



REF:

Surveyor Kolinn

## ASSIGNMENT

5 Nov 2014

From:

Date: 28/4/14

Estimated Cost:

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

To inspect Vehicle No:

SHB2144

at Workshop m/s

SMR 164

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:

DAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

03 days

Res: Yes or No

Lump Sum:

— %

3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Date / Time

Action / Instruction

PIP : \$939.40, Red : \$4260.78 / 82%.

TAX / 04/7/2181

UKA

AXM SLB 6230K

Veh No:

SHB 2144

Yr Regn:

Type: M.Car / M.Cycle / Bus / Van / Lorry / 6 / Prime Mover /

Truck / Trailer or

Make:

Toyota Primcc 1798

Colour:

Man

A/C: Insured / Std / NI / NA

Sp Reading:

259140

T.Radio: Insured / Std / NI / NA

Eng No:

C.No:

570K2364 805752585Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD Al Rim or

Tyre Size:

F:

R:

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

TOYO / YOKO or

Front

R/Bal.

2

mm

L/Bal.

+

mm

D.O.A.

Survey held at

Des. of Damages: Fnt / Rear / O/S / N/S / U/C / Rooftop or

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

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Date/Time File Pass to?

☐

Preli. Report

Date/Time File Return to?

☐

Final Report

Report Format:

Lump Sum / I.B.I.: \$

Add Fee:

☐

Site Insp \$

☐

Interview \$

☐

Tech Invs \$

☐

Weekend \$

) \$-R3 \$

) Photo

) Others

TOTAL




# 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 PTE LTD			Ref : CC4/AXA17008424/K1wg3	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811			Date : 28-04-2017	
			Code : AXA2	
<b>Policy Particulars :- THIRD PARTY CLAIM</b>				
1.				
Insured Veh.	SLB 6230K	Veh. Inspected	SHB 214U	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	28/04/2017	
<b>Vehicle Particulars &amp; Condition</b>				
2.				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer		Steering		
Brakes		Modification		
General				
<b>Conditions of Tyres</b>				
3.				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
<b>Description of Damages</b>				
4.				
<b>General Information</b>				
5.				
Accident Date	27/04/2017	Inspection Date	28/04/2017	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
<b>Remarks</b>				
5a.				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

## SMRT Accident Vehicle Repair Estimates

31A

### Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHB214U  
 Ref. No : TAX/04/17/2181  
 Reg. Date : 05/11/2014  
 Vehicle Type : TAXI  
 Make : TOYOTA PRIUS  
 Model : PRIUS  
 Name of Driver : SON YEW SAN  
 Type of Accident : HEAD TO SIDE  
 Date / Time of Accident : 27/04/2017 12:15:00 PM  
 Accident Reported Date / Time : 27/04/2017 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by :  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time :  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No : 000024089273  
 Special Instruction to ARC, if any :  
 SLB6230K / AXA  
 Prepared Date : 27/04/2017 02:12:00 PM



*After Repair*

**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:

**Section B - To be Completed by Service Advisor, Accident Repair Centre**

Chassis No : JTDKN36U805752585

Mileage : 0

Work Shop :

Repair Completed Date / Time :

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 845.00	0.00
Total Spray Painting Charges	: 936.00	0.00
Total Material Charges	: 2,719.18	2,719.18
Other Charges	: 700.00	0.00
<b>TOTAL</b>	<b>: 5,200.18</b>	<b>0.00</b>
<b>Lum Sum Total</b>	<b>: 0.00</b>	<b>0.00</b>
No. of Repair Days	: 6.00	<del>0.00</del> 3 days
Prepared / Adjusted By	:	
Arc / Surveyor Sign Off Date	: 28/04/2017 09:21:33 AM	01/01/1900 12:00:00 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 28/04/2017 09:21:30 AM

**Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair**

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

**Section D - Details of Repair Estimates****Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH REAR PORTION	845.00	0.00
<b>Total Labour</b>	<b>845.00</b>	<b>0.00</b> 300

**Part 2 - Spray Painting & Panel Beating Related Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY REAR BUMPER	378.00	0.00
TO RESPRAY REAR FENDER RH	378.00	0.00
TO RESPRAY RIM	180.00	0.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>936.00</b>	<b>0.00</b> 450

**Part 3 - Other Costs - Accident and Accident Repair Related Expenses**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00 X
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00 X
TO DO WHEEL ALIGNMENT / TYRE BALANCING	120.00	0.00 X
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	120.00	0.00 X
TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	0.00 20
TO REPLACE SUNDRY PARTS	100.00	0.00 20
TO WASH AND VACUUM	60.00	0.00 X
<b>Total Other Costs</b>	<b>700.00</b>	<b>0.00</b>

