

Claim Audit

| AUDIT TRAIL | | | | |
|-------------|-------------------|------------------------------|--|---------------------|
| No. | On | Audit | Remarks | By |
| 1 | 17 Aug 2020 10:49 | Clm Dtl Modified | Claimant's Name: -> LUMENS AUTO PTE LTD. | [A] Lee Su Li |
| 2 | 17 Aug 2020 10:49 | Clm Veh Model Changed | (202188) HONDA FIT 1.3 (A). | [A] Lee Su Li |
| 3 | 17 Aug 2020 10:49 | Clm Created | Reg No: SMH7056Y. Acct Date: 2020/08/02. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: My Car Consultant Pte Ltd - Ubi (HQ) | [A] Lee Su Li |
| 4 | 17 Aug 2020 10:49 | Adj Co Assigned | LKK Auto Consultants Pte Ltd (HQ): | [A] Lee Su Li |
| 5 | 17 Aug 2020 10:49 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2020/08/26 | [A] Lee Su Li |
| 6 | 17 Aug 2020 10:49 | Adj Mandate Set | Approved:0.00.Reinsp:Adj decides. | [A] Lee Su Li |
| 7 | 17 Aug 2020 10:50 | Label Added | (30653):Direct Settlement. | [A] Lee Su Li |
| 8 | 17 Aug 2020 10:50 | Adj Adjuster Assigned | [None] -> CHEN TSUE YEE | [A] Lee Su Li |
| 9 | 19 Aug 2020 08:33 | Adj Mandate Request | Cur.Req:0.00:PODS Liability: TBA Remarks: Conflicting version. Kindly upload insured video in Merimen for our viewing. We will request evidence from 3rd party and update. Thanks. | [A] CHEW HSIAO TONG |
| 10 | 19 Aug 2020 09:20 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2020/08/26. Mandate Remarks: UPLOADED THE VIDEO. | [I] Priya |
| 11 | 19 Aug 2020 09:20 | Adj Mandate Set | Maintained:UPLOADED THE VIDEO. | [I] Priya |
| 12 | 19 Aug 2020 10:20 | Video Downloaded | Downloaded Video - Accident-(IV) | [A] CHEW HSIAO TONG |
| 13 | 21 Aug 2020 10:42 | Video Downloaded | Downloaded Video - Accident-(IV) | [A] CHEW HSIAO TONG |
| 14 | 21 Aug 2020 10:47 | Adj Mandate Request | Cur.Req:0.00:From Insured video,our taxi was stationary st the time of accident. It is likely that 3rd party moved forward & hit our taxi. We intend to reject 3rd party claim. For your approval. Thanks. | [A] CHEW HSIAO TONG |
| 15 | 21 Aug 2020 11:06 | Video Downloaded | Downloaded Video - Accident-(IV) | [I] Priya |
| 16 | 21 Aug 2020 11:06 | Video Downloaded | Downloaded Video - Accident-(IV) | [I] Priya |
| 17 | 21 Aug 2020 11:08 | Adj Next Rpt Changed | Cur Rpt:Final Rpt. Cur Due Date:2020/08/26. Mandate Remarks: please proceed to reject this case. | [I] Priya |
| 18 | 21 Aug 2020 11:08 | Adj Mandate Set | Approved:0.00:please proceed to reject this case. | [I] Priya |

Date From Date To Audit Type

ACTIVITY

No record

| Merimen Billing for this case - Transaction History | | | | | | | | |
|---|----------------------|-------------------|----------|--|--|----------|----------|--------|
| Bill Ref No | Bill Date | Bill Type | Acc Type | Acc Name | Co Name (Branch) | Ref 1 | Ref 2 | Amount |
| 2561956 | 18 Aug 2020 08:40:49 | TP Case (Insurer) | Motor | LKK Auto Consultants Pte Ltd | India International Insurance Pte Ltd (HQ) | SMH7056Y | SHC2905R | 11.00 |
| 2563310 | 19 Aug 2020 09:20:17 | Video Upload | Motor | India International Insurance Pte Ltd (HQ) | India International Insurance Pte Ltd (HQ) | SMH7056Y | Priya | xx.xx |

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 18 September 2020 10:48 AM
To: My Car Consultant
Subject: [Rejection] Your Ref: SMH7056Y //LKK Ref: CC4/III20008516/Eps3 [ACCIDENT INVOLVING SHC 2905R(III) AND SMH 7056Y ON 02/08/2020]
Attachments: Statement of SHC2905R.pdf; SMH7056Y vs SHC2905R-OI VIDEO.mp4

Without Prejudice

Dear Sirs/Mdm,

We refer above matter.

Attached is a copy of our insured video footage and report for your easy reference. From the video, it shows that our taxi was stationary at the time of accident. Your client moved forward & hit onto our taxi. We are of the view that our driver is not liable for the accident.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 19 August 2020 8:40 AM
To: My Car Consultant <admin@mycar.sg>
Subject: Your Ref: SMH7056Y //LKK Ref: CC4/III20008516/Eps3 [ACCIDENT INVOLVING SHC 2905R(III) AND SMH 7056Y ON 02/08/2020]

Your Ref: **SMH7056Y**
LKK Ref: CC4/III20008516/Eps3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHC 2905R(III) AND SMH 7056Y ON 02/08/2020

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

As per III instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)