

INS CASE OWNER:

Storey ~~THE~~

CC 3 / AXA1600

9808, Kluang

LKK:

IDAC:

Surveyor:

Kenneth

DOI:

ASSIGNMENT

26/5/16

Date / Time:

16/5/16

Registered in Merimen:

27/5/16

Pre-assign / CCU / FTE



Insured Vehicle No.:

EX999H

Name of Insured:

Lee Boon Keat

Insured Tel No.:

HP:

92715357

Excess Sec II :SS

D.O.A.:

24/5/16

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Goh Yew Lung

Driver Tel No.:

84333287

(V/L: YES / NO)

Claim No.:

C0385417

Policy No.:

41053527

Make / Model:

Mitsubishi Lancer EX-2-06LS

Place of Accident:

Teh Tuck Pukul

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

Insured Liability:

%

Final ? Yes / No

SHC 59567



INSRS:

WSP:

Tel:

Liability:

RMKS:

Trans-rab



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

16/5/16  
VICSHC 59567 - (C31) 16/5/16 15:11  
EX999H - RM 11/16 8046001, 12481/1/01  
RECEIVED 28 JUN 2018

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

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:

070116 @ 4:35PM

SPOKE TO OI MR LEE @ 84333287. OI INFORMED THAT HE DONT WANT TO SETTLE THE CLAIM AS HE IS NOT AT FAULT. &amp; ALSO HE HAS NO EVIDENCE TO PROVIDE. SENT LETTER TO OI.

- FINANCIAL.

- BUILD TO TP TO GET COOL IF ANY.

- PENDING TP EVIDENCE.

- OI PHOTOS IN.

10-10-17

O/L'S VERSION IS NOT CONVINCING PROBABLY WE ARE AT FAULT BASED ON PRINCIPLE OF PROBABILITY SO I WRITE TO AXA FOR INSTRUCTION. DAMAGES ARE UNLIKELY CAUSED BY MOVING BACKWARD

15-11-17

WRITE TO AXA FOR INSTRUCTION TO PROCEED.

24/06/18

TP INQUIRY. BUILD TO AXA TO RESP. CLOSE

PRELIMINARY ADVICE

Date/Time:

Sent By:

CHENG

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS 2,482.94

(15 days)

Reduction:

93

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No. : NIL

If NO or B 28, Ass. Lia :

Repair Cost:

SS

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

(\$

x

days)

Loss of Income (LOI):

SS

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

Total:

SS

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

Name 1:

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPY SENT 26/6/18

NO ATTACHMENT, TP INQUIRY

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

WP REPORT

3) Survey fee:

4280.00

ASS. REC. BY:

REF: AKAKenneth**ASSIGNMENT**

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

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

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

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

at Workshop m/s Trans Cab

of \_\_\_\_\_

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

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

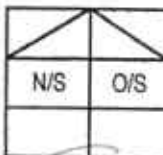
Claims No. \_\_\_\_\_

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: 1 1/2 days Res.: Yes or NoLum Sum: 1-B.1 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

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

Vehicle: IN / OUT

Veh No: SHC 59567 Yr Regn: 03, 15Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

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

Make: Renault Latitude c.c. 1995Colour m. white IRU A/C: Insured / Std / NI / NASp. Reading 143216 T/Radio: Insured / Std / NI / NA

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

C/No: VFIABLI5AUC 287473Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 215/60R16

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

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
TOYO / YOKO or Rowlo

Front

Rear

R/Bal. 6 mm R/Bal. 4 mmL/Bal. 6 mm L/Bal. 4 mmD.O.A. 24/5/16 D.O.I. 26/5/16

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

21/5 8 2482-94 same CRSD: \$ 67,037.83 (93%)File pass to Catherine

Date/Time, File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

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

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

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

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

S + RS \$ \_\_\_\_\_

Photos

Others

TOTAL

Report Format : \_\_\_\_\_  
Lump Sum / I.B.I.: (\$ \_\_\_\_\_)Add Fee: ☐ : Site Insp (\$ \_\_\_\_\_)  
☐ : Interview (\$ \_\_\_\_\_)  
☐ : Tech. Invs (\$ \_\_\_\_\_)  
☐ : Weekend (\$ \_\_\_\_\_)



