

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	26 Aug 2024 15:22	Clm Dtl Modified	Claimant's Name: -> CA M&E ENGINEERING PTE LTD. Claimant's ID: -> 200501189G.	[A] HOW MEI KWAN
2	26 Aug 2024 15:22	Clm Veh Model Changed	(207514) TOYOTA HIACE 3.0 D TURBO 5DR MT (M).	[A] HOW MEI KWAN
3	26 Aug 2024 15:22	Clm Created	Reg No: GBF8473K. Acct Date: 2024/08/14. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: Income Insurance Limited (HQ). Workshop: HD Perfect Autowork Pte Ltd (HQ)	[A] HOW MEI KWAN
4	26 Aug 2024 15:22	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	26 Aug 2024 15:22	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/09/04	[A] HOW MEI KWAN
6	26 Aug 2024 15:22	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	26 Aug 2024 15:22	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	26 Aug 2024 15:22	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	26 Aug 2024 15:23	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
10	26 Aug 2024 15:23	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	25 Oct 2024 09:43	Video Downloaded	Downloaded Video - Accident	[A] Daphne Lee Mooi Ngiuk
12	29 Oct 2024 17:02	Video Downloaded	Downloaded Video - Accident	[I] Tarnjit Singh, Belveen Singh
13	06 Nov 2024 12:54	Video Downloaded	Downloaded Video - Accident	[I] Tarnjit Singh, Belveen Singh
14	11 Nov 2024 17:15	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
15	18 Dec 2024 13:42	Video Downloaded	Downloaded Video - Accident	[I] Tee, Chee-Wah
16	19 Dec 2024 15:22	Video Downloaded	Downloaded Video - Accident	[I] Tee, Chee-Wah
17	09 Jan 2025 14:58	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
18	09 Jan 2025 14:58	Ins Email Updated	[None] -> [EMAIL@GMAIL.COM]	[A] JOANNE LEE KHANG MIN
19	09 Jan 2025 14:58	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
20	09 Jan 2025 14:58	Clm Dtl Modified	JPJ Reg. Date: -> 2017/03/28.	[A] JOANNE LEE KHANG MIN
21	09 Jan 2025 14:58	Clm Details Notified		[A] JOANNE LEE KHANG MIN
22	12 Feb 2025 16:22	Video Downloaded	Downloaded Video - Accident	[I] Pang, Nicole-xs
23	20 Mar 2025 10:12	Video Downloaded	Downloaded Video - Accident	[I] Pang, Nicole-xs
24	17 Apr 2025 10:14	Video Downloaded	Downloaded Video - Accident	[I] Pang, Nicole-xs
25	22 Apr 2025 13:43	Video Downloaded	Downloaded Video - Accident	[I] Tee, Chee-Wah
26	22 Apr 2025 14:18	Video Downloaded	Downloaded Video - Accident	[I] Tan, Wilson-KL

AUDIT TRAIL				
No.	On	Audit	Remarks	By
27	Sep 2025 14:42	Video Downloaded	Downloaded Video - Accident	[I] Pang, Nicole-xs
28	Oct 2025 12:06	Clm Dtl Modified	Insured Address 1: -> 14 LORONG TOA PAYOH. Insured Address 2: -> #20-225. Insured PostCode: -> 310014. Insured City: -> 1255. Driver Name: -> HO JUN WEI (HE JUN WEI).	[A] Daphne Lee Mooi Ngiuk
29	Oct 2025 12:07	Adj Mandate Request	Cur.Req:8955.75:Liability: 100% (BOLA 14) *Quantum: \$8,955.75(all-in). Please refer to adjuster report for details. *For your approval please.	[A] Daphne Lee Mooi Ngiuk
30	Oct 2025 10:07	Video Downloaded	Downloaded Video - Accident	[I] Pang, Nicole-xs
31	Oct 2025 10:19	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/09/04. Mandate Remarks: COR: 7,248.50 LOU: 960.00 (UP TO \$80/DAY X 12 DAYS, inc. sundays) @50% (Overtaking) LTA: \$27..25	[I] Pang, Nicole-xs
32	Oct 2025 10:19	Adj Mandate Set	Approved:4131.50:COR: 7,248.50 LOU: 960.00 (UP TO \$80/DAY X 12 DAYS, inc. sundays) @50% (Overtaking) LTA: \$27..25	[I] Pang, Nicole-xs
33	Oct 2025 10:43	Adj Mandate Request	Cur.Req:8955.75:TP rejected our offer with liability 50%. TP counter settlement at \$7,000.00 (all-in). Please advise.	[A] Daphne Lee Mooi Ngiuk
34	Nov 2025 09:41	Video Downloaded	Downloaded Video - Accident	[I] Pang, Nicole-xs
35	Nov 2025 09:51	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2024/09/04. Mandate Remarks: COR: 7,248.50 LOU: 960.00 (UP TO \$80/DAY X 12 DAYS, inc. sundays) @50% (Overtaking) LTA: \$27..25 refer to email	[I] Pang, Nicole-xs
36	Nov 2025 09:51	Adj Mandate Set	Maintained:COR: 7,248.50 LOU: 960.00 (UP TO \$80/DAY X 12 DAYS, inc. sundays) @50% (Overtaking) LTA: \$27..25 refer to email	[I] Pang, Nicole-xs
37	Jan 2026 12:45	Adj Mandate Request	Cur.Req:8955.75:Please be informed that TP unable accept the offer with 50%. TP will taking over the claims themself. As such, we will close file and submit as WP.	[A] Daphne Lee Mooi Ngiuk

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
3224988	27 Aug 2024 11:15:59	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	GBF8473K	SJN64Z	12.00
3260207	24 Oct 2024 18:07:09	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	GBF8473K	Tee, Chee-Wah	xx.xx
3310274	09 Jan 2025 14:58:15	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	GBF8473K	SJN64Z	12.00

Daphne Lee (LKK Auto)

From: Daphne Lee (LKK Auto)
Sent: Thursday, 29 January 2026 12:49 PM
To: HD Perfect Autowork
Subject: RE: OFFER - ACCIDENT INVOLVING GBF8473K AND SJN64Z ON 14.08.2024 **** LKK
REF: CD/AIG24080418/Ama3

Dear Joanne,

Noted. We will close file in our end.

Thank you

For future correspondence, please remove meikwan@lkkauto.com and admin-a@lkkauto.com in your email. Thanks.

Best Regards,

Daphne Lee (Ms) | Case Handler

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | Email: DaphneLee@lkkauto.com

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: HD Perfect Autowork <hdperfectautowork@gmail.com>
Sent: Thursday, 29 January 2026 11:04 AM
To: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Subject: Re: OFFER - ACCIDENT INVOLVING GBF8473K AND SJN64Z ON 14.08.2024 **** LKK REF:
CD/AIG24080418/Ama3

Dear Dap,

As spoken, my client is unable to accept the offer.

As such, the client is taking over the claims themself.

Thank You.

Regards,

Joanne

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-41

Premier @ Kaki Bukit

Singapore 415875

On Mon, Nov 10, 2025 at 9:29 AM HD Perfect Autowork <hdperfectautowork@gmail.com> wrote:

Dear Dap,

We are unable to accept.

Thank You.

Regards,

Jo

8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Fri, Nov 7, 2025 at 11:00 AM Daphne Lee (LKK Auto) <daphnelee@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

Our principal maintains the offer at a global sum of **\$4,070.00 (all-in)**.