claimant): |                          |                   |         |             |              |            |       |
|                                                              |                                                                                                    | Excess:                | S\$0.00                  |                   |         |             |              |            |       |
| Repairer:                                                    | Trans-cab Auto Services Pte Ltd (HQ) No. 42 Sungei Kadut St 1, 729346 Sungei Kadut - Tel: 62876666 |                        |                          |                   |         |             |              |            |       |
| Handling Insurer:                                            | AXA Insurance Singapore Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Ernest Tay - 6880 4835]      |                        |                          |                   |         |             |              |            |       |
| Adjuster:                                                    | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 02/12/2015]                  |                        |                          |                   |         |             |              |            |       |
| Adj Asg. Remarks:                                            | CONFLICTING REPORTS; TO OBTAIN TP VIDEO BEFORE DS.                                                 |                        |                          |                   |         |             |              |            |       |
|                                                              |                                                                                                    |                        | View All                 | Compose Case Mail |         |             |              |            |       |
| <b>ASSOCIATED MAIL RECEIVED</b>                              |                                                                                                    |                        |                          |                   |         |             |              |            |       |
| • AXA_SG (23/11/2015): New TP Assignment - C0361230/GA004263 |                                                                                                    |                        |                          |                   |         |             |              |            |       |
| <b>ALL ASSOCIATED TASKS</b>                                  |                                                                                                    |                        |                          |                   |         |             |              |            |       |
| Due Date                                                     | Priority                                                                                           | Type                   | Task Group               | Subject           | Handler | Assigned By | Completed On | Created On | Done? |
| No results.                                                  |                                                                                                    |                        |                          |                   |         |             |              |            |       |

xanneth

**TRANS-CAB AUTO SERVICES PTE LTD**  
 NO.42 SUNGEI KADUT ST 1 SINGAPORE 729346  
 TEL NO.6287 6666 FAX NO.6366 8862  
 CO/GST REG NO.201019626G  
**SHF 724T -**

**RIZA**

*Not Authorized*

*1-B.1*

*83689.38*

*Resurvey By Paint*

Vehicle No.:  
 Chassis No.:  
 Vehicle Make:  
 Vehicle Model:  
 Date of Accident :  
 Third Party Insurer :

**SHF 724T - RIZA**  
 VF1ABL15AUC281169  
 RENAULT  
 LATITUDE  
 30.10.15  
*17A*

|    |   | PART                       |    | LIST                     |
|----|---|----------------------------|----|--------------------------|
| 1  | 1 | BUMPER COVER FRT           | \$ | <i>Sm</i> 968.78 X       |
| 2  | 1 | BUMPER RETAINER FRT RH     | \$ | <i>Sm</i> 116.47 X       |
| 3  | 1 | BUMPER SUPPORT FRT RH      | \$ | <i>Sm</i> 18.37 X        |
| 4  | 1 | FENDER PANEL FRT RH        | \$ | <i>R</i> 602.95 X        |
| 5  | 1 | FENDER WHEELARCH FRT RH    | \$ | <i>Sm</i> 107.33 X       |
| 6  | 1 | DOOR MIRROR RH             | \$ | <i>Sm</i> 1,141.08 X     |
| 7  | 1 | DOOR PANEL FRT RH          | \$ | <i>R</i> 2,188.20 X      |
| 8  | 1 | DOOR HINGE UPPER RH        | \$ | <i>R</i> 211.15 X        |
| 9  | 1 | DOOR HINGE LOWER           | \$ | <i>R</i> 231.19 X        |
| 10 | 1 | DOOR CHECK FRT RH          | \$ | <i>Sm</i> 149.83 X       |
| 11 | 1 | DOOR LOCK FRT RH           | \$ | <i>R</i> 699.04 X        |
| 12 | 1 | DOOR CATCH FRT RH          | \$ | <i>R</i> 100.94 X        |
| 13 | 1 | DOOR HANDLE OUTER FRT RH   | \$ | <i>Sm</i> 198.55 X       |
| 14 | 1 | DOOR HANDLE CAP FRT RH     | \$ | <i>Sm</i> 20.34 X        |
| 15 | 1 | ROCKER PANEL OUTER RH      | \$ | <i>R</i> 759.61 X        |
| 16 | 1 | DOOR PANEL REAR RH         | \$ | <i>Belway</i> 2,188.20 ✓ |
| 17 | 1 | DOOR HINGE UPPER RH        | \$ | <i>R</i> 242.88 X        |
| 18 | 1 | DOOR HINGE LOWER RH        | \$ | <i>R</i> 231.19 X        |
| 19 | 1 | DOOR LOCK REAR RH          | \$ | <i>R</i> 699.04 X        |
| 20 | 1 | DOOR HANDLE OUTER REAR RH  | \$ | <i>Sm</i> 97.31 X        |
| 21 | 1 | DOOR HANDLE MODULE REAR RH | \$ | <i>Sm</i> 102.77 X       |
| 22 | 1 | FENDER PANEL REAR RH       | \$ | <i>R</i> 2,537.80 X      |
| 23 | 1 | BUMPER COVER REAR          | \$ | <i>R</i> 852.66 X        |