# 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/AXA16009808/Khg3

8 SHENTON WAY #27-01 SINGAPORE 068811

Date : 27-05-2016



Code : AXA2

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	EX 999H	Veh. Inspected	SHC 5956Z
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	27/05/2016

## 2. Vehicle Particulars & Condition

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

## 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

## 4. Description of Damages

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## 5. General Information

Accident Date	24/05/2016	Inspection Date	26/05/2016
Survey held at	TRANS-CAB AUTO SERVICES PTE LTD NO.2 ANG MO KIO ST 63 SINGAPORE 569111		

## 5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
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**TRANS-CAB AUTO SERVICES PTE LTD**

NO.2 ANG MO KIO ST 63 SINGAPORE 569111

TEL NO.6287 6666 FAX NO.6257 1330

CO/GST REG NO.201019626G

**SHC 5956Z - AXA***Not Authored***ROEL***1-B.1**2482.94**Resurvey B9 point*

Vehicle No.:

Chassis No.:

Vehicle Make:

Vehicle Model:

Date of Accident :

Third Party Insurer :

**SHC 5956Z - ROEL**

VF1ABL15AUC281473

RENAULT

LATITUDE

24.05.2016

**AXA****PART****LIST**

1	1	BUMPER COVER REAR	\$	<i>Re/um</i> 852.66	—
2	1	BUMPER LOWER REAR	\$	<i>Out/um</i> 591.41	—
3	1	BUMPER BRACKET CTR REAR	\$	<i>Sm</i> 87.29	X
4	1	BUMEPR BRACKET SIDE RH REAR(Taillamp lower)	\$	<i>Sm</i> 104.59	✓
5	1	BUMEPR RETAINER RH REAR	\$	<i>Sm</i> 34.61	X
6	1	BUMPER REFLECTOR RH	\$	<i>Sm</i> 33.55	✓
7	1	BUMEPR BRACKET SIDE LH REAR(Taillamp lower)	\$	<i>Sm</i> 104.59	✓
8	1	BUMEPR RETAINER LH REAR	\$	<i>Sm</i> 34.61	X
9	1	BUMPER REFLECTOR LH	\$	<i>Sm</i> 33.55	X
10	1	BUMPER BEAM REAR	\$	<i>Ry</i> 598.09	—
11	1	BUMPER BEAM BRACKET LH REAR	\$	<i>R</i> 173.81	✓
12	1	BUMPER BEAM BRACKET RH REAR	\$	<i>R</i> 173.81	X
13	1	BOOT REAR	\$	<i>R</i> 2,209.75	} X
14	1	BOOT FINISHER (Moulding)	\$	<i>Sm</i> 429.90	
15	1	BOOT WHEATERSTRIP	\$	<i>Sm</i> 248.50	
16	1	BOOT REFLECTOR LAMP RH	\$	<i>Sm</i> 379.50	
17	1	BOOT REFLECTOR LAMP LH	\$	<i>Sm</i> 379.50	
18	1	BOOT BADGE 'RENAULT'	\$	<i>nn</i> 173.35	
19	1	BOOT BADGE	\$	<i>nn</i> 173.35	
20	1	BOOT STRUT (SPRING)	\$	<i>Sm</i> 212.36	
21	1	BOOT HINGE LH	\$	<i>R</i> 282.96	
22	1	BOOT HINGE RH	\$	<i>R</i> 282.96	
23	1	BOOT INNER TRIM	\$	<i>Sm</i> 586.45	
24	1	BOOT SWITCH	\$	<i>Sm</i> 107.78	
25	1	BOOT LOCK	\$	<i>R</i> 155.90	
26	1	BOOT LOCK CATCH	\$	<i>R</i> 72.00	
27	2	BOOT RUBBER PLUG	\$	<i>Sm</i> 170.63	
28	1	FENDER PANEL REAR LH	\$	<i>R</i> 2,537.80	} X
29	1	FENDER WHEELARCH REAR LH (Linner)	\$	<i>Sm</i> 418.06	
30	1	FENDER INNER TRIM LH	\$	<i>Sm</i> 430.42	
31	1	FENDER PANEL REAR RH	\$	<i>R</i> 2,537.80	
32	1	FENDER WHEELARCH REAR RH (Linner)	\$	<i>Sm</i> 418.06	
33	1	FENDER INNER TRIM RH	\$	<i>Sm</i> 430.42	
34	1	TAILLAMP RH	\$	<i>Sm</i> 425.04	

