

INS. CASE OWNER:

Jacqueline Leung
vale oh

CC: 3/AXA11009124

1kr

LNA
IDAC:

ASSIGNMENT

Supervisor: Kenneth

DOI: 16/5/2011

Date / Time: 16/5/2011

Pre-assign / CCU / FTE

Registered in Merimen:

Insured Vehicle No.: SKA9716Z

Claim No.: C0204816mc13L

Name of Insured: Koh Peng Hui

Policy No.: P1053145

Insured Tel No.: - HP: -

Make / Model: Toyota

Excess Sec II: \$\$ D.O.A: 15/5/2011

Place of Accident: FORT CANNING ROAD

Is driver the owner? (YES / NO) Nature of Accident:

If NO, Driver Name / Age: YEO Gim Hwee

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

Driver Tel No.: 96888248 (V/L: YES / NO) Insured Liability: % Final? Yes / No

SHB7537S

INSRS:
WSP: TRANS CAB
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

SHB7537S - X
SKA9716Z - X

STAGE

DATE / PIC

Finalisation:

Email AIG for OI GIA:

Apt letter to OI:

Call OI:

After call ltr to OI:

Type Report:

Prepare Invoice:

Others:

Documentation Check List: Handler Typist

OI Apt Ltr:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

LTA / GIA:

Medical Bill:

Approval Email:

Payment Breakdown Form:

Others:

15/12/10 Request at fin Tammie (at 400)
19/1/11 Car transfer from Ronald to Koh Peng Hui.
08/6/11 Case transfer in Cng to Koh Xin.

- don't have estimate, not insured AIA

1/3/13 File transfer from Koh Xin to Kathy.

6/8/13 RMKed WSP for 24

To obtain OI report prior to AIA
prior to AIA report let try07/05/2013 file revision. OI reported secondary TP
To inform WSP 2407/05/13 called OI. Informed Jim we have
received the instruction from AIA proceed to settle the claim.
Now, we are about to close the case. OI was already affected.
Letter out to OI for reference. OI confirmed he slightly lost
TP from behind.

COPY SENT

FINAL SETTLEMENT

Date:

Confirm with

Repair Cost:

\$\$

Final Liability

100 % (Agreed / Assessed)

BOLA S/N No.: 27

Loss of Rental:

\$\$

(days)

If NO or B 28, Ass. Lia:

Loss of Use:

\$\$

(\$ x days)

Temporary check 8 20/-

Disbursement:

\$\$

Return letter to AIA

Total:

\$\$

Global Sum: \$\$

REF: A 111
ASS REC BY

REF:

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 Report:

Consistent?: Yes or No

GIA / PR Seen:

Consistent?: Yes or No

Est. Repairs:

02 days

Res.: Yes or No

Lum Sum:

20%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

S14B 75378 Regn: 01104

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

Truck / Trailer or m)

Make:

Toy Crown c.c. 2986

Colour:

White / Red A/C: Insured / Std / NI / NA

Sp. Reading:

979301 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

Gen. Cond: Good / Fair / Poor / Burnt

Steering: ~~in order~~ / Jammed / Leaked / Burnt or

Brake: ~~in order~~ / Jammed / Leaked / Burnt or

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

Tyre Size: F:

R:

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

TOYO YOKO or

Front

Rear

R/Bal.

L/Bal.

D.O.A.

Survey held at

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

16/5/13 211m 31100d Car from Jamin (2 x 81.32)

Date/Time, File Pass to?

Date/Time, File Return to?

1)
3)
5)

(2)
4)
6)

Pres. Report:

Final Report:

Part Prices Check:

IN

OUT

Survey Fee:

Basic & Add.

S + RS. SI

Photos

Others

TOTAL

Date:



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Your ref: To be advised
Our ref: CC3/AXA13009124/Krf3

Date: 30/04/2013

The Motor Claims Department
M/s AXA Insurance Singapore Pte Ltd

Dear Sir/Madam

PRELIMINARY ADVICE OF VEHICLE NO.

SHB 7537S

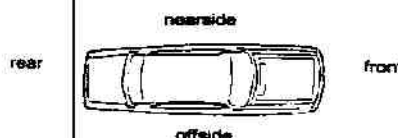
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 16/05/2011 at the premises of M/s TRANS-CAB and have the following to report:-

Workshop Estimate Amount	: S\$	4,493.53
Revised Estimate Amount	: S\$	1,354.99
"Check" Items Amount	: S\$	-
Market Value	: S\$	
LTA Reimbursement Value	: S\$	
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
REAR PORTION.



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2 days

Yours faithfully,

KENNETH

Licensed Appraiser

TRANS-CAB AUTO SERVICES PTE LTD

No. 58 Defu Lane 1 Singapore 539498

Tel No. : 6287 6666 Fax No. : 6281 1400

Co./GST Reg. No. 201019626G

SHB 7537S

Vehicle No.:

Chassis No.:

Vehicle Make:

Vehicle Model:

Date of Accident :

Third Party Insurer :

SHB 7537S

LXS12-0011065

TOYOTA

CROWN TAXI

15.5.2011

AXA

*Not Authorised**Li By 811006**2 days***PART**

1	1	Rear bumper assembly
2	1	Rear bumper beam
3	1	Rear bumper bracket RH
4	1	Rear bumper bracket LH
5	1	Rear bumper side clip RH
6	1	Rear bumper side clip LH
7	1	Rear bumper side clip holder RH
8	1	Rear bumper side clip holder LH
9	1	Rear bumper centre absorber foam
10	1	Rear bumper side absorber foam RH
11	1	Rear bumper side absorber foam LH
12	1	Rear end panel

LIST

<i>Rec</i>	460.12	—
\$ <i>Di</i>	119.97	—
\$ <i>R</i>	55.31	X
\$ <i>R</i>	55.31	✓
\$ <i>na</i>	5.00	—
\$ <i>na</i>	5.00	—
\$ <i>na</i>	9.29	—
\$ <i>na</i>	9.29	—
\$ <i>SL</i>	125.00	X
\$ <i>SL</i>	85.00	✓
\$ <i>SL</i>	85.00	X
\$ <i>R</i>	427.75	X

TOTAL \$ **1,442.04**25% \$ **360.51**\$ **1,081.53****Special Nett**

1SET	Rear bumper parking sensor
4	Rear bumper fastener clip

\$ <i>Shor</i>	300.00	<i>2205na</i>
\$ <i>na</i>	12.00	—

TOTAL \$ **312.00****TOTAL PARTS \$ 1,393.53**

Panel beating, knocking and straightening the
necessary portion, remove and renewal of parts,
adjust and realign the same

\$ 1,250.00 *3000*

To rust-proofing of the affected areas.

\$ *na* 200.00 X

TRANS-CAB AUTO SERVICES PTE LTD

No. 58 Defu Lane 1 Singapore 539498

Tel No. : 6287 6666 Fax No. : 6281 1400

Co./GST Reg. No. 201019626G

SHB 7537S

To check electrical lighting concerned.	\$	100.00	15%
To remove and refit interior fittings, trimmings, garnish, fittings and other, to enable repair.	\$	250.00	6%
To reinstall rear bumper parking sensor.	\$	150.00	5%
Putty and spray painting of the affected portion.	\$	1,000.00	2%
To remove and replace corporate sticker	\$	~150.00	X
857 TOTAL	\$	<u>3,100.00</u>	

Over all total \$ 4,493.53

Total repair days 5 DAYS

Jet Ting (Admin-B)

From: Winnie Ho Ping Ping [winnie.ho@axa.com.sg]
Sent: Thursday, 2 May, 2013 4:07 PM
To: 'Team B'
Cc: Vale Oh
Subject: DIRECT SETTLEMENT / TRANS-CAB AUTO / C0204816 / OD- SKA9716Z / TP-SHB7537S / DOA: 15/05/2011 / EST: 4493.53 / NO XS / VO
Attachments: Estimated.pdf; POLICE REPORT..pdf; Preliminary Advice.pdf; SHB 7537S - - TP GIA REPORT..pdf; SKA9716Z - 150511.pdf
Follow Up Flag: Follow up
Flag Status: Flagged
Categories: OI GIA.

Thanks & Regards

Winnie Ho
Claims Assistant – Motor Claims
AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower, Singapore 068811
winnie.ho@axa.com.sg
DID: (65) 6880 4833 Fax: (65) 6880 4838
Website: www.axa.com.sg



redefining / insurance

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Please consider the environment before printing this email

From: Jet Ting (Admin-B) [mailto:admin-b@lkkauto.com]
Sent: Tuesday, April 30, 2013 5:43 PM
To: Winnie Ho Ping Ping; Tan Tiong Beng; Kitty Teo Poh Guek
Cc: 'Kathy Lai'; 'CS B Team'
Subject: Direct Settlement - Acc Invl SKA 9716Z (OI) & SHB 7537S (TP) ON 15/05/2011 (LKK Ref : CC3/AXA11009124/Krf3)

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 7537S AT M/s Trans-Cab Auto Service.

Enclosed herewith a copy of TP's GIA report, estimated cost of repair and preliminary advise for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

Jet Ting (Admin-B)

From: Jet Ting (Admin-B) [admin-b@lkkauto.com]
Sent: Tuesday, 30 April, 2013 5:43 PM
To: 'Winnie Ho Ping Ping'; 'Tan Tiong Beng'; 'Kitty Teo Poh Guek'
Cc: 'Kathy Lai'; 'CS B Team'
Subject: Direct Settlement - Acc Invl SKA 9716Z (OI) & SHB 7537S (TP) ON 15/05/2011 (LKK Ref : CC3/AXA11009124/Krf3)
Attachments: Estimated.pdf; POLICE REPORT..pdf; Preliminary Advice.pdf; SHB 7537S - - TP GIA REPORT..pdf

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 7537S AT M/s Trans-Cab Auto Service.

Enclosed herewith a copy of TP's GIA report, estimated cost of repair and preliminary advise for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

Thanks & Regards,

Jet Ting

LKK Auto Consultants Pte Ltd

DID: 6841 1972

FAX: 6741 4108



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our ref: CC3/AXA11009124/Krf3
AXA Policy No: P1053145

07/06/2013

KOH PENG HUI
Block 105 Towner Road
#07-394
Singapore 321105

Dear Sir/Madam,

ACCIDENT INVOLVING SKA 9716Z & SHB 7537S ON 15/05/2011

We refer to the above accident where we are acting for AXA Insurance Singapore Pte Ltd (AXA) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Accordingly your No Claim Discount (NCD – if applicable) may not be preserved.

Please call us if you have further queries.

Yours faithfully,

Zayer
DID: 6749 9635
FAX: 6741 4108
Email: zayer@lkkauto.com

Case Handler

c.c. *AXA Insurance Singapore Pte Ltd
(Motor Claims Dept)*

Kathy Lai

From: Kathy Lai
Sent: Friday, 22 May, 2015 10:46 AM
To: 'Vale Oh'
Cc: Vic; Kathy Lai
Subject: Your refer: C0204816, Our refer: CC3/AXA11009124/Krb3

Your Ref: C0204816
Our Ref: CC3S/AXA11009124/Krb3

"Without Prejudice"

Dear Sir / Madam,

ACCIDENT ON 15/5/2011 INVOLVING VEHICLES SKA 9716Z AND SHB 7537S

We refer to the above matter.

We have yet not received TP LOD until now.

In view of the above, we will proceed to temporary close the file and submit W/P report to your good office.

If there are any new developments in future, kindly inform us and we will follow up if necessary.

Best Regards,
Kathy Lai.
LKK Auto Consultants Pte Ltd
phone: 6841 2928 | email: kathylai@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Kathy Lai

From: Jacqueline Leong [Jacqueline.Leong@axa.com.sg]
Sent: Thursday, 28 May, 2015 11:17 AM
To: Kathy Lai
Cc: Vic
Subject: RE: Your refer:C0204816MC/JL ,Our refer:CC3/AXA11009124/Krb3
Categories: Green Category

Hi Kathy

Please let us have your invoice. Tks.

Thanks & Regards,
Jacq

Jacqueline Leong
Executive – Motor Claims
AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower, Singapore 068811
jacqueline.leong@axa.com.sg
Customer Care no: 1800-880 4741
Website: www.axa.com.sg

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 Please consider the environment before printing this email

From: Vale Oh
Sent: Monday, May 25, 2015 10:30 AM
To: Jacqueline Leong
Cc: Kathy Lai; Vic
Subject: FW: Your refer:C0204816MC/JL ,Our refer:CC3/AXA11009124/Krb3

Hi Jac

fya

Best Regards

Vale Oh
A.Manager – Motor Claims
AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower, Singapore 068811
vale.oh@axa.com.sg
Customer Care No. 1800 8804741 Press 3
Website: www.axa.com.sg

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Please consider the environment before printing this email

From: Kathy Lai [<mailto:kathylai@lkkauto.com>]
Sent: Friday, May 22, 2015 11:22 AM
To: Vale Oh
Cc: Vic; Kathy Lai
Subject: Your refer:C0204816,Our refer:CC3/AXA11009124/Krb3

Your Ref: C0204816
Our Ref: CC3S/AXA11009124/Krb3

"Without Prejudice"

Dear Sir / Madam,

ACCIDENT ON 15/5/2011 INVOLVING VEHICLES SKA 9716Z AND SHB 7537S

We refer to the above matter.

We have yet not received TP LOD until now.

In view of the above, we will proceed to temporary close the file and submit W/P report to your good office.

If there are any new developments in future, kindly inform us and we will follow up if necessary.

Best Regards,

Kathy Lai.

LKK Auto Consultants Pte Ltd

phone: 6841 2928 | email: kathylai@lkkauto.com | fax: 6741 4108

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

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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 : CC3/AXA11009124/Krm3q2

8 SHENTON WAY #27-01 SINGAPORE 068811

Date : 09-06-2015



ATTN: JACQUELINE LEONG

Code : AXA2

1. Policy Particulars : THIRD PARTY CLAIM

Insured Veh.	SKA 9716Z	Veh. Inspected	SHB 7537S
Policy No.	P1053145	Coverage (\$)	0.00
Claim No.	C0204816	Excess (\$)	0.00
Assign From		Assign Date	16/05/2011

2. Vehicle Particulars & Condition

Make & Model	TOYOTA CROWN (M)	c.c	2986
Engine No.	HIDDEN	Year of Reg.	2004
Chassis No.	LXS120011065	Colour	WHITE/RED
Odometer	979301	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	175/80 R14	WEST LAKE	9 mm
L/H Front Tyre	175/80 R14	WEST LAKE	9 mm
R/H Rear Tyre	175/80 R14	WEST LAKE	9 mm
L/H Rear Tyre	175/80 R14	WEST LAKE	9 mm

4. Description of Damages

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

5. General Information

Accident Date	15/05/2011	Inspection Date	16/05/2011
Survey held at	TRANS-CAB AUTO SERVICES PTE LTD 58 DEFU LANE 1 SINGAPORE 539498		

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:	2 Working Days
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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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHB 7537S

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	REAR BUMPER ASSEMBLY (CONSISTENT)	BUCKLED	460.12	460.12
1	REAR BUMPER BEAM (CONSISTENT)	DISTORTED	119.97	119.97
1	REAR BUMPER BRACKET RH (CONSISTENT)	TO REPAIR SEE LABOUR	55.31	-
1	REAR BUMPER BRACKET LH (CONSISTENT)	BENT	55.31	55.31
1	REAR BUMPER SIDE CLIP RH (CONSISTENT)	NECESSARY	5.00	5.00
1	REAR BUMPER SIDE CLIP LH (CONSISTENT)	NECESSARY	5.00	5.00
1	REAR BUMPER SIDE CLIP HOLDER RH (CONSISTENT)	NECESSARY	9.29	9.29
1	REAR BUMPER SIDE CLIP HOLDER LH (CONSISTENT)	NECESSARY	9.29	9.29
1	REAR BUMPER CENTRE ABSORBER FOAM (CONSISTENT)	SERVICEABLE	125.00	-
1	REAR BUMPER SIDE ABSORBER FOAM RH (CONSISTENT)	SERVICEABLE	85.00	-
1	REAR BUMPER SIDE ABSORBER FOAM LH (CONSISTENT)	SERVICEABLE	85.00	-
1	REAR END PANEL (CONSISTENT)	TO REPAIR SEE LABOUR	427.75	-
LESS 25% DISCOUNT			-360.51	-166.00
			1,081.53	497.98
SPECIAL NETT ITEMS				
1	SET REAR BUMPER PARKING SENSOR (SN) (CONSISTENT)	SHORTED	300.00	220.00
4	REAR BUMPER FASTENER CLIP (SN) (CONSISTENT)	NECESSARY	12.00	12.00
			312.00	232.00
LABOUR				
PANEL BEATING ,KNOCKING AND STRAIGHTEN THE NECESSARY PORTION,REMOVE AND RENEWAL OF PARTS ,ADJUST AND REALIGN THE SAME.INCLUSIVE OF THE REPAIR OF REAR BUMPER BRACKET RH AND REAR END PANEL .			1,250.00	300.00
TO RUST-PROOFING OF THE AFFECTED AREAS.			200.00	-
TO CHECK ELECTRICAL LIGHTING CONCERNED .			100.00	15.00

Report Ref No. CC3/AXA11009124/Km3q2