**Part 4 - Spare Parts / Material Usage**

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
52159-47905		6505548	BUMPER REAR	1	458.60	25.00	343.95	Replace	Replace X	No <i>Repair</i>
52591-47021			BUMPER SEAL, RR RH	1	65.70	25.00	49.27	Replace	Replace X	No
52575-47020		6505549	BUMPER SIDE RETAINER RR/RH	1	94.80	25.00	71.10	Replace	Replace X	No
			SENSOR REVERSE	1	180.00	0.00	180.00	Replace	Replace X	No
			PIXEL STICKER	2	60.00	0.00	120.00	Replace	Replace ✓	No
61604-47090			FENDER RR/RH	1	766.80	25.00	575.10	Replace	Replace X	No <i>Repair</i>
	COMMO N		SMRT LOGO	1	7.80	0.00	7.80	Replace	Replace ✓	No
	COMMO N		STICKER DECAL 6555 8888	1	21.60	0.00	21.60	Replace	Replace ✓	No
65637-47021		6505480	FENDER LINER RR/RH	1	141.30	25.00	105.97	Replace	Replace X	No
		6503707	TYRE	1	126.74	0.00	126.74	Replace	Replace X	No
42611-47140		6505658	WHEEL, DISC	1	1,490.20	25.00	1,117.65	Replace	Replace X	No <i>Repair</i>
<b>TOTAL MATERIALS</b>								<b>2,719.19</b>	<b>2,719.18</b>	
<b>TOTAL MATERIALS(Discounted)</b>								<b>2,719.18</b>	<b>2,719.18</b>	

**Added Spare Parts / Material Usage After Surveyor Signed off**

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
<b>TOTAL SUPPLEMENTARY MATERIALS</b>									

*Ka Lm 16/6/17*  
*U 28/4/17*

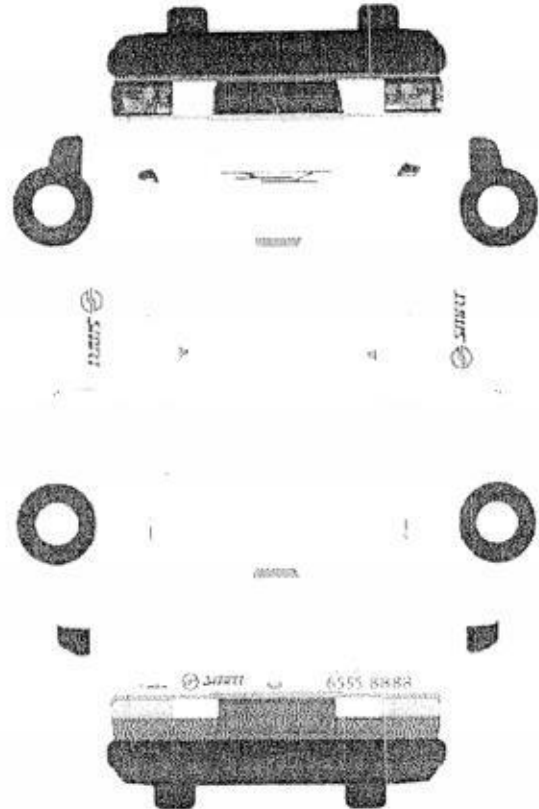


# SMRT Accident Vehicle Repair Estimates

28-4-17/13.04

## Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHB214U  
Ref. No : TAX/04/17/2181  
Reg. Date : 05/11/2014  
Vehicle Type : TAXI  
Make : TOYOTA PRIUS  
Model : PRIUS  
Name of Driver : SON YEW SAN  
Type of Accident : HEAD TO SIDE  
Date / Time of Accident : 27/04/2017 12:15:00 PM  
Accident Reported Date / Time : 27/04/2017 12:00:00 AM  
Surveyor is Required? : Yes  
Survey by : kalvin  
Vehicle is Towed Back? : No  
Towed Back Date/Time :  
Replacement Vehicle issued? : No  
Accident Repair Job Card No : 000024089273  
Special Instruction to ARC, if any :  
SLB6230K / AXA P/P  
AFTER REPAIR PHOTO , FOR CHECK ITEM and REPLACE ITEM PLEASE CALL SURVEYOR KALVIN (LKK) /  
Email: kalvinang@lkkauto.com  
Prepared Date : 27/04/2017 02:12:00 PM



Recording Camera

☐ ☒

Radio Antenna

☐ ☒ NO

1st witness

Date 28-4-17

2nd witness

Date 3/5/17

E 1/2 KM 259139

Vehicle to Wega Date to: 27/04 Towing:  
Time to: 1300 Driver: Huan  
Wega Job No: 13099/04  
Vehicle sent to SMRT Date to: 3/5/17 To Wega:  
Time to: 0944 Driver: [Signature]  
Received by (SMRT): [Signature]