**TRANS-CAB AUTO SERVICES PTE LTD****ROEL**

NO.2 ANG MO KIO ST 63 SINGAPORE 569111

TEL NO.6287 6666 FAX NO.6257 1330

CO/GST REG NO.201019626G

**SHC 5956Z - AXA**

35	1	TAILLAMP PANEL RH	\$	<i>R</i> 759.00 ✓
36	1	TAILLAMP LH	\$	<i>Sm</i> 425.04 ✓
37	1	TAILLAMP PANEL LH	\$	<i>R</i> 759.00 ✓
38	1	SPARE WHEEL PANEL (Luggage Floor Panel)	\$	<i>R</i> 1,684.52 ✓
39	1	SPARE WHEEL PANEL TRIM	\$	<i>Sm</i> 470.93 ✓
40	1	OUTER PANEL REAR (End Panel)	\$	<i>R</i> 1,132.13 ✓
41	1	OUTER PANEL REAR (End Panel)TRIM	\$	<i>Sm</i> 311.20 ✓
42	1	EXHAUST REAR	\$	<i>R</i> 5,760.00 ✓
43	1	EXHAUST CAP REAR	\$	<i>R</i> 177.30 ✓

<b>TOTAL</b>	\$	<b>27,364.17</b>
<b>10%</b>	\$	<b>2,736.42</b>
	\$	<b>24,627.75</b>

**Specical Nett**

1	1SET	PARKING AID	\$	<i>Sm</i> 600.00 X
2	1SET	REAR BUMPER CLIP	\$	<i>na</i> 66.00 ✓
3	1SET	BUMPER BRACKET CTR CLIP	\$	<i>na</i> 33.00 ✓
4	1SET	BUMEPR BRACKET SIDE CLIP RH RR	\$	<i>na</i> 10.00 X
5	1SET	BUMEPR RETAINER RH CLIP RR	\$	<i>na</i> 20.00 ✓
6	1SET	BUMEPR BRACKET SIDE CLIP LH RR	\$	<i>na</i> 10.00 ✓
7	1SET	BUMEPR RETAINER CLIP LH RR	\$	<i>na</i> 20.00 X
8	1SET	BUMPER LOWER REAR CLIP	\$	<i>na</i> 66.00 ✓
9	1	EXHAUST MOUNTING REAR	\$	<i>Sm</i> 17.82
10	1SET	BOOT FINISHER CLIP	\$	<i>na</i> 24.20
11	1	BOOT STICKER "Trans-cab"	\$	<i>na</i> 30.00
12	1	BOOT STICKER "6555-3333"	\$	<i>na</i> 30.00
13	1	BOOT INNER TRIM CLIP	\$	<i>na</i> 45.00
14	1SET	FENDER WHEELARCH REAR RH CLIP	\$	<i>na</i> 35.00
15	1SET	FENDER WHEELARCH REAR LH CLIP	\$	<i>na</i> 35.00
16	1	FENDER INNER TRIM CLIP LH	\$	<i>na</i> 28.00
17	1	FENDER INNER TRIM CLIP LH	\$	<i>na</i> 28.00
18	1	TAILLAMP CLIP RH	\$	<i>na</i> 5.00
19	1	TAILLAMP CLIP LH	\$	<i>na</i> 5.00
20	2	REAR WINDSCREEN SELANT	\$	<i>na</i> 80.00
21	1	WINDSCREEN MOULDING	\$	<i>Sm</i> 100.00
22	1	REAR WINDSCREEN INNER SPONGE SEAL	\$	<i>na</i> 100.00
23	1	SPARE TYRE RIM (ROUE 7J 16H 2547)	\$	<i>Sm</i> 385.00
24	1	SPARE TYRE	\$	<i>Sm</i> 330.00