|              |    |                  |
|--------------|----|------------------|
| <b>TOTAL</b> | \$ | <b>14,465.69</b> |
| <b>10%</b>   | \$ | <b>1,446.57</b>  |
|              | \$ | <b>13,019.12</b> |

**Specical Nett**

|      |                   |    |                   |
|------|-------------------|----|-------------------|
| 1SET | FRONT BUMPER CLIP | \$ | <i>Sm</i> 66.00 X |
| 1SET | WHEELARCH CLIP RH | \$ | <i>Sm</i> 66.00 X |
| 1    | CAP HUB RH FRT    | \$ | <i>Sm</i> 35.00 X |

**TRANS-CAB AUTO SERVICES PTE LTD**  
 NO.42 SUNGEI KADUT ST 1 SINGAPORE 729346  
 TEL NO.6287 6666 FAX NO.6366 8862  
 CO/GST REG NO.201019626G  
**SHF 724T -**

**RIZA**

|                    |                          |    |                  |
|--------------------|--------------------------|----|------------------|
| 1                  | RIM RH FRT               | \$ | 385.00 X         |
| 1                  | TYRE RH FRT              | \$ | 330.00 X         |
| 1                  | CAP HUB RH RR            | \$ | 35.00 ✓          |
| 1                  | RIM RH RR                | \$ | 385.00 X         |
| 1                  | TYRE RH RR               | \$ | 330.00 X         |
| 1                  | DOOR STICKER "Trans-cab" | \$ | 80.00 60.00      |
| 1                  | DOOR STICKER "Classic"   | \$ | 30.00 15.00      |
| 1                  | DOOR STICKER "6555-3333" | \$ | 80.00 60.00      |
| <b>TOTAL</b>       |                          | \$ | <b>1,822.00</b>  |
| <b>TOTAL PARTS</b> |                          | \$ | <b>14,841.12</b> |

|                                                                                                                           |    |                 |
|---------------------------------------------------------------------------------------------------------------------------|----|-----------------|
| Panel beating, knocking and straightening the necessary portion, remove and renewal of parts, adjust and realign the same | \$ | 2,800.00 500.00 |
| To Check Electrical Lighting Concerned.                                                                                   | \$ | 170.00 20.00    |
| Putty and spray painting of the affected portion.                                                                         | \$ | 3,000.00 880.00 |
| To check steering geometry and computer wheel alignment                                                                   | \$ | 220.00 60.00    |
| To transfer of tire, rim and on wheel balancing.                                                                          | \$ | 170.00 X        |
| To transfer of door fittings, attachment and perform water seepage test.                                                  | \$ | 170.00 60.00    |
| To rust-proofing of the affected areas.                                                                                   | \$ | 170.00 30.00    |

|                       |           |                  |
|-----------------------|-----------|------------------|
| <b>TOTAL</b>          | <b>\$</b> | <b>6,700.00</b>  |
| <b>Over All Total</b> | <b>\$</b> | <b>21,541.12</b> |

**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 change
- 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:

**Repair Days**

**10 Days**

4 days



## Print Sent Message

This mail is associated with :

**\*SHF724T (C0361230)**  
**[SKD1048E]**

TP

TRANS-CAB SERVICES PTE LTD  
Oct 30 2015 5:00PM  
[CHIAM, TAT LIANG (DO NOT SETTLE)]  
Trans-cab Auto Services Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 31/05/2017 14:11 PM.  
**To** ernest.tay@axa.com.sg; AXA\_SG  
**CC** vicalpeh@lkkauto.com; jaskhine@lkkauto.com; admin-a@lkkauto.com  
**Subject** Re: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SHF724T (TP : LKK REF - CC4/AXA15019938/Kyg3) on 30.10.2015

Dear Ernest,

Further to the below matter and above mentioned case.