Work Shop :

Repair Completed Date / Time :

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 845.00	300.00
Total Spray Painting Charges	: 936.00	450.00
Total Material Charges	: 149.40	149.40
Other Charges	: 700.00	40.00
<b>TOTAL</b>	<b>: 2,630.40</b>	<b>939.40</b>
<b>Lum Sum Total</b>	<b>: 0.00</b>	<b>0.00</b>
No. of Repair Days	: 6.00	3.00
Prepared / Adjusted By	:	KALVIN (LKK)
Arc / Surveyor Sign Off Date	: 28/04/2017 09:21:33 AM	28/04/2017 01:04:11 PM





Prepared / Adjusted Date :

Remarks :

Prepared Date : 28/04/2017 09:21:30 AM

**Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair**

Quotation No :

AN-1705-0062

Invoice No :

Quotation Date :

4/5-

Invoice Date :

Invoice Amount :

Prepared Date :

**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH REAR PORTION	845.00	300.00
<b>Total Labour</b>	<b>845.00</b>	<b>300.00</b>

**Part 2 - Spray Painting & Panel Beating Related Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY REAR BUMPER	378.00	200.00
TO RESPRAY REAR FENDER RH	378.00	200.00
TO RESPRAY RIM	180.00	50.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>936.00</b>	<b>450.00</b>

**Part 3 - Other Costs - Accident and Accident Repair Related Expenses**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	120.00	0.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	120.00	0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	20.00
TO REPLACE SUNDRY PARTS	100.00	20.00
TO WASH AND VACUUM	60.00	0.00
<b>Total Other Costs</b>	<b>700.00</b>	<b>40.00</b>

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photo Attached
52159-47905		6505548	BUMPER REAR <i>rep</i>	<i>R</i> 1	458.60	100.00	0.00	Replace	Repair	No <i>R</i>
52591-47021			BUMPER SEAL, RR/RH <i>see</i>	<i>X</i> 0	65.70	25.00	0.00	Replace	Not given	No <i>X</i>
52575-47020		6505549	BUMPER SIDE RETAINER RR/RH <i>see</i>	<i>X</i> 0	94.80	25.00	0.00	Replace	Not given	No <i>X</i>
			SENSOR REVERSE <i>see</i>	<i>X</i> 0	180.00	0.00	0.00	Replace	Not given	No <i>X</i>
			PIXEL STICKER <i>see</i>	<i>X</i> 2	60.00	0.00	120.00	Replace	Replace	No <i>✓</i>
61604-47090			FENDER RR/RH <i>rep</i>	<i>R</i> 1	766.80	100.00	0.00	Replace	Repair	No <i>R</i>
	COMMO N		SMRT LOGO <i>see</i>	<i>X</i> 1	7.80	0.00	7.80	Replace	Replace	No <i>✓</i>
	COMMO N		STICKER DECAL 6555 8888 <i>see</i>	<i>X</i> 1	21.60	0.00	21.60	Replace	Replace	No <i>✓</i>
65637-47021		6505480	FENDER LINER RR/RH <i>see</i>	<i>X</i> 0	141.30	25.00	0.00	Replace	Not given	No <i>X</i>
		6503707	TYRE <i>see</i>	<i>X</i> 0	126.74	0.00	0.00	Replace	Not given	No <i>X</i>
42611-47140		6505658	WHEEL, DISC <i>rep</i>	<i>R</i> 1	1,490.20	100.00	0.00	Replace	Repair	No <i>R</i>
TOTAL MATERIALS							149.40	149.40		
TOTAL MATERIALS(Discounted)							149.40	149.40		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

149.40  
300  
+ 490  
939.40

*cont*

12/5/17



Auto  
Consultants  
Pte Ltd

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

31 MAY 2017

**PARKLENE MARK DONALD  
35 ASIMONT VILLA  
SINGAPORE 309964**

Dear Sir/Madam,

**OUR REF : CC4/AXA17008424/K1wg3  
YOUR REF : SLB 6230K  
ACCIDENT INVOLVING SLB 6230K AND SHB 214U ALONG CROSS STREET  
JUNCTION LAU PASAT ON 27.04.2017**

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 Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMRT AUTOMOTIVE SERVICES PTE LTD, acting on behalf of the owner of SHB 214U against your motor insurance policy.

Based on the accident report, accident scenario, this is a conflicting version pending concrete evidence from both parties to determine the liable party.

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 full co-operation in the handling of the claim is required and kindly submit the following to [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) within 10 days from the date of this letter **if not provided at AXA's 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 [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com).