<b>TOTAL</b>	\$	<b>2,103.02</b>
<b>TOTAL PARTS</b>	\$	<b>26,730.77</b>

**TRANS-CAB AUTO SERVICES PTE LTD**

NO.2 ANG MO KIO ST 63 SINGAPORE 569111

TEL NO.6287 6666 FAX NO.6257 1330

CO/GST REG NO.201019626G

**SHC 5956Z - AXA**

OEL

Putty And Spray Painting Of The Affected Portion.	\$	5,400.00 <sup>2200</sup>
Panel Beating, Knocking And Straightening The Necessary Portion, Remove And Renewal Of Parts, Adjust And Realign The Same	\$	5,600.00 <sup>2000</sup>
To Rust-Proofing Of The Affected Areas.	\$	~ 170.00 X
To reinstall rear bumper parking sensor.	\$	170.00 <sup>600</sup>
To transfer of bootlid fittings, attachments and perform water seepage test.	\$	~ 170.00 X
To drop rear exhaust box, renew the same, to repair and realign centre exhaust pipe.	\$	~ 170.00 X
To transfer of rear end panel fittings, attachment and perform water seepage test.	\$	~ 170.00 X
To transfer of rear luggage floor panel fittings, attachment and perform water seepage test.	\$	~ 170.00 X
To supply and re-do rear luggage floor panel insulation padding.	\$	~ 380.00 X
To transfer of rear windscreen fittings and conduct water seepage test.	\$	~ 170.00 X
To check steering geometry and computer wheel alignment	\$	~ 220.00 X

<b>TOTAL</b>	<b>\$</b>	<b>12,790.00</b>
<b>Over All Total</b>	<b>\$</b>	<b>39,520.77</b>

**(PARTS BY PARTS)****Repair Days****15Days***1 1/2 days*

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 confirmation
- 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:



## Vic (LKKAUTO)

---

**From:** Vic (LKKAUTO)  
**Sent:** Saturday, 13 August, 2016 4:17 PM  
**To:** Tzeyong.lui@transcab.com.sg  
**Cc:** claims@transcab.com.sg; jasminetan@transcab.com.sg; zhewei.kek@transcab.com.sg; Admin A; Vic (LKKAUTO)  
**Subject:** Your ref: SHC 5956Z\_ACCIDENT INVOLVING VEHICLES EX 999H AND SHC 5956Z ON 24/05/2016  
**Attachments:** SKETCH PLAN.jpg; STATEMENT.jpg

Your ref: SHC 5956Z  
Our ref: CC3/AXA16009808/Khg3

"WITHOUT PREJUDICE"

Dear Lui,

### ACCIDENT INVOLVING VEHICLES EX 999H AND SHC 5956Z ON 24/05/2016

We refer to the above matter.

Our Insured Driver reported that your client vehicle had reversed and caused the collision. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us with any evidence (if any) your client have to support your claim.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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Auto  
Consultants  
Pte Ltd

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

3 AUGUST 2016

LEE BOON KEAT  
21 LORONG 3 TOA PAYOH  
#19-01  
SINGAPORE 319581

Dear Sir/Madam,

OUR REF : CC3/AXA16009808/Khg3  
YOUR REF : EX 999H  
ACCIDENT INVOLVING EX 999H AND SHC 5956Z ALONG TOH TUCK ROAD ON  
24.05.2016

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Singapore Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s TRANS-CAB AUTO SERVICES PTE LTD acting on behalf of the owner of SHC 5956Z against your motor insurance policy.

Based on the accident report and accident scenario, we are of the opinion that liability may be equally shared between both parties due to conflicting versions without any concrete evidences to support each version.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to [NurSyafiqah@lkkauto.com](mailto:NurSyafiqah@lkkauto.com) within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)





Auto  
Consultants  
Pte Ltd

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

- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at [NurSyafiqah@lkkauto.com](mailto:NurSyafiqah@lkkauto.com).

