

Ernest

CC 4/AXA1601 3600, KLY439

LKK: IDAC

ASSIGNMENT

Surveyor:

Malvin

DOI:

20/7/10

Date / Time:

20/7/10

Registered in Merimen:

20/7/10

Pre-assign / CCU / FTE



Insured Vehicle No.:

PC 302P

Claim No.:

LO 392/65

Name of Insured:

EMERALD TOURS AND TRAVEL PIC

Policy No.:

P1551533

Insured Tel No.:

HP:

Make / Model:

TOYOTA

Excess Sec II : \$

\$ 3000

D.O.A.:

20/7/10

Place of Accident:

LOWYER QUAY

Is driver the owner? (YES / NO)

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

DITCHAYIA THAVAR DASENARASE THUPATHI

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

Driver Tel No.:

913 80375

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:

SART



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time	STAGE	DATE / PIC
10/8/10 7/15	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	
10/8/10	TP impairingly drove forward of hit to insured although other vehicles were still stationary. In the midst of crossing the junction the traffic light turn amber to Red & TP did not give way & just drove out of hit OI.	
29-01-10	ADVISE PRINCIPAL NOT NECESSARY TO OBTAIN DRIVING LICENCE AS NO LIABILITY INVOLVED	
	RECEIVED 7 FEB 2010	

<b>PRELIMINARY ADVICE</b>	Date/Time:	Sent By:	Post-Repair Photos:
<b>FINALIZATION</b>	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	\$	( days) Reduction:	%
<b>FINAL SETTLEMENT</b>	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.:	If NO or B 28, Ass. Lja:
Repair Cost:	\$		
Loss of Rental (LOR):	\$	( days)	
Loss of Use (LOU):	\$	( \$ x days)	
Loss of Income (LOI):	\$	( \$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/> [Tick only one]		
GIA/LTA Search:	\$		
Medical:	\$		
Disbursement:	\$	(e.g. Tow/ Independent)	
Legal Cost:	\$		
<b>Total:</b>	<b>\$</b>	<b>Global Sum \$:</b>	
<b>FINAL PAYMENT</b>	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	\$	Name 1:	
Payee 2: (Strike if N.A.)	\$	Name 2:	
Payee 3: (Strike if N.A.)	\$	Name 3:	





## 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 : CC4/AXA16013600/K1yb3	
8 SHENTON WAY #27-01 SINGAPORE 068811		Date : 22-07-2016	
		Code : AXA2	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	PC 3021P	Veh. Inspected	SHC 4677K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	22/07/2016
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			
5. General Information			
Accident Date	20/07/2016	Inspection Date	22/07/2016
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

Camera

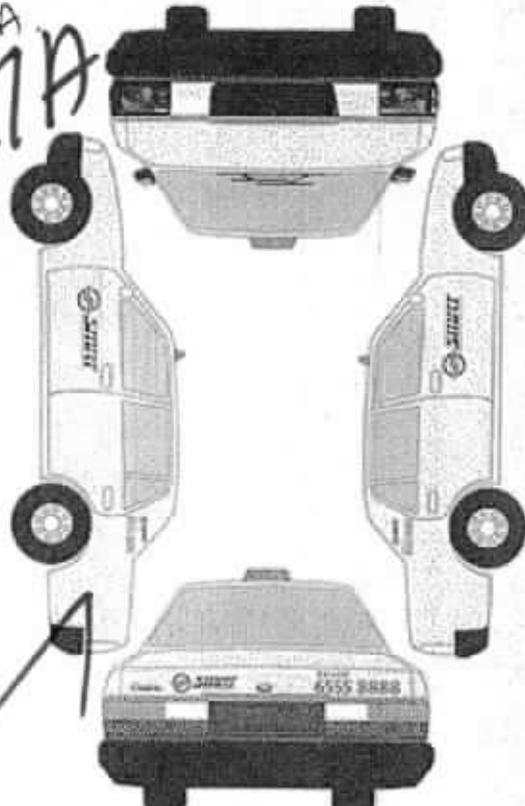
23-7-16 / ~~10:08~~  
 25-7-16 / ~~10:08~~  
 10:57

