



Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	16 Dec 2020 21:00	Clm Dtl Modified	Claimant's Name: -> INSTRUMAC INSTRUMENTATION.	[A] HOW MEI KWAN
2	16 Dec 2020 21:00	Clm Veh Model Changed	(206159) NISSAN NV200 1.5 ABS AIRBAG 2WD 6DR EURO 5 (M).	[A] HOW MEI KWAN
3	16 Dec 2020 21:00	Clm Created	Reg No: GBD1879E. Acct Date: 2020/11/25. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: ERGO Insurance Pte. Ltd. (HQ). Workshop: C L Auto Pte Ltd (HQ)	[A] HOW MEI KWAN
4	16 Dec 2020 21:01	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	16 Dec 2020 21:01	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/12/28	[A] HOW MEI KWAN
6	16 Dec 2020 21:01	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	16 Dec 2020 21:03	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	16 Dec 2020 21:03	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
9	22 Dec 2020 08:27	Adj Mandate Request	Cur.Reg:0.00:PODS Liability: 0%. 3rd party was making a right turn and collided with our taxi who was driving straight. Seek approval to reject 3rd party claim as per BOLA S5.	[A] CHEW HSIAO TONG
10	22 Dec 2020 10:48	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/12/28. Mandate Remarks: Uploaded OID video footage, please reject TP claim.	[I] Zuhaidah Bte Samsuri
11	22 Dec 2020 10:48	Adj Mandate Set	Approved:0.00:Uploaded OID video footage, please reject TP claim.	[I] Zuhaidah Bte Samsuri
12	22 Dec 2020 12:39	Video Downloaded	Downloaded Video - Accident (OID)	[A] CHEW HSIAO TONG
13	18 Jan 2021 15:09	Label Removed	(30651):Vehicle Not In.	[A] CHEW HSIAO TONG
14	18 Jan 2021 15:10	Video Downloaded	Downloaded Video - Accident (OID)	[A] CHEW HSIAO TONG
15	16 Apr 2021 10:10	Label Removed	(30653):Direct Settlement.	[A] CHEW HSIAO TONG
16	16 Apr 2021 10:10	Label Added	(30652):WP.	[A] CHEW HSIAO TONG

Date From   Date To   Audit Type None 

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
2654782	17 Dec 2020 08:45:36	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	GBD1879E	SHA4011S	11.00
2655838	22 Dec 2020 10:45:28	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	GBD1879E	Zuhaidah Bte Samsuri	xx.xx

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 18 January 2021 3:15 PM
To: Simon Koh
Cc: Vincent
Subject: RE: [REJECTION] Your Ref: GBD1879E // LKK Ref: CC4/III20014011/pa3 [ACCIDENT INVOLVING SHA 4011S(III) AND GBD 1879E ON 25/11/2020]

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

We have reviewed the matter and we maintain our position as per email dated 23/12/2020. We are of the view that your client should exercise more caution before he proceed to make a right turn as the traffic light was green in our insured direction.

We regret to inform you that we are unable to look into your client's claim. Thanks.

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)

-----Original Message-----

From: Simon Koh <workshop@clauto.com.sg>

Sent: Wednesday, 23 December 2020 3:02 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Vincent <vincent@clauto.com.sg>

Subject: Re: [REJECTION] Your Ref: GBD1879E // LKK Ref: CC4/III20014011/pa3 [ACCIDENT INVOLVING SHA 4011S(III) AND GBD 1879E ON 25/11/2020]

Dear Ms Chew

We refer to your below email. From the video sent, we agree that the van GBD1879E did a right turn, but however, the photo is shown before the accident and we strongly think that the taxi got sufficient time to prevent the accident. When the van driver alighted from the van to inspect the accident, the van had already completed the turn fully into Choa Chu Kang North 5.

We enclose the GIA report to further proves our above stand.

We appreciate it if you can reconsider this case to allow our client to proceed with the claim.

--

Best Regards,

Vincent Yeo

Director

CL Auto Pte Ltd
Office Address: 48 Toh Guan Road East #02-125, Enterprise Hub, Singapore
608586
M: (65)9634 7633 | T: (65)6795 6125 | F: (65)6795 0920

Your Ref: GBD1879E
Without Prejudice

LKK Ref: CC4/III20014011/pa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHA 4011S(III) AND GBD 1879E ON 25/11/2020

We refer to the above matter.

Attached is a copy of our insured accident report and video screenshot for your easy reference. Our insured was driving straight with traffic light green in his favour, your client was making a right turn should exercise caution. We are of the view that our insure 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.

Thanks.

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)

Video Screenshot-SHA4011S.png

Video Screenshot-SHA4011S.png
~1.1 MBShow Download