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely

Syaf  
Case Handler  
DID: 6749 5792  
FAX: 6741 4108  
Email: [NurSyafiqah@lkkauto.com](mailto:NurSyafiqah@lkkauto.com)

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

## Print Sent Message

This mail is associated with :

**\*SHC5956Z (C0385417)**  
**[EX999H]**

TP

TRANS-CAB SERVICES PTE LTD

May 24 2016 9:00AM

[LEE, BOON KEAT]

Trans-cab Auto Services Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 27/06/2018 10:40 AM.  
**To** AXA\_SG; AXA\_StaceyNg  
**CC** Admin-a@lkkauto.com; vicalpeh@lkkauto.com  
**Subject** Re: FILE REVIEW - PLEASE ADVISE STATUS VIA MERIMEN, THANKS-VO

Dear Stacey,

We refer to your below email.

Please be informed that we are still pending for any evidence from TP.

We had spoken to the Insured previously where he strongly denied liability, but he had no proof to prove that TP vehicle reversed.

Till date, we have not received any feedback from Insured after our letter was sent out.

In view of both Insured and TP inactivity, we will temporarily close the matter and submit WP report.

We will reopen the case should there be any further development.

Thank you.

Vic Alpeh  
LKK Auto Consultants Pte Ltd  
Tel: 6841 2096

<-- Original Message -->

**From:** AXA\_SG  
**To:** LKK\_HQ  
**CC:** AXA\_SG  
**Sent On:** 19/08/2017 10:48 AM  
**Subject:** FILE REVIEW - PLEASE ADVISE STATUS VIA MERIMEN, THANKS-VO



AXA INSURANCE PTE LTD  
8 Shenton Way, #24-01 AXA Tower  
Singapore 068811  
Customer Service HELPLINE  
☎ (65) 6840 4888  
☎ (65) 6840 2525  
✉ [www.axa.com.sg](mailto:www.axa.com.sg)  
SIF Reg No: 1399K13213H  
Co. Reg No: 1399K13213H

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

Proceed Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	27 May 2016		27 May 2016 15:35 <a href="#">Edit Adj Rpt</a>	<b>S\$2,482.94</b> <a href="#">Edit Estimates</a>	<b>S\$2,482.94</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
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**CLAIM SUBFOLDER DETAILS** [Created by insurer]

Insured:	LEE, BOON KEAT, ID: S1805433G, Tel: +6592715357, Email: SAMMY@IVANINSURANCE.COM		
Main Claimant:	TRANS-CAB SERVICES PTE LTD, Co. Reg. No.: 200303878K		
Vehicle Reg. No.:	SHC5956Z	Date of Loss:	24/05/2016 09:00 - :59 [14 Months and 1 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / C0385417	Policy/Cover Note No.:	GA053527 (Comprehensive)
Vehicle Reg. No. (Insured):	EX999H	Policy No. (Claimant):	VPX/P1680520
		Excess:	S\$0.00
Repairer:	Trans-cab Auto Services Pte Ltd (Ang Mo Kio) 2, Ang Mo Kio Street 63, 569111 Ang Mo Kio - Tel: 62876666		
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Stacey Ng - 6880 4351]		
Claimant's Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 07/06/2016]		

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

- AXA\_SG (19/08/2017): FILE REVIEW - PLEASE ADVISE STATUS VIA MERIMEN, THANKS-VO
- AXA\_SG (17/10/2016): PLS ADVISE STATUS OF THE ABOVE MATTER, TKS - VO-17.10.16
- AXA\_SG (06/06/2016): TP settlement - C0385417/GA053527
- AXA\_SG (06/06/2016): Direct Settlement - Accident Involving EX999H (OI : AXA - C0385417) and SHC5956Z...
- AXA\_SG (27/05/2016): WP / New TP Assignment - C0385417/GA053527

**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

**\*SHC5956Z (C0385417)**  
**[EX999H]**  
**TP**  
**TRANS-CAB SERVICES PTE LTD**  
**May 24 2016 9:00AM**  
**[LEE, BOON KEAT]**  
**Trans-cab Auto Services Pte Ltd**

Upload Documents

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Assessment Reports

1 per page

No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	30/05/16 10:25	Adjuster Immediate Advice	Load HTM	

Photos/Images

3 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	06/06/16 18:26	LKKPhotosInspection	Load PDF	