We had checked with TP repairer and there is no video footage available for this case. Furthermore, TP repairer did not provide us the LOD for our further negotiating and settlement.

Since there is no further development, we will temporary close the matter at our end and will submit wp report to your good office.

In future, if there is new development we will continue handle the matter accordingly.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108

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

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ

CC: vicalpeh@lkkauto.com; jaskhine@lkkauto.com; admin-a@lkkauto.com; AXA\_SG

Sent On: 23/09/2016 05:48 PM

Subject: Re: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SHF724T (TP : LKK REF - CC4/AXA15019938/Kyg3) on 30.10.2015



redefining / insurance



AXA INSURANCE SINGAPORE PTE LTD  
☎ (65) 6338 7288  
☎ (65) 6338 2522  
🌐 [www.axa.com.sg](http://www.axa.com.sg)

Dear Jas,

Please advise if you have manage to obtain the video.

Thank you.

With regards,  
Ernest

<-- Original Message -->

From: LKK\_HQ

To: AXA\_SG; ernest.tay@axa.com.sg

CC: vicalpeh@lkkauto.com; jaskhine@lkkauto.com; admin-a@lkkauto.com

Sent On: 19/01/2016 10:40 AM

Subject: Re: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SHF724T (TP : LKK REF - CC4/AXA15019938/Kyg3) on 30.10.2015

Dear Ernest,

Further to the below matter.

We had contacted to our insured on 15/12/2015 and 16/12/2015. However, insured did not answer our calls.

We had managed to talk to insured a while ago and verified the circumstances of the accident. We also informed him we are still pending evidence from Third Party.

FYI, Insured is strongly disputing on PD claim and BI claim as well.

We will try to get a video footage from Third Party and keep you update the outcome.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108

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

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ

CC: vicalpeh@lkkauto.com; jaskhine@lkkauto.com; admin-a@lkkauto.com; AXA\_SG

Sent On: 18/01/2016 04:20 PM

Subject: Re: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SHF724T (TP : LKK REF - CC4/AXA15019938/Kyg3) on 30.10.2015

Dear Jas,

Insured feedback to our call centre in asking no notification of claim.

Please advise urgently if any contact has been made to our insured or at least a letter notification has been sent.

Thank you.

With regards,  
Ernest

<-- Original Message -->

From: LKK\_HQ

To: ernest.tay@axa.com.sg

CC: AXA\_SG; vicalpeh@lkkauto.com; jaskhine@lkkauto.com; admin-a@lkkauto.com

Sent On: 25/11/2015 11:20 AM

Subject: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SHF724T (TP : LKK REF - CC4/AXA15019938/Kyg3) on 30.10.2015



Dear Ernest,

As per instruction, we will proceed direct settlement for this case.

Kindly take note that the case handler in-charge is Jas and she can be contacted at DID: 6841 2928

Thank you.

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

## ...CLAIM SUBFOLDER...(Pending for Survey Report)

BI Direct Settlement

| CLAIM SUBFOLDER TRACKING |             |               |                                                      |                                                      |                                                |            |                                                                 |
|--------------------------|-------------|---------------|------------------------------------------------------|------------------------------------------------------|------------------------------------------------|------------|-----------------------------------------------------------------|
| Case                     | Notified    | Est Submitted | Adj Assigned                                         | Adj Rpt                                              | Adj Submitted                                  | Ins Auth'd | Status                                                          |
| Main                     | 23 Nov 2015 |               | 23 Nov 2015<br>16:14<br><a href="#">Edit Adj Rpt</a> | <b>S\$3,689.38</b><br><a href="#">Edit Estimates</a> | <b>S\$3,689.38</b><br><a href="#">View Rpt</a> |            | <b>Pending for Survey Report</b><br><a href="#">Cancel Case</a> |

|      |           |               |           |          |
|------|-----------|---------------|-----------|----------|
| Main | Reference | Claim Details | Documents | Show All |
|------|-----------|---------------|-----------|----------|

**CLAIM SUBFOLDER DETAILS** [Created by insurer]

|                                    |                                                                                                                 |                               |                          |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------|
| <b>Insured:</b>                    | CHIAM, TAT LIANG (DO NOT SETTLE), ID: S0191148A, Tel: +6591055032                                               |                               |                          |
| <b>Main Claimant:</b>              | TRANS-CAB SERVICES PTE LTD, Co. Reg. No.: 200303878K                                                            |                               |                          |
| <b>Vehicle Reg. No.:</b>           | SHF724T                                                                                                         | <b>Date of Loss:</b>          | 30/10/2015 17:00 - :59   |
| <b>Claim Type:</b>                 | TP / C0361230                                                                                                   | <b>Policy/Cover Note No.:</b> | GA004263 (Comprehensive) |
| <b>Vehicle Reg. No. (Insured):</b> | SKD1048E                                                                                                        | <b>Policy No. (Claimant):</b> | D-I2047359MFSH/          |
|                                    |                                                                                                                 | <b>Excess:</b>                | S\$0.00                  |
| <b>Repairer:</b>                   | Trans-cab Auto Services Pte Ltd (HQ) No. 42 Sungei Kadut St 1, 729346 Sungei Kadut - Tel: 62876666              |                               |                          |
| <b>Handling Insurer:</b>           | AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Ernest Tay - 6880 4835]                             |                               |                          |
| <b>Claimant's Insurer:</b>         | First Capital Insurance Ltd (HQ) - Tel: 62222311                                                                |                               |                          |
| <b>Adjuster:</b>                   | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 02/12/2015] |                               |                          |
| <b>Driver/Custodian (Insured):</b> | CHIAM, TAT LIANG (DO NOT SETTLE) (), NRIC: S0191148A, Tel: +6591055032                                          |                               |                          |
| <b>Adj Asg. Remarks:</b>           | CONFLICTING REPORTS; TO OBTAIN TP VIDEO BEFORE DS.                                                              |                               |                          |

**ASSOCIATED MAIL RECEIVED** View All Compose Case Mail

- AXA\_SG (23/09/2016): Re: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SH...
- AXA\_SG (18/01/2016): Re: Direct Settlement - Accident Involving SKD1048E (OI : AXA - C0361230) and SH...
- AXA\_SG (23/11/2015): New TP Assignment - C0361230/GA004263

**ALL ASSOCIATED TASKS** View All Search Tasks Create New Task Complete

| Due Date    | Priority | Type | Task Group | Subject | Handler | Assigned By | Completed On | Created On | Done? |
|-------------|----------|------|------------|---------|---------|-------------|--------------|------------|-------|
| No results. |          |      |            |         |         |             |              |            |       |

## Claim Documents

\*SHF724T (C0361230)  
[SKD1048E]  
TP  
TRANS-CAB SERVICES PTE LTD  
Oct 30 2015 5:00PM  
[CHIAM, TAT LIANG (DO NOT SETTLE)]  
Trans-cab Auto Services Pte Ltd

|                                  |                |                                                                                      |                                    |                                          |                                     |
|----------------------------------|----------------|--------------------------------------------------------------------------------------|------------------------------------|------------------------------------------|-------------------------------------|
| <a href="#">Upload Documents</a> |                | <a href="#">Upload Photos</a>                                                        | <a href="#">Compose New Letter</a> | <b>View</b> <a href="#">Use Viewer</a> ▼ |                                     |
| <b>Assessment Reports</b>        |                |                                                                                      |                                    | 1 per page ▼                             | <input checked="" type="checkbox"/> |
| No                               | Finalized On   | AXA Insurance Pte Ltd (HQ)                                                           |                                    | Thumbnail                                | Print                               |
| 1                                | 23/11/15 11:26 | <b>Accident Statement</b><br>From: SC - Reg. No: SKD1048E, Claimant: CHIAM TAT LIANG | 1                                  | Load HTM                                 |                                     |
| No                               | Finalized On   | LKK Auto Consultants Pte Ltd (HQ)                                                    |                                    | Thumbnail                                | Print                               |
| 1                                | 25/11/15 11:08 | <b>Adjuster Immediate Advice</b>                                                     | 1                                  | Load HTM                                 |                                     |
| <b>Documentation</b>             |                |                                                                                      |                                    | 1 per page ▼                             | <input checked="" type="checkbox"/> |
| No                               | Finalized On   | AXA Insurance Pte Ltd (HQ)                                                           |                                    | Thumbnail                                | Print                               |
| 1                                | 23/11/15 11:28 | <b>CO CLAIMANT TP EMAIL</b>                                                          | 1                                  | Load PDF                                 |                                     |
| 2                                | 23/11/15 11:28 | <b>ESTIMATE &amp; SHF724T GIA REPORT</b>                                             | 1                                  | Load PDF                                 |                                     |
| 3                                | 23/11/15 14:59 | <b>EMAIL</b>                                                                         | 1                                  | Load PDF                                 |                                     |

## Documents Checklist

|                                              |                       |                      |                       |
|----------------------------------------------|-----------------------|----------------------|-----------------------|
| <b>DOCUMENTS CHECKLIST</b>                   | <a href="#">Reset</a> | <a href="#">Save</a> | <a href="#">Print</a> |
| There are no document checklists configured. |                       |                      |                       |

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)**

**Show Remarks To:** ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

# LKK Auto Consultants Pte Ltd

(Co.Reg.No:199607198R)  
51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/AXA15019938/KYG3Q2  
Date: 05/06/2017

### REFERENCE

|                       |                       |                      |          |
|-----------------------|-----------------------|----------------------|----------|
| Handling Insurer:     | AXA Insurance Pte Ltd | Policy No:           | GA004263 |
| Claimant Vehicle No : | SHF724T               | Insured Vehicle No : | SKD1048E |
| Date of Loss:         | 30/10/2015            | Nature of Claim:     | TP       |
|                       |                       | Claim No:            | C0361230 |

### DESCRIPTION & IDENTIFICATION OF VEHICLE

|                             |                                 |             |                   |
|-----------------------------|---------------------------------|-------------|-------------------|
| Reg No:                     | SHF724T                         | Engine No:  | M9R8839C002400    |
| Make & Model:               | RENAULT LATITUDE, 2.0 D dCi (A) | Chassis No: | VF1ABL15AUC281169 |
| Reg. Date:                  | 31/12/2014 (Man. Year: 2014)    | Odometer:   | 73090 km          |
| Colour:                     | Metallic White/Red              |             |                   |
| Engine Capacity:            | 1995 cc                         |             |                   |
| Market Value/New Car Price: | N/A                             |             |                   |
| Sum Insured (S\$):          | Market Value/New Car Price      |             |                   |

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

|                          |                         |                      |                          |                         |
|--------------------------|-------------------------|----------------------|--------------------------|-------------------------|
| General Condition:       | Steering (Serviceable): | Yes                  | Footbrake (Serviceable): | Yes                     |
| Handbrake (Serviceable): | Yes                     | Engine Modification: | No                       | Pre-accident Condition: |

### CONDITION OF TYRES

|                   |             |                  |             |
|-------------------|-------------|------------------|-------------|
| Front Tyre Size:  | 215/60 R16  | Rear Tyre Size:  | 215/60 R16  |
| Front Left Side:  | Rovelo 9 mm | Rear Left Side:  | Rovelo 9 mm |
| Front Right Side: | Rovelo 9 mm | Rear Right Side: | Rovelo 9 mm |

The above values represent the remaining tyre treads depth

### COST OF CLAIMS

|                                    | Repairer's       | Adjuster's      | Difference       | Diff %       |
|------------------------------------|------------------|-----------------|------------------|--------------|
| Parts                              | 14,841.11        | 2,139.38        | 12,701.73        | 85.58        |
| Miscellaneous Items                | 0.00             | 0.00            | 0.00             |              |
| Labour                             | 6,700.00         | 1,550.00        | 5,150.00         | 76.87        |
| Paintwork Labour                   | 0.00             | 0.00            | 0.00             |              |
| Towing                             | 0.00             | 0.00            | 0.00             |              |
| <b>Gross Total (S\$)</b>           | <b>21,541.11</b> | <b>3,689.38</b> | <b>17,851.73</b> | <b>82.87</b> |
| <b>+ GST 7.00/7.00% (S\$)</b>      | <b>1,507.88</b>  | <b>258.26</b>   | <b>1,249.62</b>  | <b>82.87</b> |
| <b>Nett Amount (S\$)</b>           | <b>23,048.99</b> | <b>3,947.64</b> | <b>19,101.35</b> | <b>82.87</b> |
| <b>Global Sum Settlement (S\$)</b> |                  | <b>0.00</b>     |                  |              |