22-7-16 / ~~10:08~~  
 10:37

**SMRT Accident Vehicle Repair Estimates****Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre**

Reg. No : SHC4677K  
 Ref. No : TAX/07/16/2193  
 Reg. Date : 04/03/2015  
 Vehicle Type : TAXI  
 Make : TOYOTA PRIUS  
 Model : PRIUS  
 Name of Driver : YAP CHWEE GIM  
 Type of Accident : HEAD TO SIDE  
 Date / Time of Accident : 20/07/2016 09:17:00 AM  
 Accident Reported Date / Time : 20/07/2016 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 : 000024083672  
 Special Instruction to ARC, if any :  
 PC3021P / AXA  
 BEFORE REPAIR PHOTO , FOR CHECK ITEM and REPLACE ITEM PLEASE CALL SURVEYOR KALVIN (LKK) /  
 Email: kalvinang@lkkauto.com  
 Prepared Date : 20/07/2016 04:26:06 PM

*SWL + LTA*  
*SWL + LTA*



*10-35 23/7/16 Pass*

*Supplementary*  
*+ Refer to the Supplementary part 11/16*  
*201383*  
*201489*

LEE SHENG AUTO PTE LTD

Vehicle Return Date: 23-7-16Vehicle Return Time: 10:00 AM

Driver Signature:

Chassis No : JTDKN36U905759142

Mileage : 0

Work Shop :

Repair Completed Date / Time :

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 338.00	100.00
Total Spray Painting Charges	: 378.00	200.00
Total Material Charges	: 822.12	822.12
Other Charges	: 80.00	20.00
<b>TOTAL</b>	<b>: 1,618.12</b>	<b>1,142.12</b>
<b>Lum Sum Total</b>	<b>: 0.00</b>	<b>0.00</b>
No. of Repair Days	: 3.00	2.00
Prepared / Adjusted By	:	KALVIN (LKK)
Arc / Surveyor Sing Off Date	: 21/07/2016 03:53:00 PM	22/07/2016 10:57:08 AM

L

LKK

Prepared / Adjusted Date :

Remarks :

Prepared Date : 21/07/2016 03:53:00 PM

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

Quotation No : QN-1608-0076  
 Quotation Date : 3/8  
 Invoice Amount : 0.00

Invoice No :  
 Invoice Date :  
 Prepared Date : 7/21/2016 3:53:17 PM

**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH FRONT PORTION	338.00	100.00
<b>Total Labour</b>	<b>338.00</b>	<b>100.00</b>

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY FRONT BUMPER	378.00	200.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>378.00</b>	<b>200.00</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	20.00
<b>Total Other Costs</b>	<b>80.00</b>	<b>20.00</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
52119-47930		6505517	BUMPER FRT <i>Detail</i>	1	482.00	25.00	361.50	Replace	Replace	No <input checked="" type="checkbox"/>
52116-47040		6505516	BUMPER SUPPORT F/LH <i>see</i>	0	76.40	25.00	0.00	Replace	Not given	No <input checked="" type="checkbox"/>
53876-47030		6505554	FENDER LINER FRT/LH <i>see</i>	0	171.70	25.00	0.00	Replace	Not given	No <input checked="" type="checkbox"/>
81521-47050			LENS & BODY, FR TURN LH <i>see</i>	1	511.80	10.00	460.62	Replace	Replace	No <input checked="" type="checkbox"/>
81529-47040			BRACKET, FR TURN UPPER LH <i>see</i>	0	24.40	25.00	0.00	Replace	Not given	No <input checked="" type="checkbox"/>
81529-47060			BRACKET, FR TURN CENTER LH <i>see</i>	0	58.20	25.00	0.00	Replace	Not given	No <input checked="" type="checkbox"/>
81529-47050			BRACKET, FR TURN LOWER LH <i>see</i>	0	26.00	25.00	0.00	Replace	Not given	No <input checked="" type="checkbox"/>
<b>TOTAL MATERIALS</b>								<b>822.12</b>	<b>822.12</b>	
<b>TOTAL MATERIALS(Discounted)</b>								<b>822.12</b>	<b>822.12</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>									

822.12  
 + 100.00  
 + 220.00  


---

 1142.12

*confirmed*

5/8/16

## SMRT Accident Vehicle Repair Estimates

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

Reg. No : SHC4677K  
 Ref. No : TAX/07/16/2193  
 Reg. Date : 04/03/2015  
 Vehicle Type : TAXI  
 Make : TOYOTA PRIUS  
 Model : PRIUS  
 Name of Driver : YAP CHWEE GIM  
 Type of Accident : HEAD TO SIDE  
 Date / Time of Accident : 20/07/2016 09:17:00 AM  
 Accident Reported Date / Time : 20/07/2016 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 : 000024083672  
 Special Instruction to ARC, if any :  
 PC3021P / AXA  
 Prepared Date : 20/07/2016 04:26:06 PM