Documentation

1 per page

No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	27/05/16 14:57	EMAIL_ABS	Load PDF	
2	27/05/16 14:57	TP ESTIMATE_ABS	Load PDF	
3	27/05/16 14:57	TP GIA REPORT_ABS	Load PDF	
4	27/05/16 15:33	CI	Load PDF	
5	27/05/16 15:33	POLICY SCHEDULE	Load PDF	
6	06/06/16 09:59	EX999H - OI GIA REPORT	Load PDF	

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	03/08/16 09:15	LETTER TO OI	Load PDF	
2	27/06/18 10:35	EMAIL TO TP	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.					
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>					
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>					

# 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: CC3/AXA16009808/KHB3Q2

Date: 03/07/2018

### REFERENCE

Handling Insurer: AXA Insurance Pte Ltd

Policy No:

GA053527

Claimant Vehicle No : SHC5956Z

Insured Vehicle No :

EX999H

Date of Loss: 24/05/2016

Nature of Claim:

TP

Claim No: C0385417

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SHC5956Z**

Make & Model: RENAULT LATITUDE, 2.0 D dCi (A)

Engine No: M9R8839C002508

Reg. Date: 23/03/2015 (Man. Year: 2015)

Chassis No: VF1ABL15AUC281473

Colour: Metallic White/Red

Odometer: 143216 km

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: Rovel 6 mm

Rear Left Side:

Rovel 4 mm

Front Right Side: Rovel 6 mm

Rear Right Side:

Rovel 4 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	26,730.78	2,002.94	24,727.84	92.51
Miscellaneous Items	0.00	0.00	0.00	
Labour	12,790.00	480.00	12,310.00	96.25
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>39,520.78</b>	<b>2,482.94</b>	<b>37,037.84</b>	<b>93.72</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>2,766.45</b>	<b>173.81</b>	<b>2,592.64</b>	<b>93.72</b>
<b>Nett Amount (S\$)</b>	<b>42,287.23</b>	<b>2,656.75</b>	<b>39,630.48</b>	<b>93.72</b>

### INSPECTION

Date of Assignment: 27/05/2016

Date Inspected: 26/05/2016 Inspected At:

Trans-cab Auto Services Pte Ltd (Ang Mo Kio)

