

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	20 Oct 2022 13:28	CIm Veh Model Changed	(205320) HONDA CIVIC 1.6 (A).	[R] Lam Wei Shong
2	20 Oct 2022 13:28	CIm Created	Reg No: SJB4015C. Acct Date: 2022/10/10. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Tan Lim Motor Pte Ltd (Defu)	[R] Lam Wei Shong
3	20 Oct 2022 16:30	CIm Submitted	2871.88.	[R] Lam Wei Shong
4	21 Oct 2022 09:52	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[I] Krishnan Bhuvaneswari
5	21 Oct 2022 09:52	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/11/02	[I] Krishnan Bhuvaneswari
6	21 Oct 2022 09:52	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[I] Krishnan Bhuvaneswari
7	21 Oct 2022 11:56	Assignment 1st Accessed		[A] NA MENG YAN
8	28 Oct 2022 10:16	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
9	28 Oct 2022 10:16	Adj Adjuster Assigned	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
10	28 Oct 2022 10:18	CIm Dtl Modified	Insured Name: Comfort Delgro Bus Pte Ltd -> COMFORTDELGRO BUS PTE LTD. Insured ID: -> 199607256W.	[A] HOW MEI KWAN
11	28 Oct 2022 12:55	Adj Mandate Request	Cur.Reg:0.00:3RD PARTY NO VIDEO. PLS ADVISE IF INSURED HAD VIDEO FOOTAGE. THANK S.	[A] CHEW HSIAO TONG
12	02 Nov 2022 09:36	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/11/02. Mandate Remarks: OID video uploaded, please proceed to reject TP claim as TP was changing lane.	[I] Zuhaidah Bte Samsuri
13	02 Nov 2022 09:36	Adj Mandate Set	Maintained:OID video uploaded, please proceed to reject TP claim as TP was changing lane.	[I] Zuhaidah Bte Samsuri

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
2858218	20 Oct 2022 13:28:37	OD/TP Case (Repairer)	Motor	Tan Lim Motor Pte Ltd (HQ)	Tan Lim Motor Pte Ltd (Defu)	SJB4015C		xx.xx
2858550	21 Oct 2022 09:52:51	TP Case (Insurer)	Motor	Tan Lim Motor Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SJB4015C		xx.xx
2863401	02 Nov 2022 09:36:19	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SJB4015C	Zuhaidah Bte Samsuri	xx.xx

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 17 November 2022 12:38 PM
To: 'frontdesk@tlmotor.com.sg'
Cc: 'Wei Shong'; Admin A; CS A Team; wendy.tan@tlmotor.com.sg
Subject: RE: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022 *** LKK REF: CC4/III22010673/Upa3
Attachments: Video - Accident (OID).MP4

Without Prejudice

Dear Sirs,

We refer to the above matter.

Attached is a copy of our insured accident video for your easy reference. Our driver was driving straight within his lane and hit by your client who was changing lane. We are of the view that our insured is not liable.

In view of the above, we regret to inform you that we are unable to look into your client's matter.

Thank you.

"The video footage is confidential information and 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 |

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

S(408933)

From: frontdesk@tlmotor.com.sg <frontdesk@tlmotor.com.sg>
Sent: Monday, 14 November 2022 10:27 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; wendy.tan@tlmotor.com.sg
Subject: RE: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022 *** LKK REF: CC4/III22010673/Upa3

Without Prejudice

Dear Hsiao Tong,

Any update for this case?

Please advise on the liability soonest possible.

Thank you.

Regards,



Sharon Ten

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
1 Defu Lane 6
Singapore 539365
<http://www.tlmotor.com.sg>

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From: frontdesk@tlmotor.com.sg <frontdesk@tlmotor.com.sg>

Sent: Friday, October 28, 2022 1:05 PM

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

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; 'Admin A' <admin-a@lkkauto.com>; 'CS A Team' <cs-a@lkkauto.com>; 'wendy.tan@tlmotor.com.sg' <wendy.tan@tlmotor.com.sg>

Subject: RE: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022 ***
LKK REF: CC4/III22010673/Upa3

Without Prejudice

Dear Hsiao Tong,

Our client don't have video footage.

Thank you.

Regards,



Sharon Ten

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F. +65 6858 0877

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Singapore 539365
<http://www.tlmotor.com.sg>

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

Sent: Friday, October 28, 2022 12:04 PM

To: frontdesk@tlmotor.com.sg

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022 ***
LKK REF: CC4/III22010673/Upa3

WITHOUT PREJUDICE

Dear Sirs,

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 evidences (ie: video footage/ scene photos / PIR) for our necessary action.

You may advise your client to claim OD.

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.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 28 October 2022 10:23 AM

To: frontdesk@tlmotor.com.sg; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; Zuhaidah Samsuri <aida@iii.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Re: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022 ***
LKK REF: CC4/III22010673/Upa3

Dear Sir / Madam,

Thank you for your email.

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

Hi HT,

|

Kindly assist.

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

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

From: frontdesk@tlmotor.com.sg <frontdesk@tlmotor.com.sg>

Sent: Friday, 28 October 2022 10:04 am

To: 'Zuhaidah Samsuri' <aida@iii.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022

Without Prejudice

Dear Aida,

Noted with thanks.

Dear LKK,

Please advise on the liability soonest possible.

Thank you.

Regards,



Sharon Ten

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
1 Defu Lane 6
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<http://www.tlmotor.com.sg>

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From: Zuhaidah Samsuri <aida@iii.com.sg>

Sent: Friday, October 28, 2022 10:01 AM

To: frontdesk@tlmotor.com.sg; Admin A <admin-a@lkkauto.com>

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>; sur@lkkauto.com

Subject: RE: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022

Hi Sharon,

Please liaise with LKK for liability.

Our insured had reported.

Best Regards

Aida Samsuri

Motor & Work Injury Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg

Co. Reg Number: 198703792K

From: frontdesk@tlmotor.com.sg <frontdesk@tlmotor.com.sg>

Sent: Friday, 28 October 2022 9:22 am

To: Zuhaidah Samsuri <aida@iii.com.sg>

Cc: 'Wei Shong' <wei.shong@tlmotor.com.sg>

Subject: [EXTERNAL] - Check Liability - Accident Involving SJB4015C (TLM) and PC5461P (III) on 10/10/2022

You don't often get email from frontdesk@tlmotor.com.sg. [Learn why this is important](#)

Without Prejudice

Dear Aida,

Has your insured reported to-date?

Please advise on the liability soonest possible.

Thank you.

Regards,



Sharon Ten

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F. +65 6858 0877

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Singapore 539365
<http://www.tlmotor.com.sg>

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