*Before Paint pls*

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 : JTDKN36U905759142                      Mileage : 0  
 Work Shop :    Repair Completed Date / Time :

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges :	338.00	0.00
Total Spray Painting Charges :	756.00	0.00
Total Material Charges :	1,089.64	1,089.64
Other Charges :	80.00	0.00
<b>TOTAL :</b>	<b>2,263.64</b>	<b>0.00</b>
<b>Lum Sum Total :</b>	<b>0.00</b>	<b>0.00</b>
No. of Repair Days :	3.00	<del>0.00</del> <i>2 Days</i>
Prepared / Adjusted By :		
Prepared / Adjusted Date :	21/07/2016 03:53:00 PM	01/01/1900 12:00:00 AM

Prepared Date : 21/07/2016 03:53:00 PM

**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 : 0.00    Prepared Date : 7/21/2016 3:53:17 PM

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH FRONT PORTION	338.00	0.00
<b>Total Labour</b>	<b>338.00</b>	<b>0.00</b> /60

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY FRONT BUMPER	378.00	0.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>378.00</b>	<b>0.00</b> 200

**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      20
<b>Total Other Costs</b>	<b>80.00</b>	<b>0.00</b>

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

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
52119-47930		BUMPER FRT	1	482.00	25.00	361.50	Replace	Replace ✓	No
52116-47040		BUMPER SUPPORT F/LH	1	76.40	25.00	57.30	Replace	Replace X	No
53876-47030		FENDER LINER FRT/LH	1	171.70	25.00	128.77	Replace	Replace X	No
81521-47050		LENS & BODY, FR TURN LH	1	511.80	10.00	460.62	Replace	Replace ✓	No
81529-47040		BRACKET, FR TURN UPPER LH	1	24.40	25.00	18.30	Replace	Replace X	No
81529-47060		BRACKET, FR TURN CENTER LH	1	58.20	25.00	43.65	Replace	Replace X	No
81529-47050		BRACKET, FR TURN LOWER LH	1	26.00	25.00	19.50	Replace	Replace X	No
<b>TOTAL MATERIALS</b>						<b>1,089.64</b>			

Kalish CKK  
 22/2/16  
 10704

**Jas Khine (LKKAuto)**

---

**From:** Do-Not-Reply <do-not-reply@merimen.com>  
**Sent:** Friday, 20 January, 2017 8:00 PM  
**To:** do-not-reply@merimen.com  
**Cc:** Jas Khine (LKKAuto)  
**Subject:** Re: DS - C0392965/P1551533

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

This mail is associated with :  
**\*SHC4677K (C0392965)**  
**[PC3021P]**  
TP  
SMRT TAXIS PTE LTD  
Jul 20 2016 9:00AM  
[EMERALD TOURS AND TRAVELS PTE LTD]  
Smt Automotive Service Pte Ltd



**AXA INSURANCE PTE L**  
8 Shenton Way, #24-01  
Singapore 068811  
Customer Centre #B1-4  
☎ (65) 6880 4888  
☎ (65) 6338 2522  
🌐 [www.axa.com.sg](http://www.axa.com.sg)  
GST Reg No.: 199903E  
Co. Reg No.: 1999035

efining / insurance

Dear Jas,

Please proceed to reject TP & contact insured driver to obtain copy of driving licence and vocational licence.

Meantime, kindly send the video file back to us as our copy was accidentally misplaced.

Thank you.

With regards,  
Ernest

<-- Original Message -->

**From:** LKK\_HQ  
**To:** ernest.tay@axa.com.sg; AXA\_SG  
**CC:** jaskhine@lkkauto.com

Sent On: 20/01/2017 09:25 AM  
Subject: Re: DS - C0392965/P1551533

Dear Ernest,

Further to the below matter.

As per OI video footage, traffic light is green when the insured crossed over the junction. Due to the heavy traffic ahead vehicles in the yellow box are moving slowly. While doing so, Traffic light turned amber to red.