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

Yours sincerely,



Zaini  
Case Handler  
DID: 6841 2132  
FAX: 6741 4108  
Email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)

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

## Zaini (LKK Auto)

**From:** Zaini (LKK Auto)  
**Sent:** Wednesday, 31 May, 2017 10:42 AM  
**To:** 'mark.parlene@kuehne-nagel.com'; 'heidikluender@hotmail.com'  
**Cc:** Vivian Lau (LKKAuto); Vic (LKKAuto)  
**Subject:** YOUR REF: SLB 6230K ACCIDENT INVOLVING SLB 6230K AND SHB 214U ALONG CROSS STREET JUNCTION LAU PASAT ON 27.04.2017

31 MAY 2017

PARKLENE MARK DONALD

Dear Sir/Madam,

OUR REF : CC4/AXA17008424/K1wg3  
YOUR REF : SLB 6230K

### ACCIDENT INVOLVING SLB 6230K AND SHB 214U ALONG CROSS STREET JUNCTION LAU PASAT ON 27.04.2017

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 Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMRT AUTOMOTIVE SERVICES PTE LTD, acting on behalf of the owner of SHB 214U against your motor insurance policy.

Based on the accident report, accident scenario, this is a conflicting version pending concrete evidence from both parties to determine the liable party.

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 full co-operation in the handling of the claim is required and kindly submit the following to [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) within 10 days from the date of this letter if not provided at AXA's 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)
- 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 [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com).

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

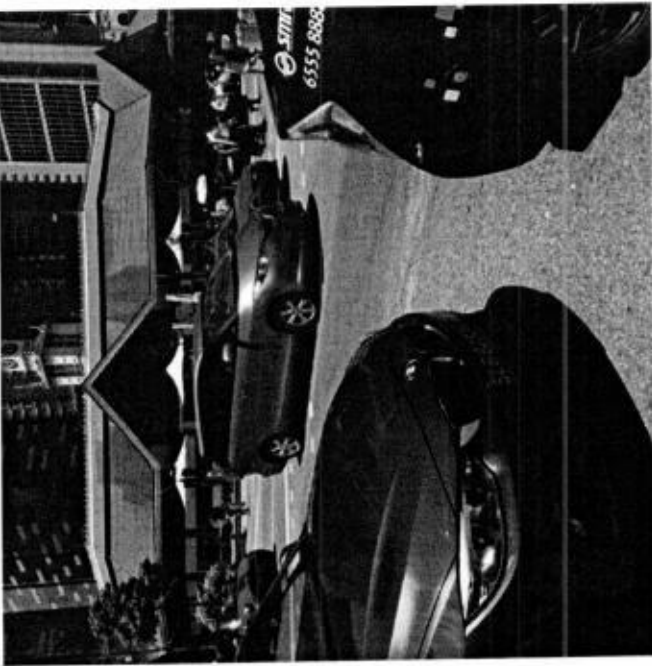
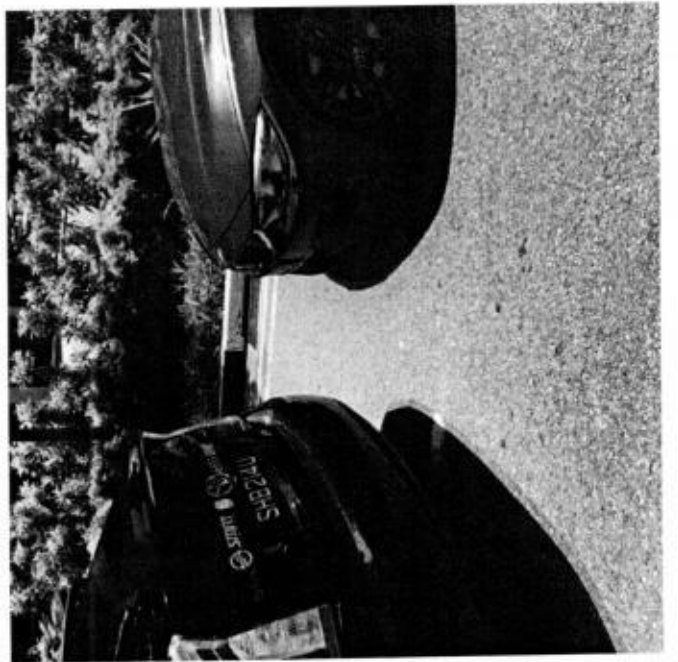
Best Regards,

**Zaini Kusaini** | Case Handler

**LKK Auto Consultants**

DID: 6841-2132 | email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) | fax: 6741-4108

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



## Print Received Message

This mail is associated with :

\*SHB214U (C0431571)  
[SLB6230K]

TP

SMRT TAXIS PTE LTD

Apr 27 2017 12:00PM

[PARLANE MARK DONALD]

SMRT Automotive Services Pte Ltd

**From** AXA Insurance Pte Ltd (HQ) (AXA\_SG), sent on 20/06/2017 10:18 AM.  
**To** LKK\_HQ; vivianlau@lkkauto.com  
**CC** AXA\_SG; sur@lkkauto.com; assignments@lkkauto.com; zayyer@lkkauto.com  
**Subject** Re: Fw: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Hi Zani,

Insured driver was turning in from a minor road and she has not completed the turn fully.  
Third party made a left turn from Robinson road and entered Cross street(Main Road) fully before third party changed lane to the 1st lane. Both parties should keep a look out for other vehicles before turning/changing lane.

