

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	05 Feb 2021 16:56	Clim Dtl Modified	Claimant's Name: -> AH KOW @ TEO AH KOW.	[A] HOW MEI KWAN
2	05 Feb 2021 16:56	Clim Veh Model Changed	(205855) TOYOTA COROLLA ALTIS 1.6 (A).	[A] HOW MEI KWAN
3	05 Feb 2021 16:56	Clim Created	Reg No: SJW5489B. Acct Date: 2021/02/02. Claim Type: TP. Insurer: FWD Singapore Pte. Ltd. (HQ). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Xinya Auto Services Pte Ltd (HQ)	[A] HOW MEI KWAN
4	05 Feb 2021 16:56	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	05 Feb 2021 16:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/02/17	[A] HOW MEI KWAN
6	05 Feb 2021 16:56	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	05 Feb 2021 16:57	Label Added	(20005):Direct Settlement .	[A] HOW MEI KWAN
8	05 Feb 2021 16:57	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
9	08 Feb 2021 13:17	Clim Registration Modified	Pol No:->PNPV2017-00008341-03.	[I] Venessa Chan
10	09 Feb 2021 17:32	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2021/02/17	[A] HOW MEI KWAN
11	28 Apr 2021 17:07	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
12	28 Apr 2021 17:07	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	28 Apr 2021 17:07	Clim Dtl Modified	JPJ Reg. Date: -> 2009/09/03.	[A] JOANNE LEE KHANG MIN
14	28 Apr 2021 17:07	Clim Details Notified		[A] JOANNE LEE KHANG MIN
15	04 May 2021 12:43	Adj Mandate Request	Cur Req:1357.45:LIABILITY: 50%(Both turning left) *QUANTUM: [(a) COR: \$2,400.00 + (b) LOU: \$300.00 (5days x \$60)]@50% =\$1,350.00 + (c) DISBURSEMENT: \$7.45 =Total: \$1,357.45* VEH MODEL: Toyota Corolla(1598cc). FOR YOUR APPROVAL/INSTRUCTION.	[A] CHEW HSIAO TONG
16	05 May 2021 17:07	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/02/17. Mandate Remarks: Hi! Please reject TP claim based on the video footage captured by the in-car camera of IV.	[I] Josey Loh
17	05 May 2021 17:07	Adj Mandate Set	Maintained:Hi! Please reject TP claim based on the video footage captured by the in-car camera of IV.	[I] Josey Loh
18	08 Jul 2021 15:23	Adj Mandate Request	Cur Req:1357.45:Hi, 3rd party appeal on rejection as per bola guidelines scenario 18. at 50/50 liability. Both parties were turning left. For your review and instruction.	[A] CHEW HSIAO TONG
19	08 Jul 2021 16:17	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/02/17. Mandate Remarks: Hi! Please refer to the video footage which was sent on 08/07/2021.	[I] Josey Loh
20	08 Jul 2021 16:17	Adj Mandate Set	Maintained:Hi! Please refer to the video footage which was sent on 08/07/2021.	[I] Josey Loh

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
-------------	-----------	-----------	----------	----------	------------------	-------	-------	--------

8/18/2021

Merimen e-Claims

2668530	08 Feb 2021 13:18:00	TP Case (Insurer)	Motor	FWD Singapore Pte. Ltd. (HQ)	FWD Singapore Pte. Ltd. (HQ)	SJW5489B	LEE CHAI KENG	xx.xx
2669093	09 Feb 2021 17:32:05	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SJW5489B	SJK8478B	11.00

Re: [REJECTION] - ACCIDENT INVLG SJW 5489B AND SJK 8478B ALONG ANSON RD. ON 02/02/21 AT 1724 HRS

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

Tue 3/8/2021 11:26 AM

To: Xinya Auto Services <xinyaauto@singnet.com.sg>

 1 attachments (11 MB)

SJW5489B vs SJK8478B_OI VIDEO.mp4;

Without Prejudice

Dear Sirs/Mdm,

We have appealed your matter to our principal for further review. However, we regret to inform you that we maintain rejection as per our email dated 14 May 2021. Our insured video shows that he was turning left to the right most lane and suddenly there is an impact to his car. We are of the view that our insured version is more credible.

Thank you.

"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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Xinya Auto Services <xinyaauto@singnet.com.sg>

Sent: Thursday, 8 July 2021 3:18 PM

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

Subject: RE: [REJECTION] - ACCIDENT INVLG SJW 5489B AND SJK 8478B ALONG ANSON RD. ON 02/02/21 AT 1724 HRS

Hi, Ms. Chew

Kindly take note both vehicle was turning left and your principle's insured in vehicle recording is not entirely clear.

Could we settle matter as per bola guidelines scenario 18. at 50/50 liability.

Thank you

Regards

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, May 14, 2021 8:49 AM
To: xinyaauto@singnet.com.sg
Subject: [REJECTION] - ACCIDENT INVLG SJW 5489B AND SJK 8478B ALONG ANSON RD. ON 02/02/21 AT 1724 HRS

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured accident report and video for your easy reference. We are of the view that our insured driver is not liable for the accident as he was driving within his lane.

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.

"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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Xinya Auto Services <xinyaauto@singnet.com.sg>
Sent: Thursday, 6 May 2021 2:07 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: motorclaims.sg@fwd.com <motorclaims.sg@fwd.com>
Subject: ACCIDENT INVLG SJW 5489B AND SJK 8478B ALONG ANSON RD. ON 02/02/21 AT 1724 HRS

Hi Ms. Hsiao Tong

We had submitted the above claim and LOD to your good office on 8 March 21 by (REGISTERED) mail.

However till date we have not heard from your good self, appreciate if you could asap.

Thank you

Regards

Kevin



Virus-free. www.avg.com