During that time, all vehicles from the third party side are stationary to let the traffic complete crossing over the junction. Although, third party could see the traffic condition clearly, he impatiently drove forward and collided into our insured.

We are of view that TP should give way to our insured as our insured is in the midst of crossing over the junction. Under such a circumstances, our insured is not liable for the accident.

We intend to reject the claim. Please let's have your approval.

Thank you.

**“Wishing you a Happiness and Prosperity New Year”**

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com) | fax: 6741-4108

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

<-- Original Message -->

From: AXA\_SG

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

Sent On: 13/08/2016 12:10 PM

Subject: Re: DS - C0392965/P1551533



redefining / insurance



AXA INSURANCE SINGAPORE PTE LTD

☎ (65) 6338 7288

☎ (65) 6338 2522

🌐 [www.axa.com.sg](http://www.axa.com.sg)

Dear LKK team,

We have sent a copy of Insured's video for your assessment through Accellion to Vivian Lau's email.

Please assist to review the video and provide your opinion for discussion.

Meanwhile, kindly look into Insured's driving licence and vocational licence copy as well.

Thank you.

With regards,  
Ernest

<-- Original Message -->

From: AXA\_SG

To: LKK\_HQ;sur@lkkauto.com;assignments@lkkauto.com

CC: AXA\_SG

Sent On: 22/07/2016 09:32 AM

Subject: WP / New TP Assignment - C0392965/P1551533

Dear LKK Auto Consultants Pte Ltd,

Please survey the vehicle.

WP: [Non-Reporting] [Pending Driver License] [TP Excess]

Workshop Name: Smrt Automotive Service Pte Ltd

Policy Number: P1551533

Vehicle Number: SHC4677K

Date of Accident:20/07/2016

Estimated Claim Amount:

Excess: 3000.00

Claim Handler Name: Ernest Tay

[ This mail is sent from a mailer account - do not reply to this email address ]

Sent by : Ernest Tay (AXA Insurance Pte Ltd)

## Jas Khine (LKKAuto)

---

**From:** Jas Khine (LKKAuto)  
**Sent:** Thursday, 2 February, 2017 12:02 PM  
**To:** 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)'  
**Subject:** RE: URGENT / REMINDER SHC 4677K DOA: 20/7/2016 Our Ref: TAX/07/16/2193/lg  
**Attachments:** OUR INSURED ACC STATEMENT.pdf

### WITHOUT PREJUDICE

Dear Lee Gek,

Further to the below matter.

As per our insured video footage, traffic light is green when our insured crossed over the junction. Due to the heavy traffic ahead vehicles in the yellow box are moving slowly. While doing so, Traffic light turned amber to red.

During that time, all vehicles from Finlayson Green are still stationary to let the traffic complete crossing over the junction except from your client's vehicle. Although, your client could see the traffic condition clearly, he impatiently drove forward and collided into our insured.

Therefore, we regret to inform you that we have our Principal instruction to deny the liability as your client should give way to our insured while our insured is in the midst of crossing over the junction.

P.s As the video file size is huge, we will burn in CD and forward to your good office through our Surveyor Calvin.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com) | fax: 6741-4108

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

---

**From:** Jas Khine (LKKAuto) [<mailto:jaskhine@lkkauto.com>]  
**Sent:** 10/10/2016 11:07  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)  
**Subject:** RE: SHC 4677K DOA: 20/7/2016 Our Ref: TAX/07/16/2193/lg

Dear Lee Gek,

Noted.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi 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, 10 October, 2016 10:20 AM  
**To:** Jas Khine (LKKAuto) <[jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com)>  
**Subject:** Re: SHC 4677K DOA: 20/7/2016 Our Ref: TAX/07/16/2193/lg

Dear Jas,

We have given the video footage to Calvin today.

Please let us have your offer asap. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

## Jas Khine (LKKAuto)

---

**From:** Jas Khine (LKKAuto)  
**Sent:** Thursday, 2 February, 2017 12:02 PM  
**To:** 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)'  
**Subject:** RE: URGENT / REMINDER SHC 4677K DOA: 20/7/2016 Our Ref: TAX/07/16/2193/lg  
**Attachments:** OUR INSURED ACC STATEMENT.pdf

### WITHOUT PREJUDICE

Dear Lee Gek,

Further to the below matter.

As per our insured video footage, traffic light is green when our insured crossed over the junction. Due to the heavy traffic ahead vehicles in the yellow box are moving slowly. While doing so, Traffic light turned amber to red.

During that time, all vehicles from Finlayson Green are still stationary to let the traffic complete crossing over the junction except from your client's vehicle. Although, your client could see the traffic condition clearly, he impatiently drove forward and collided into our insured.

Therefore, we regret to inform you that we have our Principal instruction to deny the liability as your client should give way to our insured while our insured is in the midst of crossing over the junction.

P.s As the video file size is huge, we will burn in CD and forward to your good office through our Surveyor Calvin.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com) | fax: 6741-4108

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

---

**From:** Jas Khine (LKKAuto) [<mailto:jaskhine@lkkauto.com>]  
**Sent:** 10/10/2016 11:07  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)  
**Subject:** RE: SHC 4677K DOA: 20/7/2016 Our Ref: TAX/07/16/2193/lg

Dear Lee Gek,

Noted.

Thank you.

Best Regards,

**Jas Khine** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi 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, 10 October, 2016 10:20 AM  
**To:** Jas Khine (LKKAuto) <[jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com)>  
**Subject:** Re: SHC 4677K DOA: 20/7/2016 Our Ref: TAX/07/16/2193/lg

Dear Jas,

We have given the video footage to Calvin today.

Please let us have your offer asap. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

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

Pending Driver License

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	22 Jul 2016		22 Jul 2016 09:32 <a href="#">Edit Adj Rpt</a>	<b>S\$1,142.12</b> <a href="#">Edit Estimates</a>	<b>S\$1,142.12</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured:	<b>EMERALD TOURS AND TRAVELS PTE LTD</b> , Co. Reg. No.: 201333719K								
Main Claimant:	<b>SMRT TAXIS PTE LTD</b> , Co. Reg. No.: 198905369K								
Vehicle Reg. No.:	<b>SHC4677K</b>	Date of Loss:	20/07/2016 09:00 - :59						
Claim Type:	<b>TP / C0392965</b>	Policy/Cover Note No.:	P1551533 (Comprehensive)						
Vehicle Reg. No. (Insured):	<b>PC3021P</b>	Policy No. (Claimant):	D-IIO27591MFSH						
		Excess:	S\$3,000.00						
Repairer:	<b>SMRT Automotive Services Pte Ltd (Woodlands)</b> 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	<b>AXA Insurance Pte Ltd (HQ)</b> - Tel: 6338 7288 ... [Handled by <b>Ernest Tay</b> - 6880 4835]								
Claimant's Insurer:	<b>MS First Capital Insurance Ltd (HQ)</b> - Tel: 62222311								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KALVIN ANG WEI KUN</b> ] ... [Final Rpt due 02/08/2016]								
Adj Asg. Remarks:	PLEASE CHECK TP IF ANY VIDEO AVAILABLE.								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AXA_SG (20/01/2017): Re: <b>DS - C0392965/P1551533</b></li> <li>AXA_SG (13/08/2016): Re: <b>DS - C0392965/P1551533</b></li> <li>AXA_SG (22/07/2016): <b>WP / New TP Assignment - C0392965/P1551533</b></li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SHC4677K (C0392965)  
 [PC3021P]  
 TP  
 SMRT TAXIS PTE LTD  
 Jul 20 2016 9:00AM  
 [EMERALD TOURS AND TRAVELS PTE LTD]  
 SMRT Automotive Services Pte Ltd