We are of the view that both parties should bear equal liabilities.  
Please kindly engage insured further on liability.

Mr Han, his workshop @ Alexandra, has also advised their counterclaim might be unsuccessful.  
You may check with him on his counterclaim status against third party and it could help to better manage insured's expectation on the liability.

We are of the view that insured may be unable to escape liability fully.

Thanks  
Wancong

<-- Original Message -->

From: LKK\_HQ  
To: tan.wancong@axa.com.sg  
CC: AXA\_SG  
Sent On: 20/06/2017 09:48 AM  
Subject: Fw: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Dear Wancong,

Insured's CCTV footage uploaded in Accellion for your necessary action.

Thank you.

Zaini  
LKK Auto Consultant Pte Ltd

<-- Original Message -->

From: AXA\_SG  
To: LKK\_HQ  
CC: AXA\_SG; sur@lkkauto.com; assignments@lkkauto.com  
Sent On: 19/06/2017 06:13 PM  
Subject: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Hi LKK,

The CCTV footage is not enclosed in the previous email. May have to send through Accellion.  
Please kindly resend

Thanks  
wancong

<-- Original Message -->

From: LKK\_HQ

To: tan.wancong@axa.com.sg

CC: AXA\_SG

Sent On: 19/06/2017 05:21 PM

Subject: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

**Your Ref: TP / C0431571**

**Our Ref: CC4/AXA17008424/K1wg3**

Dear Wancong,

**ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017**

We refer to the above matter.

TP reported that he was turning left and TP suddenly felt an impact at the right side of his vehicle. No cctv footage and photos provided by TP.

OI reported that he was coming from a minor road along Market Street upon collision with TP vehicle. OI further reported that TP vehicle cut across 4 lanes into the far right lane and collided with OI on the left front portion of the vehicle.

Based on the enclosed copy of OI's cctv footage as attached, after review, we observed that OI vehicle was slowly travelling from the minor road upon collision with TP vehicle which change lane from 2<sup>nd</sup> lane to 1<sup>st</sup> lane upon turning. Enclosed OI's email.

We had spoken to the Insured where he confirmed that at the material time, he was filtering right from the slip road when suddenly TP vehicle cut into his lane and collided with OI. OI strongly dispute on the liability of the case as he believed that the accident could be avoided if TP were to turn within his lane. We informed him about the possibility of a 50/50 settlement, however, OI disagree.

We are of the view that both parties should bare equal liability. Based on both of the accident reports and OI cctv footage, OI vehicle was exiting from a slip road and collided with TP vehicle making a right turn from opposite direction cutting across lanes.

For your approval and/or further instructions please.

## Zaini (LKK Auto)

---

**From:** Zaini (LKK Auto)  
**Sent:** Thursday, 13 July, 2017 1:01 PM  
**To:** 'Parlane, Mark / Kuehne + Nagel / SIN RL'  
**Cc:** Vivian Lau (LKKAuto); Vic (LKKAuto)  
**Subject:** RE: YOUR REF: SLB 6230K\_ACCIDENT INVOLVING SLB 6230K AND SHB 214U  
ALONG CROSS STREET JUNCTION LAU PASAT ON 27.04.2017

13 JULY 2017

PARKLANE MARK DONALD

Dear Sir/Madam,

**OUR REF : CC4/AXA17008424/K1wg3**

**YOUR REF : SLB 6230K**

**ACCIDENT INVOLVING SLB 6230K AND SHB 214U ALONG CROSS ST JUNCTION LAU PASAT / MARKET STREET ON 27.04.2017**

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 Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s SMRT AUTOMOTIVE SERVICES PTE LTD acting on behalf of the owner of SHB 214U against your motor insurance policy.

Based on the accident report, accident scenario, it was reported that your vehicle had collided to the Third Party vehicle SHB 214U. As such, liability is down against us.

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 email.

Your full co-operation in the handling of the claim is required and kindly submit the following to [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) within 10 days from the date of this email if not provided at AXA's 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)
- 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.

## Zaini (LKK Auto)

**From:**  
**Sent:**  
**To:**  
**Cc:**  
**Subject:**

TAN Wancong <tan.wancong@axa.com.sg>  
Tuesday, 25 July, 2017 6:00 PM  
Zaini (LKK Auto)  
Vivian Lau (LKKAuto)  
RE: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Hi Zaini,

Received TP video. Please inform TP that we will maintain rejection.

TP Taxi made a left turn into main road from minor road. However, TP changed lane while turning. Should TP stay within his lane, this accident could have been avoided.

In addition, our insured was turning slowly and TP did not show signs of slowing down.

\*Please note we have terminated our fax-line. Hence, please send in your correspondences to our two common mail boxes instead. For OD/TP survey, send it to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg) and other correspondences send it to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg), thanks.

Regards,

Tan Wancong | Specialist, Motor (Property) Claims  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [tan.wancong@axa.com.sg](mailto:tan.wancong@axa.com.sg)  
Customer Care No: 1800 8804741

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Discover our stories on [www.borntoprotect.sg](http://www.borntoprotect.sg)

redefining / insurance 

Please consider the environment before printing this message  
This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

**From:** Zaini (LKK Auto) [<mailto:Zaini@lkkauto.com>]  
**Sent:** Tuesday, July 25, 2017 5:00 PM  
**To:** TAN Wancong <tan.wancong@axa.com.sg>  
**Cc:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** RE: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Dear Wancong,



**We are all born to protect, but for me it's a calling.**  
Discover our stories on [www.borntoprotect.sg](http://www.borntoprotect.sg)

redefining / insurance



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**From:** Do-Not-Reply [<mailto:do-not-reply@merimen.com>]  
**Sent:** Thursday, July 13, 2017 3:00 PM  
**To:** TAN Wancong <[tan.wancong@axa.com.sg](mailto:tan.wancong@axa.com.sg)>  
**Cc:** [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com); [vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)  
**Subject:** Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

This mail is associated with :  
\*SHB214U (C0431571)  
[SLB6230K]  
TP  
SMRT TAXIS PTE LTD  
Apr 27 2017 12:00PM  
[PARLANE MARK DONALD]  
SMRT Automotive Services Pte Ltd

Dear Wancong,

We refer to your below email.

We had spoken to OI and informed him about the liability assesment of the accident.

OI strongly dispute on the liability of the case as he believed that the accident could be avoided if TP were to turn within his lane. We informed him about the possibility of a 50/50 settlement, however, OI still disagree.

Attached an enclosed copy of email from OI for your reference.

For your further instructions please.

Best Regards,  
**Zaini Kusaini** | Case Handler  
**LKK Auto Consultants**

<-- Original Message --> From: AXA\_SG  
To: LKK\_HQ; [vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)  
CC: AXA\_SG; [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)  
Sent On: 20/06/2017 10:18 AM  
Subject: Re: Fw: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Hi Zani,

Insured driver was turning in from a minor road and she has not completed the turn fully.  
Third party made a left turn from Robinson road and entered Cross street(Main Road) fully before third party changed lane to the 1st lane. Both parties should kee a look out for other vehicles before turning/changing lane.

We are of the view that both parties should bare equal liabilities.  
Please kindly engage insured further on liability.

Mr Han, his workshop @ Alexandra, has also advised their counterclaim might be unsuccessful.  
You may check with him on his counterclaim status against third party and it could help to better manage insured's expectation on the liability.

We are of the view that insured may be unable to escape liability fully.

Thanks  
Wancong

<-- Original Message -->

From: LKK\_HQ

To: [tan.wancong@axa.com.sg](mailto:tan.wancong@axa.com.sg)

CC: AXA\_SG

Sent On: 20/06/2017 09:48 AM

Subject: Fw: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

Dear Wancong,

Insured's cctv footage uploaded in Accellion for your neccessary action.

Thank you.

Zaini  
LKK Auto Consultant Pte Ltd

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ

CC: AXA\_SG; [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

Sent On: 19/06/2017 06:13 PM

Subject: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 214U(TP) ON 27/04/2017

## Zaini (LKK Auto)

**From:** Zaini (LKK Auto)  
**Sent:** Wednesday, 26 July, 2017 3:39 PM  
**To:** 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)'  
**Cc:** Vivian Lau (LKKAuto)  
**Subject:** RE: Accident on 27/4/2017 involving SHB 214U & SLB 6230K - AXA (Our Ref: TAX/04/17/2181/lg)

Without Prejudice

Dear Sirs,

We refer to your email below.

We have submitted your client's claim to our principal for further review.

As such, we regret to inform you that we have our principal's instructions to maintain deny liability of your client's claim.

We will close the matter on our end.

Best Regards,

Zaini Kusaini | Case Handler

LKK Auto Consultants

DID: 6841-2132 | email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) | fax: 6741-4108

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

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Friday, 21 July, 2017 6:56 PM

**To:** Zaini (LKK Auto)

**Cc:** Vivian Lau (LKKAuto)

**Subject:** RE: Accident on 27/4/2017 involving SHB 214U & SLB 6230K - AXA (Our Ref: TAX/04/17/2181/lg)

Dear Zaini,

Please note that the traffic light is in favour of our driver. We attach our video footage for your perusal.

Moreover, your insured has emerged from a minor road.

Please review the matter otherwise we will escalate the matter to GIA for their deliberation.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Zaini (LKK Auto) [<mailto:Zaini@lkkauto.com>]

**Sent:** 21/07/2017 14:58

**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Cc:** Vivian Lau (LKKAuto)  
**Subject:** RE: Accident on 27/4/2017 involving SHB 214U & SLB 6230K - AXA (Our Ref: TAX/04/17/2181/lg)

Dear Sirs,

We refer to the below email.

Attach the enclosed copy of our Insured's statement and CCTV footage above for your reference.

Thank you.

Best Regards,

**Zaini Kusaini** | Case Handler

**LKK Auto Consultants**

DID: 6841-2132 | email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) | fax: 6741-4108

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

---

**From:** Zaini (LKK Auto)

**Sent:** Friday, 21 July, 2017 2:42 PM

**To:** 'LeeGek@smrt.com.sg'

**Cc:** Vivian Lau (LKKAuto)

**Subject:** RE: Accident on 27/4/2017 involving SHB 214U & SLB 6230K - AXA (Our Ref: TAX/04/17/2181/lg)

Without Prejudice

Your Ref: SHB 214U

Our Ref: CC4/AXA17008424/K1wg3

Dear Sirs,

**ACCIDENT INVOLVING VEHICLES SLB 6230K AND SHB 214U ON 27/04/2017**

We refer to the above matter.

Please be informed that our principal had further reviewed the matter and based on the available information and evidence at hand, our principal is in the view that our Insured is not liable of the accident.

Based on the enclosed copy of our Insured's CCTV footage, it was observed that your client's vehicle suddenly swerved lane which caused our Insured vehicle unable to stop in time and collided to your client's vehicle.

In view of the above, we regret to inform you and we have our principal's instruction and we are unable to further look into your claim.

As such, we will close file in our end.

Thank you.

Best Regards,

**Zaini Kusaini** | Case Handler

**LKK Auto Consultants**

DID: 6841-2132 | email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) | fax: 6741-4108

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

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Monday, 12 June, 2017 3:44 PM



Our Ref : TAX/04/17/2181/LG

Date : 11/05/2017

To : Claims Department

From : SMRT Taxis

ACCIDENT INVOLVING SHB214U & SLB6230K ON 27/04/2017 ALONG CROSS ST /  
MARKET ST

**CONFIRMATION OF TAXI RENTAL**

This is to confirm the daily taxi rental rate for taxi registration no. SHB214U is \$63.67/day.

Kindly proceed to recover any rental loss from the third party as a result of this accident.

Thank you.



For Manager

SMRT Taxis Pte Ltd



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV170500512  
Date : 18.05.2017  
Vehicle No. : SHB214U  
Your Ref No. : TAX/04/17/2181  
Our Ref No. : 24089273  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
<b>Parts</b>					
BUMPER, REAR: FOR TOYOTA PRIUS TAXI	1.00	\$ 458.60	(100.00)	\$ 458.60	\$ 0.00
BUMPER SEAL, RR RH	0.00	\$ 65.70	(25.00 )	\$ 0.00	\$ 0.00
RETAINER, BUMPER: SIDE, R/RH, TOYOTA PRIUS	0.00	\$ 94.80	(25.00 )	\$ 0.00	\$ 0.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
FENDER RR/RH	1.00	\$ 766.80	(100.00)	\$ 766.80	\$ 0.00
SMRT LOGO	1.00	\$ 7.80	0.00	\$ 0.00	\$ 7.80
STICKER DECAL 6555 8888	1.00	\$ 21.60	0.00	\$ 0.00	\$ 21.60
LINER, FENDER: R/RH, FOR TOYOTA PRIUS TAXI	0.00	\$ 141.30	(25.00 )	\$ 0.00	\$ 0.00
TYRE: 195/65R15, FOR TOYOTA PRIUS TAXI	0.00	\$ 126.74	0.00	\$ 0.00	\$ 0.00
RIM, TYRE: FOR TOYOTA PRIUS TAXI	1.00	\$1490.20	(100.00)	\$1490.20	\$ 0.00
				<b>Sub-Total</b>	<b>\$ 149.40</b>
<b>Labour</b>					
TO REPAIR RH REAR PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
<b>Others</b>					
TO CHECK WIRING AND SYSTEM FUNCTION	0.00	\$ 80.00	0.00	\$ 0.00	\$ 0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00

Authorised Signature  
for SMRT Automotive Services Pte Ltd





SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 1990042802  
Invoice No. : IV170500512  
Date : 18.05.2017  
Vehicle No. : SHB214U  
Your Ref No. : TAX/04/17/2181  
Our Ref No. : 24089273  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO REPLACE SUNDRY PARTS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY REAR FENDER RH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY RIM	1.00	\$ 50.00	0.00	\$ 0.00	\$ 50.00

GRAND TOTAL \$ 939.40

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 27.04.2017

N.B. Payment by cheque should be crossed and  
made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorised Signature  
for SMRT Automotive Services Pte Ltd



# Accident Vehicle Laid-Up Report

Registration No. : SHB214U

Accident Case No. : TAX/04/17/2181

Make / Model : TOYOTA PRIUS

Ref. No. : 24089273

Date and Time Vehicle off-road for Accident Repair : 27.04.2017 13:47:00

Date and Time Repair Completed : 03.05.2017 10:45:46

Remarks :

Generated by : POHSUAN

Printed on : 03.05.2017



Date: 27/4/2017.

Our Ref. No.:

### Letter of Authorisation

I, SON YEW SAN (NRIC No.: S1389686J) the registered hirer / relief driver / contract hirer of SMRT taxi registration number SHB 2144 hereby authorise **SMRT Automotive Services Pte Ltd** ("**AutoSvs**") to deal with all matters arising out of the accident between my taxi and SLB 6230K happened on 12.15.Pm 27/4/2017 along Cross st / market st. (the "**Accident**") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name

SON YEW SAN

Signature:

Y S S

NRIC No.

S1389686J

Tel No.

91782481

Address

407, YISHUN AVE 6

#11-1284 S760407

Text size + -

**Enquire Transaction History****Transaction History Details**

Log Date/Time:	28 Apr 2017 / 08:34:09	Transaction Amount:	\$5.35
Asset Type:	Vehicle		
Asset ID:	SLB6230K		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20170428083409617741

Search Date / Time: / 27 Apr 2017 12:15:00

Insurance Company: AXA INSURANCE PTE LTD

Information displayed is correct as at the log date and time.

Enquire Related Logs

OK

Land Transport Authority

Please read through the Privacy Statement, Terms of Use and Disclaimer.  
Please do not use the Back or Forward buttons on your browser as this may alter the results of the transactions.  
Best viewed with IE 8.0 SP3 and above: 1024 X 768 resolution  
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## **Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA)**

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA)  
**Sent:** 28/04/2017 09:39  
**To:** 'motor.survey@axa.com.sg'  
**Cc:** Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC); Lim Kha Chiew (Auto Svcs/Ext Biz Svcs/AR & SC); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC); Janet Neo Mei Yen (Auto Svcs/Ext Biz Svcs/Claims & IA)  
**Subject:** RE:SHB214U - Survey (AXA)  
**Attachments:** SHB214U.pdf; 2181 - 214.pdf

Dear Sir / Mdm

Kindly arrange to survey the vehicle **SHB214U** within 48 hours according to GIA guide line, involving your insured **SLB6230K**

Insurance Company : **AXA**

Vehicle in **Woodlands. SMRT Depot**

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



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

Proceed Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	28 Apr 2017		28 Apr 2017 11:13 <a href="#">Edit Adj Rpt</a>	<b>S\$939.40</b> <a href="#">Edit Estimates</a>	<b>S\$939.40</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

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

[Created by insurer]

### CLAIM SUBFOLDER DETAILS

Insured:	PARLENE MARK DONALD, Co. Reg. No.: PG3220837T		
Main Claimant:	SMRT TAXIS PTE LTD, Co. Reg. No.: 198905369K		
Vehicle Reg. No.:	SHB214U	Date of Loss:	27/04/2017 12:00 - :59
Claim Type:	TP / C0431571	Policy/Cover Note No.:	P1758221 (Comprehensive)
Vehicle Reg. No. (Insured):	SLB6230K	Policy No. (Claimant):	
		Excess:	S\$0.00
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628		
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Tan Wancong - 68804832]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KALVIN ANG WEI KUN] ... [Final Rpt due 11/05/2017]		

[View All](#) [Compose Case Mail](#)

### ASSOCIATED MAIL RECEIVED

- AXA\_SG (20/06/2017): TP settlement - C0431571/P1758221
- AXA\_SG (20/06/2017): Re: Fw: Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) A...
- AXA\_SG (19/06/2017): Re: Your Ref: TP / C0431571\_ ACCIDENT INVOLVING VEHICLES SLB 6230K(OI) AND SHB 2...
- AXA\_SG (15/05/2017): Re: Direct Settlement - Accident Involving SLB6230K (OI : AXA - C0431571) and SH...
- AXA\_SG (28/04/2017): WP / New TP Assignment - C0431571/P1758221

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