2, Ang Mo Kio Street 63

Singapore 569111

Estimated Period of Repair: 1.5 days

Adjuster: KENNETH KONG

Manager: VIC ALPEH

*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: 03 Jul 2018)
<b>Parts:</b> 143	RENAULT LATITUDE 2.0 D 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 SHC5956Z)	
<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 REAR (CONSISTENT)	Buckled / Cracked	852.66 FL	*852.66 FL
2	1		*BUMPER LOWER REAR (CONSISTENT)	Dented / Cut	591.41 FL	*591.41 FL
3	1		*BUMPER BRACKET CTR REAR (CONSISTENT)	Serviceable	87.29 FL	*- FL
4	1		*BUMPER BRACKET SIDE RH REAR (TAILLAMP LOWER) (CONSISTENT)	Serviceable	104.59 FL	*- FL
5	1		*BUMPER RETAINER RH REAR (CONSISTENT)	Serviceable	34.61 FL	*- FL
6	1		*BUMPER REFLECTOR RH (CONSISTENT)	Serviceable	33.55 FL	*- FL
7	1		*BUMPER BRACKET SIDE LH REAR (TAILLAMP LOWER) (CONSISTENT)	Serviceable	104.59 FL	*- FL
8	1		*BUMPER RETAINER LH REAR (CONSISTENT)	Serviceable	34.61 FL	*- FL
9	1		*BUMPER REFLECTOR LH (CONSISTENT)	Serviceable	33.55 FL	*- FL
10	1		*BUMPER BEAM REAR (CONSISTENT)	Bent	598.09 FL	*598.09 FL
11	1		*BUMPER BEAM BRACKET LH REAR (CONSISTENT)	Repair	173.81 FL	*- FL
12	1		*BUMPER BEAM BRACKET RH REAR (CONSISTENT)	Repair	173.81 FL	*- FL
13	1		*BOOT REAR (CONSISTENT)	Repair	2,209.75 FL	*- FL
14	1		*BOOT FINISHER (MOULDING) (CONSISTENT)	Serviceable	429.90 FL	*- FL
15	1		*BOOT WEATHERSTRIP (CONSISTENT)	Serviceable	248.50 FL	*- FL
16	1		*BOOT REFLECTOR LAMP RH (CONSISTENT)	Serviceable	379.50 FL	*- FL
17	1		*BOOT REFLECTOR LAMP LH (CONSISTENT)	Serviceable	379.50 FL	*- FL
18	1		*BOOT BADGE RENAULT (CONSISTENT)	Not Necessary	173.35 FL	*- FL
19	1		*BOOT BADGE (CONSISTENT)	Not Necessary	173.35 FL	*- FL
20	1		*BOOT STRUT (SPRING) (CONSISTENT)	Serviceable	212.36 FL	*- FL
21	1		*BOOT HINGE LH (CONSISTENT)	Repair	282.96 FL	*- FL
22	1		*BOOT HINGE RH (CONSISTENT)	Repair	282.96 FL	*- FL
23	1		*BOOT INNER TRIM (CONSISTENT)	Serviceable	586.45 FL	*- FL
24	1		*BOOT SWITCH (CONSISTENT)	Serviceable	107.78 FL	*- FL
25	1		*BOOT LOCK (CONSISTENT)	Repair	155.90 FL	*- FL
26	1		*BOOT LOCK CATCH (CONSISTENT)	Repair	72.00 FL	*- FL
27	2		*BOOT RUBBER PLUG (CONSISTENT)	Serviceable	170.63 FL	*- FL
28	1		*FENDER PANEL REAR LH (CONSISTENT)	Repair	2,537.80 FL	*- FL
29	1		*FENDER WHEELARCH REAR LH (LINER) (CONSISTENT)	Serviceable	418.06 FL	*- FL
30	1		*FENDER INNER TRIM LH (CONSISTENT)	Serviceable	430.42 FL	*- FL
31	1		*FENDER PANEL REAR RH (CONSISTENT)	Repair	2,537.80 FL	*- FL
32	1		*FENDER WHEELARCH REAR RH (LINER) (CONSISTENT)	Serviceable	418.06 FL	*- FL
33	1		*FENDER INNER TRIM RH (CONSISTENT)	Serviceable	430.42 FL	*- FL
34	1		*TAILLAMP RH (CONSISTENT)	Serviceable	425.04 FL	*- FL

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
35	1		*TAILLAMP PANEL RH (CONSISTENT)	Repair	759.00 FL	*- FL
36	1		*TAILLAMP LH (CONSISTENT)	Serviceable	425.04 FL	*- FL
37	1		*TAILLAMP PANEL LH (CONSISTENT)	Repair	759.00 FL	*- FL
38	1		*SPARE WHEEL PANEL (LUGGAGE FLOOR PANEL) (CONSISTENT)	Repair	1,684.52 FL	*- FL
39	1		*SPARE WHEEL PANEL TRIM (CONSISTENT)	Serviceable	470.93 FL	*- FL
40	1		*OUTER PANEL REAR (END PANEL) (CONSISTENT)	Repair	1,132.13 FL	*- FL
41	1		*OUTER PANEL REAR (END PANEL) TRIM (CONSISTENT)	Serviceable	311.20 FL	*- FL
42	1		*EXHAUST REAR (CONSISTENT)	Repair	5,760.00 FL	*- FL
43	1		*EXHAUST CAP REAR (CONSISTENT)	Repair	177.30 FL	*- FL
44	1		*SET PARKING AID (CONSISTENT)	Serviceable	600.00 FS	*- FS
45	1		*SET REAR BUMPER CLIP (CONSISTENT)	Necessary	66.00 FS	*66.00 FS
46	1		*SET BUMPER BRACKET CTR CLIP (CONSISTENT)	Necessary	33.00 FS	*33.00 FS
47	1		*SET BUMPER BRACKET SIDE CLIP RH RR (CONSISTENT)	Not Necessary	10.00 FS	*- FS
48	1		*SET BUMPER RETAINER RH CLIP RR (CONSISTENT)	Not Necessary	20.00 FS	*- FS
49	1		*SET BUMPER BRACKET SIDE CLIP LH RR (CONSISTENT)	Not Necessary	10.00 FS	*- FS
50	1		*SET BUMPER RETAINER CLIP LH RR (CONSISTENT)	Not Necessary	20.00 FS	*- FS
51	1		*SET BUMPER LOWER REAR CLIP (CONSISTENT)	Necessary	66.00 FS	*66.00 FS
52	1		*EXHAUST MOUNTING REAR (CONSISTENT)	Serviceable	17.82 FS	*- FS
53	1		*SET BOOT FINISHER CLIP (CONSISTENT)	Not Necessary	24.20 FS	*- FS
54	1		*BOOT STICKER TRANS-CAB (CONSISTENT)	Not Necessary	30.00 FS	*- FS
55	1		*BOOT STICKER 6555-3333 (CONSISTENT)	Not Necessary	30.00 FS	*- FS
56	1		*BOOT INNER TRIM CLIP (CONSISTENT)	Not Necessary	45.00 FS	*- FS
57	1		*SET FENDER WHEELARCH REAR RH CLIP (CONSISTENT)	Not Necessary	35.00 FS	*- FS
58	1		*SET FENDER WHEELARCH REAR LH CLIP (CONSISTENT)	Not Necessary	35.00 FS	*- FS
59	1		*FENDER INNER TRIM CLIP LH (CONSISTENT)	Not Necessary	28.00 FS	*- FS
60	1		*FENDER INNER TRIM CLIP LH (CONSISTENT)	Not Necessary	28.00 FS	*- FS
61	1		*TAILLAMP CLIP RH (CONSISTENT)	Not Necessary	5.00 FS	*- FS
62	1		*TAILLAMP CLIP LH (CONSISTENT)	Not Necessary	5.00 FS	*- FS
63	2		*REAR WINDSCREEN SEALANT (CONSISTENT)	Not Necessary	80.00 FS	*- FS
64	1		*WINDSCREEN MOULDING (CONSISTENT)	Serviceable	100.00 FS	*- FS
65	1		*REAR WINDSCREEN INNER SPONGE SEAL (CONSISTENT)	Not Necessary	100.00 FS	*- FS
66	1		*SPARE TYRE RIM (ROUE 7J 16H 2547) (CONSISTENT)	Serviceable	385.00 FS	*- FS
67	1		*SPARE TYRE (CONSISTENT)	Serviceable	330.00 FS	*- FS

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

Sub Total (S\$) **29,467.20**    **2,207.16**  
 - List Item Discount on L Items 10.00/10.00% (S\$)    **2,736.42**    **204.22**

**Total Parts (S\$) 26,730.78    2,002.94**

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## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<b>Labour Items</b>				
1	PUTTY AND SPRAY PAINTING OF THE AFFECTED PORTION	New	5,400.00	220.00
2	PANEL BEATING ,KNOCKING AND STRAIGHTENING THE NECESSARY PORTION,REMOVE AND RENEWAL OF PARTS ,ADJUST AND REALIGN THE SAME	New	5,600.00	200.00
3	TO RUST-PROOFING OF THE AFFECTED AREAS	New	170.00	0.00
4	TO REINSTALL REAR BUMPER PARKING SENSOR	New	170.00	60.00
5	TO TRANSFER OF BOOTLID FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	New	170.00	0.00
6	TO DROP REAR EXHAUST BOX ,RENEW THE SAME ,TO REPAIR AND REALIGN CENTRE EXHAUST PIPE	New	170.00	0.00
7	TO TRANSFER OF REAR END PANEL FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST.	New	170.00	0.00
8	TO TRANSFER OF REAR LUGGAGE FLOOR PANEL FITTINGS ,ATTACHMENTS AND PERFORM WATER SEEPAGE TEST	New	170.00	0.00
9	TO SUPPLY AND RE-DO REAR LUGGAGE FLOOR PANEL INSULATION PADDING	New	380.00	0.00
10	TO TRANSFER OF REAR WINDSCREEN FITTINGS AND CONDUCT WATER SEEPAGE TEST	New	170.00	0.00
11	TO CHECK STEERING GEOMETRY AND COMPUTER WHEEL ALIGNMENT	New	220.00	0.00
<b>Gross Labour Cost (\$\$)</b>			<b>12,790.00</b>	<b>480.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >