

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	12 Mar 2020 15:43	<b>Clm Dtl Modified</b>	Claimant's Name: -> -.	[A] Lee Su Li
2	12 Mar 2020 15:43	<b>Clm Veh Model Changed</b>	(206086) ADIVA AD1 200 190cc 3W.	[A] Lee Su Li
3	12 Mar 2020 15:43	<b>Clm Created</b>	Reg No: SLV9429E. Acct Date: 2020/01/19. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Ubi)	[A] Lee Su Li
4	12 Mar 2020 15:43	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	12 Mar 2020 15:43	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/03/23	[A] Lee Su Li
6	12 Mar 2020 15:43	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	12 Mar 2020 15:43	<b>Label Added</b>	(30653):Direct Settlement.	[A] Lee Su Li
8	12 Mar 2020 15:43	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
9	25 Mar 2020 16:45	<b>Adj Adjuster Assigned</b>	ACCUSER4 -> PARASURAM SHANMUGAM	[A] Lee Su Li
10	25 Mar 2020 16:46	<b>Clm Dtl Modified</b>	Claimant's Name: - -> TEO HON HONG.	[A] Lee Su Li
11	25 Mar 2020 16:46	<b>Clm Registration Modified</b>	Acct Time:00:00:00->08:00:00.	[A] Lee Su Li
12	25 Mar 2020 16:46	<b>Clm Veh Model Changed</b>	(206086) -> (206341) VOLKSWAGEN TIGUAN 2.0 (A).	[A] Lee Su Li
13	02 Apr 2020 11:42	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS HI, TP GIA REPORT DOA INDICATE 19/01/2020 @ 08:35, OI GIA REPORT DOA INDICATED 29/01/2020 @ 21:00. ACCIDENT LOCATION BOTH PARTIES REPORTED DIFFERENT LOCATION. OI GIA REPORT DID NOT INDICATE TPV NUMBER. KINDLY CHECK. THANKS	[A] Chong Pui Lin
14	02 Apr 2020 12:12	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/03/23. Mandate Remarks: I've uploaded the correct GIA	[I] Sherini Pillai
15	02 Apr 2020 12:12	<b>Adj Mandate Set</b>	Maintained:I've uploaded the correct GIA	[I] Sherini Pillai
16	13 Apr 2020 12:25	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS LIABILITY: 50% REMARKS: BOLA S18	[A] Chong Pui Lin
17	15 Apr 2020 08:26	<b>Adj Mandate Set</b>	Approved:0.00.	[I] Sherini Pillai
18	06 Oct 2020 09:39	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS HI, WE HAVE EMAIL 10DAYS NOTICE TO TP ON 07/09/2020. TILL DATE NO FURTHER DEVELOPMENT. WILL PROCEED TO SUBMIT WP AND CLOSE THE CASE AS SURVEY HAS BEEN DONE. THANKS	[A] Chong Pui Lin

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
No billing items								

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, 7 September 2020 4:13 PM  
**To:** 'CDGE Ubi Private Cars Crash Repair Counter'  
**Cc:** 'Tinie Ng Jing Ling'; 'Johari Bin Husin'  
**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

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

Your ref: SLV 9429E  
Our Ref: CC4/III20003930/Fgs3

Dear Sir/Madam,

### **ACCIDENT INVOLVING SHD 4422Z(III) & SLV 9429E ON 19/01/2020**

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s India International Insurance Pte Ltd.

Please respond and let us know within 10 days from the date of this e-mail. Otherwise, we shall have no other option but to submit our report to our principal for closure.

**"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."**

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Wednesday, 19 August 2020 11:41 AM  
**To:** CDGE Ubi Private Cars Crash Repair Counter <ubi\_cr@sparkcarcare.com>

**Cc:** Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>

**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

WITHOUT PREJUDICE

Dear Johari,

We refer to the email below dd 23/04/2020.

We have email a 50/50 email to you. (BOLA S18)

Thanks

"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.

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Best Regards,

Cecilia Chong | Case Handler

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**From:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>

**Sent:** Wednesday, 19 August 2020 8:03 AM

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>

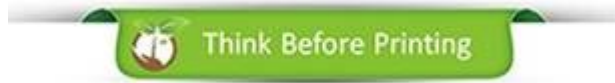
**Subject:** Re: Check Liability ( Vehicle no SLV9429E )

Hi Cecilia,

Can I check the liability for the above?

Thks & Regards,  
Johari

Accident Repair  
ComfortDelGro Engineering Pte Ltd  
320 Ubi Road 3 S (408649)  
Tel: +65 6848 5725/26  
Email: [Ubi\\_CR@sparkcarcare.com](mailto:Ubi_CR@sparkcarcare.com)



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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Sent:** Tuesday, 18 August 2020 5:32 PM  
**To:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>  
**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>  
**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

**CAUTION :** This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

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## **FINAL REMINDER**

WITHOUT PREJUDICE

Dear Johari,

For cost of repair, the recommended repair cost as per surveyor marking is L/S \$1100.00 (bef GST) with 2 repair days.

Kindly forward your LOD and other documents to us (LKK).

**\*Please note that the repair cost and days are subjected to our principal's approval.\***

Thanks

"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."

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,  
Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) fax: 6741-4108

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



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**From:** Cecilia Chong (LKK Auto)

**Sent:** Thursday, 13 August 2020 8:38 PM

**To:** 'CDGE Ubi Private Cars Crash Repair Counter' <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>

**Cc:** 'Tinie Ng Jing Ling' <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; 'Johari Bin Husin' <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>

**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

**Importance:** High

### **3RD REMINDER**

WITHOUT PREJUDICE

Dear Johari,

For cost of repair, the recommended repair cost as per surveyor marking is L/S \$1100.00 (bef GST) with 2 repair days.

Kindly forward your LOD and other documents to us (LKK).

**\*Please note that the repair cost and days are subjected to our principal's approval.\***

Thanks

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**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) fax: 6741-4108

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



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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Tuesday, 28 July 2020 9:57 AM  
**To:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>  
**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>  
**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

## **2<sup>ND</sup> REMINDER**

WITHOUT PREJUDICE

Dear Johari,

For cost of repair, the recommended repair cost as per surveyor marking is L/S \$1100.00 (bef GST) with 2 repair days.

Kindly forward your LOD and other documents to us (LKK).

**\*Please note that the repair cost and days are subjected to our principal's approval.\***

Thanks

"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.

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**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Wednesday, 1 July 2020 2:29 PM  
**To:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>  
**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>  
**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

WITHOUT PREJUDICE

Dear Johari,

For cost of repair, the recommended repair cost as per surveyor marking is L/S \$1100.00 (bef GST) with 2 repair days.

Kindly forward your LOD and other documents to us (LKK).

**\*Please note that the repair cost and days are subjected to our principal's approval.\***

Thanks

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Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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**From:** Cecilia Chong (LKK Auto)

**Sent:** Thursday, 23 April 2020 9:55 AM

**To:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>

**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>

**Subject:** RE: Check Liability ( Vehicle no SLV9429E )

Your Ref: **SLV 9429E**

**Without Prejudice**

Our Ref: CC4/III20003930/Fgs3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SHD 4422Z(III) & SLV 9429E ON 19/01/2020**

We refer to the above matter.

We are of the opinion that BOLA S18 applies.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation, we are prepared to offer 50% towards your client's claim.

Please confirm.

**"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."**

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Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

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Consultants  
Pte Ltd

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**From:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>

**Sent:** Tuesday, 21 April 2020 4:10 PM

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>

**Subject:** Fw: Check Liability ( Vehicle no SLV9429E )

Hi Cecilia ,

Please refer to email below and get us as soon as possible .

Johari

Accident Repair

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 S (408649)

Tel: +65 6848 5725/26





Email: [Ubi\\_CR@sparkcarcare.com](mailto:Ubi_CR@sparkcarcare.com)



---

**From:** CDGE Ubi Private Cars Crash Repair Counter <[ubi\\_cr@sparkcarcare.com](mailto:ubi_cr@sparkcarcare.com)>  
**Sent:** Thursday, 2 April 2020 10:25 AM  
**To:** Cecilia Chong (LKK Auto) <[ceciliachong@lkkauto.com](mailto:ceciliachong@lkkauto.com)>  
**Cc:** Tinie Ng Jing Ling <[TinieNg@sparkcarcare.com](mailto:TinieNg@sparkcarcare.com)>; Johari Bin Husin <[JohariHusin@sparkcarcare.com](mailto:JohariHusin@sparkcarcare.com)>  
**Subject:** Check Liability ( Vehicle no SLV9429E )

Dear Cecilia ,

Please advise on liability for SLV9429E.

Your surveyor recommended Lump sum repair .

We can't get used part's for bumper arch and sport rim.

We need to repair under part by part and get back to us

by today.

Thank You

Johari  
Accident Repair  
ComfortDelGro Engineering Pte Ltd  
320 Ubi Road 3 S (408649)  
Tel: +65 6848 5725/26  
Email: [Ubi\\_CR@sparkcarcare.com](mailto:Ubi_CR@sparkcarcare.com)



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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