### INSPECTION

|                             |            |                                                                                                    |
|-----------------------------|------------|----------------------------------------------------------------------------------------------------|
| Date of Assignment:         | 23/11/2015 |                                                                                                    |
| Date Inspected:             | 23/11/2015 | Inspected At: Trans-cab Auto Services Pte Ltd (HQ)<br>No. 42 Sungei Kadut St 1<br>Singapore 729346 |
| Estimated Period of Repair: | 4.0 days   |                                                                                                    |

Adjuster: KENNETH KONG

Manager: Jasmine Khine Phoo Wai

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

## REPAIR DETAILS

## Reference

|                                                             |                                                                                                                                                                              |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Part Source:</b> MRM-SG                                  | Version: 1.0 (Last Synchronised: 05 Jun 2017)                                                                                                                                |
| <b>Parts:</b> 143                                           | RENAULT LATITUDE 2.0 dCi (A) (Catalogue:Merimen Singapore 1.0)                                                                                                               |
| <b>Labour:</b> Repairer's                                   | (Price-denominated Standard List)                                                                                                                                            |
| <b>Print Code:</b> (Unsubmitted, no print-code for SHF724T) |                                                                                                                                                                              |
| <b>Validity:</b>                                            | These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page |
| <b>Further Info:</b>                                        | Items/values not in reference catalogue are prefixed with an asterisk *.                                                                                                     |

## Recommended Parts

| No. | Qty | Part No. Particulars                     | Condition     | Repairer's  | Amount       |
|-----|-----|------------------------------------------|---------------|-------------|--------------|
| 1   | 1   | *BUMPER COVER FRT (CONSISTENT)           | Serviceable   | 968.78 FL   | *- FL        |
| 2   | 1   | *BUMPER RETAINER FRT RH (CONSISTENT)     | Serviceable   | 116.47 FL   | *- FL        |
| 3   | 1   | *BUMPER SUPPORT FRT RH (CONSISTENT)      | Serviceable   | 18.37 FL    | *- FL        |
| 4   | 1   | *FENDER PANEL FRT RH (CONSISTENT)        | Repair        | 602.95 FL   | *- FL        |
| 5   | 1   | *FENDER WHEELARCH FRT RH (CONSISTENT)    | Serviceable   | 107.33 FL   | *- FL        |
| 6   | 1   | *DOOR MIRROR RH (CONSISTENT)             | Serviceable   | 1,141.08 FL | *- FL        |
| 7   | 1   | *DOOR PANEL FRT RH (CONSISTENT)          | Repair        | 2,188.20 FL | *- FL        |
| 8   | 1   | *DOOR HINGE UPPER RH (CONSISTENT)        | Repair        | 211.15 FL   | *- FL        |
| 9   | 1   | *DOOR HINGE LOWER (CONSISTENT)           | Repair        | 231.19 FL   | *- FL        |
| 10  | 1   | *DOOR CHECK FRT RH (CONSISTENT)          | Serviceable   | 149.83 FL   | *- FL        |
| 11  | 1   | *DOOR LOCK FRT RH (CONSISTENT)           | Repair        | 699.04 FL   | *- FL        |
| 12  | 1   | *DOOR CATCH FRT RH (CONSISTENT)          | Repair        | 100.94 FL   | *- FL        |
| 13  | 1   | *DOOR HANDLE OUTER FRT RH (CONSISTENT)   | Serviceable   | 198.55 FL   | *- FL        |
| 14  | 1   | *DOOR HANDLE CAP FRT RH (CONSISTENT)     | Serviceable   | 20.34 FL    | *- FL        |
| 15  | 1   | *ROCKER PANEL OUTER RH (CONSISTENT)      | Repair        | 759.61 FL   | *- FL        |
| 16  | 1   | *DOOR PANEL REAR RH (CONSISTENT)         | Bent / Warped | 2,188.20 FL | *2,188.20 FL |
| 17  | 1   | *DOOR HINGE UPPER RH (CONSISTENT)        | Repair        | 242.88 FL   | *- FL        |
| 18  | 1   | *DOOR HINGE LOWER RH (CONSISTENT)        | Repair        | 231.19 FL   | *- FL        |
| 19  | 1   | *DOOR LOCK REAR RH (CONSISTENT)          | Repair        | 699.04 FL   | *- FL        |
| 20  | 1   | *DOOR HANDLE OUTER REAR RH (CONSISTENT)  | Serviceable   | 97.31 FL    | *- FL        |
| 21  | 1   | *DOOR HANDLE MODULE REAR RH (CONSISTENT) | Serviceable   | 102.77 FL   | *- FL        |
| 22  | 1   | *FENDER PANEL REAR RH (CONSISTENT)       | Repair        | 2,537.80 FL | *- FL        |
| 23  | 1   | *BUMPER COVER REAR (CONSISTENT)          | Repair        | 852.66 FL   | *- FL        |
| 24  | 1   | *SET FRONT BUMPER CLIP (CONSISTENT)      | Not Necessary | 66.00 FS    | *- FS        |
| 25  | 1   | *SET WHEELARCH CLIP RH (CONSISTENT)      | Not Necessary | 66.00 FS    | *- FS        |
| 26  | 1   | *CAP HUB RH FRT (CONSISTENT)             | Serviceable   | 35.00 FS    | *- FS        |
| 27  | 1   | *RIM RH FRT (CONSISTENT)                 | Serviceable   | 385.00 FS   | *- FS        |
| 28  | 1   | *TYRE RH FRT (CONSISTENT)                | Serviceable   | 330.00 FS   | *- FS        |
| 29  | 1   | *CAP HUB RH RR (CONSISTENT)              | Dented        | 35.00 FS    | *35.00 FS    |
| 30  | 1   | *RIM RH RR (CONSISTENT)                  | Serviceable   | 385.00 FS   | *- FS        |
| 31  | 1   | *TYRE RH RR (CONSISTENT)                 | Serviceable   | 330.00 FS   | *- FS        |
| 32  | 1   | *DOOR STICKER TRANS-CAB (CONSISTENT)     | Necessary     | 80.00 FS    | *60.00 FS    |
| 33  | 1   | *DOOR STICKER CLASSIC (CONSISTENT)       | Necessary     | 30.00 FS    | *15.00 FS    |
| 34  | 1   | *DOOR STICKER 6555-3333 (CONSISTENT)     | Necessary     | 80.00 FS    | *60.00 FS    |