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>			View <input type="button" value="View in Browser"/>	
<b>Assessment Reports</b>			1 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	25/07/16 11:16	<b>Adjuster Immediate Advice</b>	Load HTM	<input type="checkbox"/>
<b>Photos/Images</b>			3 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	13/08/16 11:00	<b>Accident Scene Photo (FROM INSD) - 1</b>	Load JPG	<input checked="" type="checkbox"/>
2	13/08/16 11:00	<b>Accident Scene Photo (FROM INSD) - 2</b>	Load JPG	<input checked="" type="checkbox"/>
3	13/08/16 11:00	<b>Accident Scene Photo (FROM INSD) - 3</b>	Load JPG	<input checked="" type="checkbox"/>
4	13/08/16 11:00	<b>Accident Scene Photo (FROM INSD) - 4</b>	Load JPG	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
2	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
3	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
4	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
5	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
6	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
7	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
8	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
9	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
10	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
11	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
12	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
13	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
14	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
15	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
16	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
17	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
18	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
19	22/07/16 16:56	<b>General View</b>	Load JPG	<input checked="" type="checkbox"/>
20	25/07/16 08:41	<b>Reinspection Photo</b>	Load JPG	<input checked="" type="checkbox"/>
21	25/07/16 08:41	<b>Reinspection Photo</b>	Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Finalized On	AXA Insurance Pte Ltd (HQ)	Thumbnail	Print
1	22/07/16 08:42	<b>EMAIL_ABS</b>	Load PDF	<input type="checkbox"/>
2	22/07/16 08:42	<b>ESTIMATE_ABS</b>	Load PDF	<input type="checkbox"/>
3	22/07/16 08:42	<b>SHC4677K TP GIA_ABS</b>	Load PDF	<input type="checkbox"/>
4	03/08/16 16:36	<b>Singapore Accident Statement - PC3021P / INSD</b>	Load PDF	<input type="checkbox"/>

5	03/08/16 16:39	Drivers Driving License - PITCHAIYA THEVAR BASKARASE THUPATHI - PC3021P EMPLOYEE		Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	25/07/16 14:18	TP ESTIMATE- MARKED		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.			

<p><b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b></p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p><b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer</p> <p><small>Note: Remarks are private unless you show it to other parties.</small></p>
---

## 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: CC4/AXA16013600/K1YB3Q2  
Date: 26/02/2018

#### REFERENCE

Handling Insurer: AXA Insurance Pte Ltd	Policy No:	P1551533	
<b>Claimant Vehicle No :</b> SHC4677K	<b>Insured Vehicle No :</b>	PC3021P	
Date of Loss: 20/07/2016	Nature of Claim:	TP	Claim No: C0392965

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	<b>SHC4677K</b>		
Make & Model:	TOYOTA PRIUS, 1.8 Hybrid (A)	Engine No:	2ZR6320822
Reg. Date:	04/03/2015 (Man. Year: 2015)	Chassis No:	JTDKN36U905759142
Colour:	Maroon	Odometer:	201383 km
Engine Capacity:	1798 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### 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:	195/65 R15	Rear Tyre Size:	195/65 R15
Front Left Side:	Falken 7 mm	Rear Left Side:	Falken 7 mm
Front Right Side:	Falken 7 mm	Rear Right Side:	Falken 7 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,350.50	822.12	528.38	39.12
Miscellaneous Items	0.00	0.00	0.00	
Labour	796.00	320.00	476.00	59.80
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>2,146.50</b>	<b>1,142.12</b>	<b>1,004.38</b>	<b>46.79</b>

#### INSPECTION

Date of Assignment:	22/07/2016	
Date Inspected:	22/07/2016 Inspected At:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4 Singapore 757705
Estimated Period of Repair:	2.0 days	

**Adjuster:** KALVIN ANG WEI KUN

**Manager:** Jasmine Khine Phoo Wai

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: 26 Feb 2018)
<b>Parts:</b> 144	TOYOTA PRIUS 1.8 Hybrid (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b> Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SHC4677K)
<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 FRT (DISC 25%) (CONSISTENT)	Deformed	482.00 F	*361.50 F	
2	1		*LENS & BODY ,FR TURN LH (DISC 10%) (CONSISTENT)	Cracked	511.80 F	*460.62 F	
3	1		*BUMPER SUPPORT F/LH (CONSISTENT)	Serviceable	76.40 F	*- F	
4	1		*FENDER LINER FRT/LH (CONSISTENT)	Serviceable	171.70 F	*- F	
5	1		*BRACKET ,FR TURN UPPER LH (CONSISTENT)	Serviceable	24.40 F	*- F	
6	1		*BRACKET ,FR TURN CENTER LH (CONSISTENT)	Serviceable	58.20 F	*- F	
7	1		*BRACKET ,FR TURN LOWER LH (CONSISTENT)	Serviceable	26.00 F	*- F	
					<b>Total Parts (S\$)</b>	<b>1,350.50</b>	<b>822.12</b>

F=Franchise part.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	PANEL BEATING & BODY WORK	New	338.00	100.00
2	SPRAY PAINT	New	378.00	200.00
3	TO CHECK WIRING AND SYSTEM FUNCTION	New	80.00	20.00
Gross Labour Cost (S\$)			796.00	320.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >