

Claim Audit

AUDIT TRAIL

No.	On	Audit	Remarks	By
1	07 Oct 2021 15:19	Clim Veh Model Changed	(203425) VOLKSWAGEN GOLF 1.4 TSI (A7) (5G13GZ) (A).	[R] Monitha Gunasekaran
2	07 Oct 2021 15:19	Clim Created	Reg No: SKZ4041M. Acct Date: 2021/10/05. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Movia Automotive Pte Ltd (Bukit Merah)	[R] Monitha Gunasekaran
3	07 Oct 2021 15:29	Clim Submitted	1481.70.	[R] Monitha Gunasekaran
4	07 Oct 2021 17:19	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[I] Krishnan Bhuvaneswari
5	07 Oct 2021 17:19	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/10/18	[I] Krishnan Bhuvaneswari
6	07 Oct 2021 17:19	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[I] Krishnan Bhuvaneswari
7	07 Oct 2021 21:04	Assignment 1st Accessed		[A] HOW MEI KWAN
8	07 Oct 2021 21:10	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
9	07 Oct 2021 21:10	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
10	08 Oct 2021 09:28	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/10/18. Mandate Remarks: Dear Sir, please refer to Insured accident report which states that TP side swiped OI. please request video from TP to prove otherwise, if not we will just dent this claim. Thank you.	[I] Derrick Tan Ming Chye
11	08 Oct 2021 09:28	Adj Mandate Set	Approved:0.00:Dear Sir, please refer to Insured accident report which states that TP side swiped OI. please request video from TP to prove otherwise, if not we will just dent this claim. Thank you.	[I] Derrick Tan Ming Chye
12	08 Oct 2021 13:17	Clim Dtl Modified	Insured Name: UNKNOWN -> INFINITY COACH & TRADING PTE LTD. Insured ID: 0 -> 201321968C.	[A] HOW MEI KWAN
13	08 Oct 2021 17:38	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/10/18. Mandate Remarks: Dear Sir, please refer to video footage from insured. we are denying liability for this matter. Thank you.	[I] Derrick Tan Ming Chye
14	08 Oct 2021 17:38	Adj Mandate Set	Approved:0.00:Dear Sir, please refer to video footage from insured. we are denying liability for this matter. Thank you.	[I] Derrick Tan Ming Chye

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
2731449	07 Oct 2021 15:19:49	OD/TP Case (Repairer)	Motor	Movia Automotive Pte Ltd	Movia Automotive Pte Ltd (Bukit Merah)	SKZ4041M		xx.xx
2731524	07 Oct 2021 17:19:44	TP Case (Insurer)	Motor	Movia Automotive Pte Ltd	India International Insurance Pte Ltd (HQ)	SKZ4041M		xx.xx
2731776	08 Oct 2021 17:37:40	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SKZ4041M	Derrick Tan Ming Chye	xx.xx

Re: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021 ***
LKK REF: CC4/III21010355/ra3

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Mon 10/11/2021 10:41 AM

To: Nitha <nitha@movs.com.sg>

Cc: 'Jacelyn' <jacelyn@movs.com.sg>; 'Motor Claim - III' <motorclaim@iii.com.sg>; 'Derrick Tan' <DerrickTan@iii.com.sg>;
Admin A <admin-a@lkkauto.com>

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We refer to the above matter

We have our insured's video showing that our insured was within his own lane when the accident happen.

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.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Nitha <nitha@movs.com.sg>

Sent: Friday, October 8, 2021 12:32 PM

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

Cc: 'Jacelyn' <jacelyn@movs.com.sg>; 'Motor Claim - III' <motorclaim@iii.com.sg>; 'Derrick Tan' <DerrickTan@iii.com.sg>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021 *** LKK REF: CC4/III21010355/ra3

Dear Hsiao Tong,

My client does not have any video footage as evidence and as per my client PC5158R driver mention got video footage,

May I have the video footage.

Thank you,

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 8 October 2021 12:03 PM
To: Nitha
Cc: 'Jacelyn'; 'Motor Claim - III'; 'Derrick Tan'; Admin A; Jaslin Kok (LKK Auto)
Subject: Re: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021 *** LKK REF: CC4/III21010355/ra3

Without Prejudice

Dear Sirs/Mdm,

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.

We would like to request for evidence (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 | 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 8 October 2021 10:45 am
To: Nitha <nitha@nova.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: 'Jacelyn' <jacelyn@nova.com.sg>; 'Motor Claim - III' <motorclaim@iii.com.sg>; 'Derrick Tan' <DerrickTan@iii.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021 *** LKK REF: CC4/III21010355/ra3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler, Jaslin will look into the matter and get back to you in due course.

Hi HT,

Kindly assist in absence of Jaslin.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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.

From: Nitha [<mailto:nitha@moval.com.sg>]

Sent: Friday, October 8, 2021 9:20 AM

To: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'Derrick Tan' <DerrickTan@iii.com.sg>

Cc: 'Jacelyn' <jacelyn@moval.com.sg>; 'Motor Claim - III' <motorclaim@iii.com.sg>

Subject: RE: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021

Dear All,

Kindly please advise on the liability.

Thank you,

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Thursday, 7 October 2021 5:17 PM

To: Nitha; 'SUR'; Admin A; 'Summer (LKK Auto)'

Cc: 'Jacelyn'; Derrick Tan

Subject: RE: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021

Dear Sir / Mdm,

Please conduct a survey on TP vehicle **SKZ4041M** and let us have your report urgently.

This claim will be handled by **Mr Derrick**.

*Kindly upload this survey request email to merimen.

Thank You.

Bhuvaneswari
Motor & Work Injury Claims Department
India International Insurance Pte Ltd
64 Cecil Street #04-02 IOB Building
Singapore 049711
Tel: 6347 6100 Ext 231 Fax: 6224 4174



From: Nitha <nitha@moval.com.sg>
Sent: Thursday, 7 October 2021 4:51 pm
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: 'Jacelyn' <jacelyn@moval.com.sg>
Subject: RE: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021

Dear All,

Kindly assign LKK.

Thank you,
Best Regards,
Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]
Sent: Thursday, 7 October 2021 4:24 PM
To: Nitha
Cc: 'Jacelyn'
Subject: RE: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- Automobile Inspection Services Pte Ltd
- Autoprobe Consultants
- VP Appraisal
- Form Team Adjusters Pte Ltd
- JP Knights Adjusters
- LBS Auto Consultants Pte Ltd
- Priority Services
- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Bhuvaneswari
Motor & Work Injury Claims Department
India International Insurance Pte Ltd
64 Cecil Street #04-02 IOB Building
Singapore 049711
Tel: 6347 6100 Ext 231 Fax: 6224 4174



From: Nitha <nitha@moval.com.sg>
Sent: Thursday, 7 October 2021 3:49 pm
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: 'Jacelyn' <jacelyn@moval.com.sg>
Subject: [EXTERNAL] - TP CLAIMS - SKZ4041M AGAINST PC5158R DOA 05/10/2021

Dear All,

Kindly assign surveyor and revert liability for the above mention case.

Thank you,
Best Regards,
Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314



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