F=Franchise part. S=SpcNett. L=ListItemDisc.

|                                                           |                  |                 |
|-----------------------------------------------------------|------------------|-----------------|
| <b>Sub Total (S\$)</b>                                    | <b>16,287.68</b> | <b>2,358.20</b> |
| <b>- List Item Discount on L Items 10.00/10.00% (S\$)</b> | <b>1,446.57</b>  | <b>218.82</b>   |
| <b>Total Parts (S\$)</b>                                  | <b>14,841.11</b> | <b>2,139.38</b> |

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

| No                      | Particulars                                                                                                              | Lab.Type | Repairer's      | Amount          |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------|----------|-----------------|-----------------|
| <b>Labour Items</b>     |                                                                                                                          |          |                 |                 |
| 1                       | PANEL BEATING ,KNOCKING AND STRAIGHTENING THE NECESSARY PORTION,REMOVE AND RENEWAL OF PARTS ,ADJUST AND REALIGN THE SAME | New      | 2,800.00        | 500.00          |
| 2                       | TO CHECK ELECTRICAL LIGHTING CONCERNED                                                                                   | New      | 170.00          | 20.00           |
| 3                       | PUTTY AND SPRAY PAINTING OF THE AFFECTED PORTION                                                                         | New      | 3,000.00        | 880.00          |
| 4                       | TO CHECK STEERING GEOMETRY AND COMPUTER WHEEL ALIGNMENT                                                                  | New      | 220.00          | 60.00           |
| 5                       | TO TRANSFER OF TIRE ,RIM AND ON WHEEL BALACING                                                                           | New      | 170.00          | 0.00            |
| 6                       | TO TRANSFER OF DOOR FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST                                                 | New      | 170.00          | 60.00           |
| 7                       | TO RUST-PROOFING OF THE AFFECTED AREAS                                                                                   | New      | 170.00          | 30.00           |
| Gross Labour Cost (S\$) |                                                                                                                          |          | <b>6,700.00</b> | <b>1,550.00</b> |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >