

TP SURVEYOR	TP WORKSHOP	TP LAWYER NAME:	LOD date: 14days:
	Tel:	Tel:	8 Weeks later:
			Final Due Date:

15/12/2010

INS. CASE OWNER:

C03/AIG140 23355

1/1/03

LKK:
IDAC:

Surveyor: Kalvin **ASSIGNMENT** DOI: 15/12/14 Date / Time: 15/12/14
 Pre-assign / CCU / FTE Registered in Merimen: 17/12/14



Insured Vehicle No.: GBC 9140 E Claim No.:
 Name of Insured: JUST EXPRESS Policy No.:
 Insured Tel No.: HP: 94875745 Make / Model:
 Excess Sec II: \$5 D.O.A: 15/12/14 Place of Accident: KOMODO SERVICE CENTRE
 Is driver the owner? (YES / NO) Nature of Accident:

If NO, Driver Name / Age:

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

Driver Tel No.:

(V/L: YES / NO Insured Liability:

% Final ? Yes / No

SHB 5353 T



INSRS:
WSP: Smk7.m
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

FOR CSO ONLY:

STAGE

DATE / PIC

Is driver the owner? (YES / NO)

Finalisation:

If NO, Does driver got his/her owned vehicle?: (YES / NO)

Email AIG for OI GIA:

Driver's Own Vehicle Number: Insurance Company:

Apt letter to OI:

1945355T-X
GBC 9140 E CS (AIG) 4000015/14 (M342, ORA: 11/12/14)

Call OI:

After call ltr to OI:

No OI GIA. 1st letter sent out.

Type Report:

AIG replied: No OI GIA.

Prepare Invoice:

Sent 1st AR letter to OI.

Others:

Documentation Check List: Handler Typist

No OI GIA in Merimen

OI Apt Ltr:

Email to AIG to check any OI GIA.

Authorisation To Act:

AIG replied: No OI GIA.

Release Voucher:

To send 2nd AR to OI.

Final Repair Bill:

OI, Mr Ten called in. According to him, he is
 not aware of any accident. Advise him to
 lodge report.

Car Rental Invoice:

Rec'd video from TP video shown that OI's
 vehicle removed & hit TP.

LTA / GIA:

Medical Bill:

Approval Email:

Payment Breakdown Form:

Others:

2nd AR letter on 20 Jan 2015 to charge charges \$2.54

1st AR letter to charge charges on 5/Jan/15 \$2.54

to
 and 19/6

FINAL SETTLEMENT	Date:	Confirm with	
Repair Cost:	\$5	Final Liability	% (Agreed / Assessed)
Loss of Rental:	\$5	(days)	BOLA S/N No.:
Loss of Use:	\$5	(\$ x days)	If NO or B 28, Ass. Lia:
Disbursement:			1) Claim status: Normal/Reject/Private Settle
Legal Cost	\$5		2) Report Form Report Format:
Total:	\$5	Global Sum: \$5	3) Survey fee:

Cancel Case

Ref No.

Date / Time	Actions / Instructions
	Video shown that O's vehicle reversed
13/2/15 @ 2:00pm	Called O, Mr Tan. Advise him to lodge report. He will do it on Monday (16/2/15)
12/3/15-	Called Komco, Mr Ruak. No response.
	<ul style="list-style-type: none"> → Komco settled the case with SMRT without our survey fee. → AIG not involve as vehicle was driven by Komco staff. →
21/6/18	File pass to Mei Kuen to close / cancel ref.



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			
AIG ASIA PACIFIC INSURANCE PTE LTD		Ref : CC3/AIG14023355/K1pa3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 17-12-2014	
Code : AIG			
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	GBC 9140E	Veh. Inspected	SHB 5353T
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	17/12/2014
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	15/12/2014	Inspection Date	15/12/2014
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.			

CLEAR (AUTO CLAIM PD & BI TECHNICAL REPORT)

File Handler :

File Reference Number:

Insured Version of Accident:

Third Party Version of Accident:

Liability Assessment:

Police Investigation Result: No

Exposure:

OD:

Reserves / Settled

: /

PD:

Reserves / Settled

: /

BI:

Reserves / Settled

: /

TOTAL

Reserves / Settled

: /

Management Alert : Yes/No –

Major Loss Report : Yes/No –

Suspected Fraud: Yes / No -

If "Yes", please attach Red Flag Checklist.

US Citizen: Yes/No -

If "Yes", provide the following data:

1. First Name:
2. Last Name:
3. Passport Number:
4. Social Security Number:

Coverage:

1. Name Driver Policy In order: Yes / No.

If "No", please provide details:

2. Policy Effective Dates:
3. Date of Loss:
4. Coverage Provided: Comp / TPFT / TP only
5. Breach of Policy T & C: Yes / No.

If "Yes", please comment:

REFER TO MERIMEN

Independent Evidence: Yes / No

Insured Engaged: Yes / No. -

Investigation Firm Appointed:

Surveyor/Re-surveyor Appointed: LKK

Claim Advice on Feature:

Make/Model/Year:

TP Survey Report (SR):

Days Recommended for Repairs:

TP Workshop Name:

Workshop Quantum:

COR = \$

LOR/U = \$

SR Fees = \$

LTA/GIA/TP search Fee = \$

Legal cost & Incidentals = \$

Total = \$

Global Sum = \$

Claims Examiner's Comments:

Claim Advice on Feature: C (TPBI)

Bodily Injuries / Quantum:

Claimant's Name:

Gender/ Age:

Occupation/Salary:

Hospital / Clinic Medical Report obtained from:

Doctor's Clinical Observation:

Doctor's Diagnosis:

Medical Leave Period:

Further Follow Up:

Injury Quantum:

General Damages =

(specify injuries/damages)

Special Damages =

(specify damages)

Disbursements =

Costs & incidentals =

Total =

Recovery / Subrogation:

Reason WOS Issued:

File Handler's Recommendations:

Action Plan:

Comments:

Surveyor: Kalvin**ASSIGNMENT**From: _____ Date: 15/12/14

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MVTo Inspect Vehicle No: SHB5353Tat Workshop mv/s SMART/LL

of _____

Insured: _____

Policy No. _____

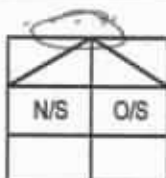
Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: _____ days Res.: Yes or No

Lum Sum: _____ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SHB5353T Yr Regn: Jun 12060Type: M.Car / M.Cycle / Bus / Van / Lorry / Truck / Prime Mover /

Truck / Trailer or

Make/Mod No: Chrysler C300 cc 2987Colour Black A/C: Insured / Std / NI / NASp.Reading 70440 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: 1C3C96CM4AY10863XGen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt orModl: Nil / S/Rim / STD / A/Rim orTyre Size: F: 225 / 60 R 18

R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or

Front

R/Bal. 7 mmL/Bal. 7 mmD.O.A. 15/12/14 D.O.I. 15/12/14 1536Survey held at SMART/LL

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

Front

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	<u>Max 12/14 / 2142</u>
	<u>LKR</u>
	<u>A19 / 98C9140E</u>

Date/Time, File Pass to?

☐ : Prel. Report

Days Of Repair: _____

☐ : Final Report

Survey Fee: _____

Resurvey No. of Trip: _____

Report: _____

Survey Fee: _____

1) _____
Date/Time, File Return to?

2) _____

Add Fee:

☐ : Site Insp (\$ _____)☐ : Interview (\$ _____)☐ : Tech. Invs (\$ _____)☐ : Weekend (\$ _____)

Transportation: _____

S + RS: _____

Photos

Others

Report Format: _____

Lump Sum / I.B.I: (\$ _____)

TOTAL



16.12.14/16.30

17.12.14/10.55

Handwritten signature

SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

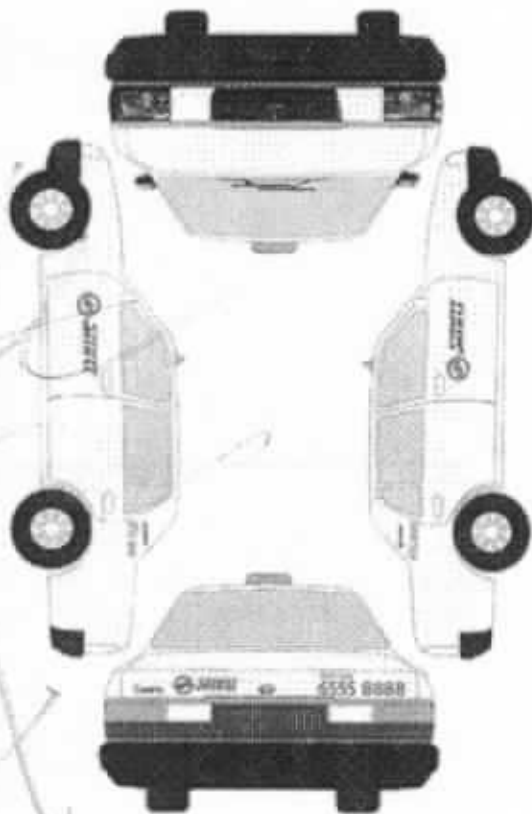
Tel : 65 6362 3422 Fax : 65 6368 7420

16.12.14/10.55

SMRT Accident Vehicle Repair Estimates

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

Reg. No : SHB5353T
Ref. No : TAX/12/14/2142
Reg. Date : 30/06/2010
Vehicle Type : TAXI
Make : CHRYSLER
Model : C300
Name of Driver : SEAN LIM BOON KIANG
Type of Accident : OTHERS
Date / Time of Accident : 15/12/2014 09:55:00 AM
Accident Reported Date / Time : 15/12/2014 12:00:00 AM
Surveyor is Required? : Yes
Survey by : *Kalrin*
Vehicle is Towed Back? : No
Towed Back Date/Time : 01/01/2000
Replacement Vehicle issued? : No
Accident Repair Job Card No : 000024066867
Special Instruction to ARC, if any :
GBC9140E
after repair photo
AIG
Prepared Date : 15/12/2014 01:27:50 PM



Handwritten: Hew
9382
8814

Handwritten: 11.39

Handwritten: 1 1 1 1 1
1/4 1/2 3/4
704410

Handwritten: 704470

LEE SHENG AUTO PTE LTD

Vehicle Return Date: 17.12.14

Vehicle Return Time: 09:00

SMRT staff sign: _____

Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : 1C3C96CM4AY108634

Mileage : 0

Work Shop :

Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges :	338.00	200.00
Total Spray Painting Charges :	473.00	200.00
Total Material Charges :	486.72	486.72
Other Charges :	0.00	0.00
TOTAL :	1,297.72	886.72
Lum Sum Total :	1,300.00	900.00
No. of Repair Days :	3.00	2.00
Prepared / Adjusted By :		kalvin
Prepared / Adjusted Date :	01/01/1900 12:00:00 AM	16/12/2014 10:55:28 AM

Prepared Date : 15/12/2014 05:07:18 PM

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

Quotation No :

QN-1412-0944

Invoice No :

Quotation Date :

22/12

Invoice Date :

Invoice Amount :

Prepared Date :

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR FRONT PORTION	338.00	200.00
Total Labour	338.00	200.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY FRONT BUMPER	473.00	200.00
Total Spray Painting & Panel Beating	473.00	200.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
0480628 7AD	FRONT	FRONT BUMPER ASSY <i>repair R</i>	1	1,830.00	100.00	0.00	Repair	Repair	No <i>R</i>
	FRONT	MOULDING FRT BUMPER LH <i>repair R</i>	1	650.00	100.00	0.00	Repair	Repair	No <i>R</i>
8220985 2AB	COMMO N	FRONT BONNET GRILLE <i>ex</i>	1	676.00	10.00	608.40	Replace	Replace	No ✓
TOTAL MATERIALS						486.72			

608.40
 - 202
 486.72
 + 200.00
 + 200.00

 886.72

LIS \$900/-

confirmed

U 23/12/14

SMRT Accident Vehicle Repair Estimates

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

Reg. No : SHB5353T
 Ref. No : TAX/12/14/2142
 Reg. Date : 30/06/2010
 Vehicle Type : TAXI
 Make : CHRYSLER
 Model : C300
 Name of Driver : SEAN LIM BOON KIANG
 Type of Accident : OTHERS
 Date / Time of Accident : 15/12/2014 09:55:00 AM
 Accident Reported Date / Time : 15/12/2014 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by :
 Vehicle is Towed Back? : No
 Towed Back Date/Time : 01/01/2000
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024066867
 Special Instruction to ARC, if any :
 GBC9140E
 after repair photo
 AIG
 Prepared Date : 15/12/2014 01:27:50 PM



Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : 1C3C96CM4AY108634

Mileage : 0

Work Shop :

Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges :	338.00	200.00
Total Spray Painting Charges :	473.00	200.00
Total Material Charges :	486.72	486.72
Other Charges :	0.00	0.00
TOTAL :	1,297.72	886.72
Lum Sum Total :	1,300.00	900.00
No. of Repair Days :	3.00	2.00
Prepared / Adjusted By :		kalvin
Prepared / Adjusted Date :	01/01/1900 12:00:00 AM	16/12/2014 10:55:28 AM



Prepared Date : 15/12/2014 05:07:18 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 :	Prepared Date :

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR FRONT PORTION	338.00	200.00
Total Labour	338.00	200.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY FRONT BUMPER	473.00	200.00
Total Spray Painting & Panel Beating	473.00	200.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
0480628 7AD	FRONT	FRONT BUMPER ASSY	1	1,830.00	100.00	0.00	Repair	Repair	No
	FRONT	MOULDING FRT BUMPER LH	1	650.00	100.00	0.00	Repair	Repair	No
8220985 2AB	COMMON	FRONT BONNET GRILLE	1	676.00	10.00	608.40	Replace	Replace	No
TOTAL MATERIALS						486.72			

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the judgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	16/12/2014 13:28
Date Of Accident	15/12/2014 09:55
Exact Location Of Accident	KOMOCO SERVICE CENTRE
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SHB5353T
Insured/Policyholder	
Name Of Registered Owner	SMRT TAXIS PTE LTD
Co Reg No	198905369K
Vehicle Particulars	
Manufacturer	CHRYSLER
Model	300C-
Exact Purpose for which vehicle was being used at time of accident	HIRE & REWARD
Are you claiming under your own insurance policy for repair to your vehicle?	No
If No, Please state action to be taken	Third Party
Vehicle Category	Taxi
Insurance Company	
Name of Insurance Company	First Capital Insurance Ltd
Type Of Coverage	Third Party Fire and/or Theft
Fleet Policy	Yes
Policy Number	D-II027591MFSH
Cover Note Number	

Driver

Name of Driver	SEAN LIM BOON KIANG
NRIC No	S5804129E
Date Of Birth	29/01/1968
Occupation	Outdoor
Date Of Driving Pass	17/06/1988
Driving Experience	26 Years And 5 Months
Gender	Male
Mobile Number	
Fax Number	
Contact Number	
E-Mail Address	NOEMAIL
Address	
Postcode	
Was driver an employee of the Insured's Company	No

If No, Relationship of the Driver with the Insured Other - RELIEF
 Vehicle Registration Number of Driver's Own
 Vehicle
 Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident Unknown - 3RD PARTY REVESED AND HIT
 Weather Conditions Clear
 Road Surface Dry

Other Information

Was any foreign vehicle involved in this accident? No
 Was any body injured in the Accident? No
 Was any other material or property damaged? Yes
 Was there any video captured by Car Camera? No

Details of Police Action

Was the accident reported to the police? No
 If Yes Please state which Police Station
 Was notice of intended Prosecution given? No
 If Yes against whom?

Circumstances of Accident

MY TAXI WAS STATIONARY ALONG KOMOCO SERVICE CENTRE WAITING FOR MY FRIEND. SUDDENLY A VEHICLE GBC9140E WHICH PARKED IN THE PARKING LOT REVERSED OUT TOWARDS MY TAXI. I SOUNDED MY HORNED TO ALERT THIRD PARTY, BUT THIRD PARTY STILL REVERSING AND COLLIDED ONTO THE FRONT OF MY TAXI.
 Are accident photos available for attachment? Yes

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number GBC9140E
 Vehicle Make/Model/Colour
 Details Of Properties
 Name of Driver
 NRIC/Passport Number
 Contact Number
 Address
 Postcode
 Insurance Company Name
 Nature Of Damage
 No. Of Passenger (Including Driver)

Details of Witness

Name
 Phone Number
 Email Address

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

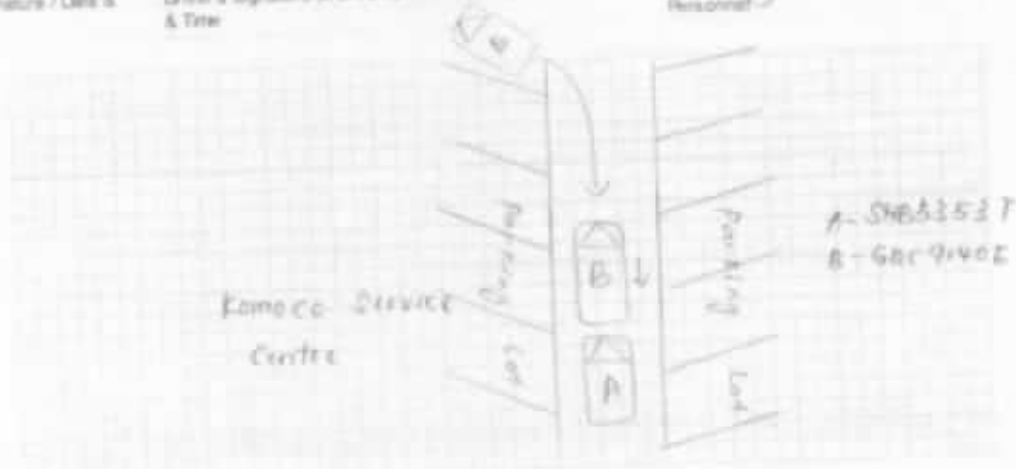
- Please report correctly the details of the accident to speed up the claims process.
- This Form must be completed by the Policyholder and/or the Authorized Driver.
- Information provided must be as truthful and accurate as possible. Any willful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
- The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
- Any false reporting may be referred to the Police for investigation.
- The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
- By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
- Consent under the Personal Data Protection Act (PDPA)
I understand, acknowledge, agree and consent that:
 (i) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may be permitted to collect, use, disclose and/or process my personal data/personal information set out in this form and any other personal information provided by me or assessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firm, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 (a) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to a claim;
 (b) investigating the accident and/or my claims;
 (c) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 (d) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 (e) complying with applicable law in administering, processing, handling and/or dealing with my claims.
 collectively the "Purposes")
 (ii) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firm, may be permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
 (iii) my Personal Information may be disclosed by any of the Insurers and/or GIA to their third party service providers or agents including their lawyers/law firms, which may be sited outside of Singapore, for one or more of the above Purposes.

Policyholder's Signature / Date & Time

Driver's Signature (if driver is not the policyholder) / Date & Time

Witnessed by Reporting Centre Personnel

Sketch Plan



Sketch Plan #2

Describe Circumstances of the Accident

Declaration

We declare the foregoing particulars are true in every respect.



Policyholder's Signature / Date & Time

Driver's Signature (if driver is not the policyholder) / Date & Time

Witnessed by Reporting Centre Personnel

Ant 15/07/2014

View Received Message

This mail is associated with :

*SHB5353T (07629160865G)
[GBC9140E]

TP
SMRT TAXIS PTE LTD
Dec 15 2014 9:00AM
[-]

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 17/12/2014 17:03 PM
To LKK_HQ
Subject No OI GIA Report (SHB5353T VS GBC9140E)

Hi

Pls be advice that no OI GIA report received
Pls find OI details below for your further actions

OI name : First Express

Address :
409
Eunos Road 2
Singapore 409388

Mobile No: 94875745

Thank you.

Regards,

Suchatri Bon Pelum
AIG

Claim Department
Global Operations and Systems | AIG Shared Services
Suchatri.bonpelum@aig.com
www.AIG.com

48 corpmail Ed,
#02-08
(5) 4299H

DOCUMENTS SUMMARY

There are no documents.



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG14023355/K1pa3

22ND December 2014

First Express

409

Eunos Road 2
Singapore 409388

Dear Sirs,

**ACCIDENT INVOLVING GBC 9140E AND SHB 5353T ON 15.12.2014 ALONG/
AT KOMOCO SERVICE CENTRE**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Hsiao Tong
Claims

Tel : 6742 3197

Fax: 6741 4108

Email : chewht@lkkauto.com

c.c. *Claims Manager*
AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Hsiao Tong

From: Hsiao Tong
Sent: Wednesday, 31 December, 2014 12:39 PM
To: Shafizan.Sarpan@aig.com; Anuar.Abdullah@aig.com; Suchatri.BonPelum@aig.com
Subject: Request for OI GIA [GBC 9140E]

*SHB5353T (0762916086SG)
[GBC9140E]
TP
SMRT TAXIS PTE LTD
Dec 15 2014 9:00AM
[-]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

"Wishes you a Merry Christmas & Happy New Year 2015"

Best regards,
Chew Hsiao Tong
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
(S) 408933
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG14023355/K1pa3

05 JAN 2015

By Registered Mail

FIRST EXPRESS

409 EUNOS ROAD 2

SINGAPORE 409388

ATTN: THE MANAGEMENT

Dear Sir,

**ACCIDENT INVOLVING GBC 9140E AND SHB 5353T ON 15/12/2014
ALONG/AT KOMOCO SERVICE CENTRE**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Our record shows that to date, you/your driver have not reported the accident to us. We would appreciate it if you could urgently file a report at any of AIG reporting centre. You may refer to your Certificate of Insurance for the list of the reporting centre.

Please note that you had been notified by our via mail by post from our office on 22/12/2014.

To enable us to look into the matter immediately, please let us hear from you within ten (14) days from date of this letter (by 19/01/2015).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s AIG Asia Pacific Insurance Pte Ltd reserves the right to repudiate liability.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Chew Hsiao Tong

DID: 6742 3197

Fax: 6741 4108

Email: chewht@lkkauto.com

c.c *Claims Manager*
 AIG Asia Pacific Insurance Pte. Ltd
 (Motor Claims Dept)



Singapore Post Limited
(Reg. No. 199201623M)
10 Eunos Road 8
#06-30 Singapore Post Centre
Singapore 408600

Tel: 1800
Fax: 6942 9114
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visit www.singpost.com

POSTING RECEIPT FOR REGISTERED ARTICLE(S)

- NOTES:
- Separate forms are to be used for Insured and Non-Insured Registered Article.
 - Please provide all information required and produce this receipt for all enquiries.
 - * Please tick where applicable. It shall be assumed no Advice of Receipt (AR) is required or delivery by air is requested if relevant * is left blank.
 - Please indicate the return address on the item(s) to ensure prompt return in event of non-delivery to the addressee(s).
 - Please post item(s) at the post office counter according to the sequence stated below.

1. Name & Address of Addressee	AR* <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	By* <input type="checkbox"/> AIR <input type="checkbox"/> SUR	For Official Use Only (Item numbers are printed in order of)
Starting Tower Pte Ltd 8 Eu Tong Sen Street #18-85 The Central (S) 059818	Insurance* <input type="checkbox"/> Y \$ <input type="checkbox"/> N		RA TSN Ref: 1925/001 Date: 05 Jan 2015 RA No: RC161496612SG RC161496626SG
	Contents:		
2. Name & Address of Addressee	AR* <input type="checkbox"/> Y <input checked="" type="checkbox"/> N	By* <input type="checkbox"/> AIR <input type="checkbox"/> SUR	
First Express 468 Eunos Road 2 Singapore 469328	Insurance* <input type="checkbox"/> Y \$ <input type="checkbox"/> N		
	Contents:		

Sender's Agreement

I have read, understood and agreed to the terms and conditions of posting overleaf. I accept the maximum liability payable for Registered Mail Service and certify that all information provided by me is true and the item(s) does not contain any hazardous or prohibited item(s).

Name & Signature

P116

SINGAPORE POST
MACPHERSON RD
GST Reg. Add: SINGAPORE POST CENTRE
10 EUNOS ROAD 8
SINGAPORE 408600
GST Reg. No: M2-0105651-9
Date: 05 Jan 2015 Time: 10:53:40

Description Amount(S\$) GST@7%

Ref. No: PSL01/1925/005/0076
Postage Label

LOCAL
2 X 2.54 5.08 0.33

SUB TOTAL 5.08 0.33

TOTAL AMOUNT 5.08
GST COLLECTED BY SINGPOST 0.33

MOP:CASH : \$5.08

Pay any bank's VISA credit card bills on
SAM now!

Thank you for visiting Singapore Post

#Zero-rated for GST

*Exempt

+Out of Scope

**Supplier Item

Price inclusive of 7% GST where applicable
I have checked & confirmed the product is
visually good, functional & performed within
expectation.

Hsiao Tong

From: Hsiao Tong
Sent: Saturday, 17 January, 2015 10:47 AM
To: 'Bon Pelum, Suchatri'
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Best regards,
Chew Hsiao Tong
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
(S) 408933
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

From: Bon Pelum, Suchatri [mailto:Suchatri.BonPelum@aig.com]
Sent: Friday, 2 January, 2015 11:58 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

OI has not reported yet.

Regards,

Suchatri Bon Pelum
AIG
Claims Department
Global Operations and Systems | AIG Shared Services
Suchatri.bonpelum@aig.com
www.AIG.com

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Wednesday, December 31, 2014 12:39 PM
To: Sarpan, Shafizan; Abdullah, Anuar; Bon Pelum, Suchatri
Subject: Request for OI GIA [GBC 9140E]

*SHB5353T (0762916086SG)
[GBC9140E]
TP
SMRT TAXIS PTE LTD
Dec 15 2014 9:00AM
[-]

Hsiao Tong

From: Bon Pelum, Suchatri <Suchatri.BonPelum@aig.com>
Sent: Monday, 19 January, 2015 9:59 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

OI has not reported yet.

Regards,

Suchatri Bon Pelum
AIG
Claims Department
Global Operations and Systems | AIG Shared Services
Suchatri.bonpelum@aig.com
www.AIG.com

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Saturday, January 17, 2015 10:47 AM
To: Bon Pelum, Suchatri
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Best regards,
Chew Hsiao Tong
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
(S) 408933
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

From: Bon Pelum, Suchatri [mailto:Suchatri.BonPelum@aig.com]
Sent: Friday, 2 January, 2015 11:58 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

OI has not reported yet.

Regards,

Suchatri Bon Pelum



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG14023355/K1pa3

20 JAN 2015

By Registered Mail
(FINAL REMINDER)

FIRST EXPRESS
409 EUNOS ROAD 2
SINGAPORE 409388
ATTN: THE MANAGEMENT

Dear Sir,

**ACCIDENT INVOLVING GBC 9140E AND SHB 5353T ON 15/12/2014
ALONG/AT KOMOCO SERVICE CENTRE**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Our record shows that to date, you/your driver have not reported the accident to us. We would appreciate it if you could urgently file a report at any of AIG reporting centre. You may refer to your Certificate of Insurance for the list of the reporting centre.

Please note that you had been notified by our via mail by post from our office on 22/12/2014 and 05/01/2015.

To enable us to look into the matter immediately, please let us hear from you within ten (14) days from date of this letter (by 03/02/2015).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s AIG Asia Pacific Insurance Pte Ltd reserves the right to repudiate liability.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Chew Hsiao Tong
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

c.c *Claims Manager*
 AIG Asia Pacific Insurance Pte. Ltd
 (Motor Claims Dept)



Singapore Post Limited
(Reg. No. 199201023M)
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#08-00 Singapore Post Centre
Singapore 408600

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POSTING RECEIPT FOR REGISTERED ARTICLE(S)

- NOTES:
- Separate forms are to be used for Insured and Non-Insured Registered Article.
 - Please provide all information required and produce this receipt for all enquiries.
 - * Please tick where applicable. It shall be assumed no Advice of Receipt (AR) is required or delivery by air is requested if relevant * is left blank.
 - Please indicate the return address on the item(s) to ensure prompt return in event of non-delivery to the addressee(s).
 - Please post item(s) at the post office counter according to the sequence stated below.

1. Name & Address of Addressee

First Express
409 Eunos Road 8
(S) 409758

GBC 91442

AR*:() Y () N

By*:() AIR () SUR

Insurance*:() Y \$ () N

Contents:

For Official Use Only

(Item numbers are printed in order of posting at)

RA TSH Ref: 1925/020/C0072

Date: 20 Jan 2015

RA No:

RC16364373856

RC16364374156

2. Name & Address of Addressee

Royal Security Management Sdn Bhd Ltd
20 Woodlands Link
06-67
(S) 738473

GBC 34942

AR*:() Y () N

By*:() AIR () SUR

Insurance*:() Y \$ () N

Contents:

Sender's Agreement

I have read, understood and agreed to the terms and conditions of posting overleaf. I accept the maximum liability payable for Registered Mail Service and certify that all information provided by me is true and the item(s) does not contain any hazardous or prohibited item(s).

Name & Signature

Date

P116

SINGAPORE POST
MACPHERSON RD
GST Reg. Add: SINGAPORE POST CENTRE
10 EUNOS ROAD 8
SINGAPORE 408600
GST Reg. No: M2-0105651-9
Date: 20 Jan 2015 Time: 11:14:04

Description Amount(\$\$) GST@7%

Ref. No: PSL01/1925/020/0060

Postage Label

LOCAL 3 X 2.54 7.62 0.50

SUB TOTAL 7.62 0.50

TOTAL AMOUNT 7.62
GST COLLECTED BY SINGPOST 0.50

MOP:CASH : \$7.62

Pay any bank's VISA credit card bills on
SAM now!

Thank you for visiting Singapore Post

#Zero-rated for GST

*Exempt

+Out of Scope

**Supplier Item

Price inclusive of 7% GST where applicable
I have checked & confirmed the product is
visually good, functional & performed within
expectation.

Hsiao Tong

From: Ismail B. Taib <ismailb@hyundaimotors.com.sg>
Sent: Thursday, 29 January, 2015 11:18 AM
To: Hsiao Tong
Cc: Heng Swee Hee; Pang York Liang; Rane Khemlani
Subject: FW: Accident at Komoco motors service
Attachments: Scan 1.pdf; ATT00001.txt

Dear Mr Chew,

We refer to your letter reference: CC3/AIG14023355/K1ps3.

We received your letter through our customer, First Express, stated there was an accident involving GBC9140E and SHB5353T on 15/12/2014 along/at Komoco Service Centre.

We like to inform you that First Express had sent in their vehicle, GBC9140E, for service on 15th December 2014 from 9.42am to 11.53am. From the mentioned date till now, we have not received anyone report that such accident occur in our premises.

Please contact me at 96656150 if any clarification is needed.

Thank you

Ismail Bin Taib
Customer Service Manager
KOMOCO MOTORS PTE LTD | 253 Alexandra Road, Singapore 159936
T: (65) 64735588 Ext.: 220

Hsiao Tong

From: Hsiao Tong
Sent: Thursday, 5 February, 2015 10:24 AM
To: 'Tan Lee Gek (Auto Svcs/Claims)'
Subject: RE: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Without Prejudice

Dear Lee Gek,

We refer to the above matter.

As spoken, we would like to request a copy of the video footage for our necessary action as our insured was not aware of the accident.

We shall revert upon hearing from 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.

Best Regards,

Hsiao Tong | Case Handler

LKK Auto Consultants Pte Ltd

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

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



From: Tan Lee Gek (Auto Svcs/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Monday, 19 January, 2015 8:37 AM
To: CS A Team; Admin-A (LKK Auto)
Subject: Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$ 900.00
Loss of rental	\$ 276.06 (\$138.03 x 2 days)
Loss of income	\$ 120.00 (\$60.00 x 2 days)
LTA search fee	\$ 5.00
	\$1301.06
	=====

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi and LTA search for your perusal.

Please let us hear from you soon.

Regards

Hsiao Tong

From: Hsiao Tong
Sent: Wednesday, 25 February, 2015 8:16 AM
To: 'Bon Pelum, Suchatri'
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Best Regards,

Hsiao Tong | 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: Bon Pelum, Suchatri [mailto:Suchatri.BonPelum@aig.com]
Sent: Monday, 2 February, 2015 9:49 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

OI has not reported yet.

Regards,

Suchatri Bon Pelum

AIG

Claims Department

Global Operations and Systems | AIG Shared Services

Suchatri.bonpelum@aig.com

www.AIG.com

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Friday, January 30, 2015 8:43 AM
To: Bon Pelum, Suchatri
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Hsiao Tong

From: Bon Pelum, Suchatri <Suchatri.BonPelum@aig.com>
Sent: Wednesday, 25 February, 2015 11:16 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

Please be informed that OI has not reported yet.

Regards,

Suchatri Bon Pelum
AIG
Claims Department
Global Operations and Systems | AIG Shared Services
Suchatri.bonpelum@aig.com
www.AIG.com

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Wednesday, February 25, 2015 8:16 AM
To: Bon Pelum, Suchatri
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Best Regards,
Hsiao Tong | 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: Bon Pelum, Suchatri [mailto:Suchatri.BonPelum@aig.com]
Sent: Monday, 2 February, 2015 9:49 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

OI has not reported yet.

Hsiao Tong

From: Hsiao Tong
Sent: Monday, 9 March, 2015 9:31 AM
To: 'Bon Pelum, Suchatri'
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Best Regards,

Hsiao Tong | 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: Bon Pelum, Suchatri [mailto:Suchatri.BonPelum@aig.com]
Sent: Wednesday, 25 February, 2015 11:16 AM
To: Hsiao Tong
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Hi Hsiao Tong,

Please be informed that OI has not reported yet.

Regards,

Suchatri Bon Pelum

AIG

Claims Department

Global Operations and Systems | AIG Shared Services

Suchatri.bonpelum@aig.com

www.AIG.com

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Wednesday, February 25, 2015 8:16 AM
To: Bon Pelum, Suchatri
Cc: Sarpan, Shafizan; Abdullah, Anuar
Subject: RE: Request for OI GIA [GBC 9140E]

Dear Sirs,

We refer to the above matter.

Kindly advise if there any OI GIA report. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Hsiao Tong

From: Hsiao Tong
Sent: Thursday, 12 March, 2015 12:53 PM
To: kp_kwek@komoco.com.sg
Subject: Accident Involving GBC9140E and SHB5353T on 15 December 2014
Attachments: TP Estimate_SHB 5353T.pdf; 1.jpg; 2.jpg; 3.jpg; 4.jpg; 5.jpg; 6.jpg; 7.jpg; 8.jpg; 9.jpg; 10.jpg

Dear Mr Kwek,

We refer to the above matter and our tele-conversation earlier.

Please find attached TP estimate and damaged photos for your perusal.

The breakdown of third party claim is as follows: -

Cost of repairs	\$ 900.00
Loss of rental	\$ 276.06 (\$138.03 x 2 days)
Loss of income	\$ 120.00 (\$60.00 x 2 days)
LTA search fee	\$ <u>5.00</u>
	\$1301.06
	=====

Please call us if you have further queries.

Best Regards,

Hsiao Tong | 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)

Hsiao Tong

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Tuesday, 10 March, 2015 10:16 AM
To: kp_kwek@komoco.com.sg; Hsiao Tong
Subject: Accident Involving GBC9140E and SHB5353T on 15 December 2014

Our Ref: 0762916086SG
Your Ref: CC3/AIG14023355.K1PA3

Dear Hsiao Tong,

Please refer to the above captioned matter wherein you have surveyed the TP vehicle (SHB5353T) at SMRT.

You will be aware that the said vehicle GBC9140E was driven by workshop (Komoco) staff at the material time. As such, the claim from the third party is to be directed to Komoco's policy.

I have spoken to Mr Kwek (copied in this email) and he has requested that you could forward him relevant documents pertaining to the claim so that he can follow up further with SMRT on the matter.

Meanwhile, please issue a letter informing SMRT of AIG's non-coverage, with a cc to Mr Kwek and AIG for our various follow up.

Dear Mr Kwek,

Thank you for taking the time to discuss the matter with me yesterday evening. As spoken, I have looped in LKK's case handler on the matter.

Appreciate if you could take over conduct of the claim from SMRT. Do let me know if you require further information on the matter.

Thank you.

Khoo Kay Eng
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026 | Fax +(65) 6835 7416

kay-eng.khoo@aig.com | www.aig.com.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

Hsiao Tong

From: Hsiao Tong
Sent: Friday, 6 February, 2015 12:43 PM
To: 'Ismail B. Taib'
Cc: Heng Swee Hee; Pang York Liang; Rane Khemlani
Subject: RE: Accident at Komoco motors service
Attachments: screen shot.pdf

Dear Mr Ismail,

We refer to your below email.

Please be informed that the taxi SHB 5353T has submitted a copy of the video footage to show the accident. Please find attached screen shot for your perusal.
The video clearly shown that GBC 9140E reversed and hit onto the taxi.

Please call us if you have any queries.

Best Regards,
Hsiao Tong | 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)

-----Original Message-----

From: Ismail B. Taib [mailto:ismailb@hyundaimotors.com.sg]
Sent: Thursday, 29 January, 2015 11:18 AM
To: Hsiao Tong
Cc: Heng Swee Hee; Pang York Liang; Rane Khemlani
Subject: FW: Accident at Komoco motors service

Dear Mr Chew,

We refer to your letter reference: CC3/AIG14023355/K1ps3.

We received your letter through our customer, First Express, stated there was an accident involving GBC9140E and SHB5353T on 15/12/2014 along/at Komoco Service Centre.

We like to inform you that First Express had sent in their vehicle, GBC9140E, for service on 15th December 2014 from 9.42am to 11.53am. From the mentioned date till now, we have not received anyone report that such accident occur in our premises.

Please contact me at 96656150 if any clarification is needed.

Thank you

Ismail Bin Taib
Customer Service Manager
KOMOCO MOTORS PTE LTD | 253 Alexandra Road, Singapore 159936
T: (65) 64735588 Ext.: 220





4

Hsiao Tong

From: Tan Lee Gek (Auto Svcs/Claims) <LeeGek@smrt.com.sg>
Sent: Monday, 20 July, 2015 1:40 PM
To: Heng Swee Hee
Cc: Tony Lim; Hsiao Tong; Ong Kang Sheng; Kwek Keng Poh
Subject: Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)
Attachments: official receipt.pdf

Dear Mr Heng,

Thanks for the payment. We attach our official receipt for your records.

Have a nice day.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Heng Swee Hee [mailto:shheng@hyundaimotors.com.sg]
Sent: Wednesday, July 08, 2015 3:59 PM
To: Tan Lee Gek (Auto Svcs/Claims)
Cc: Tony Lim; Hsiao Tong; Ong Kang Sheng; Kwek Keng Poh
Subject: RE: URGENT / REMINDER Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Dear Lee Gek,

We will be posting the cheque out today and attention to your name. Please inform us upon receiving.
Thanks.

Heng Swee Hee
Senior Service Manager
Komoco Motors Pte Ltd
Tel: 64735588 Ext.230

From: Tan Lee Gek (Auto Svcs/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Wednesday, 1 July, 2015 11:13 AM
To: Heng Swee Hee; Kwek Keng Poh
Cc: Tony Lim; Hsiao Tong; Ong Kang Sheng
Subject: URGENT / REMINDER Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Dear Mr Heng,

As spoken today, we attach the certified true copy of our invoice for your perusal. We will send the original by post.

Thank you.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department

From: Heng Swee Hee [mailto:shheng@hyundaimotors.com.sg]

Sent: Wednesday, July 01, 2015 10:04 AM

To: Tan Lee Gek (Auto Svcs/Claims); Kwek Keng Poh

Cc: Tony Lim; Hsiao Tong; Ong Kang Sheng

Subject: RE: URGENT / REMINDER Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Dear Lee Gek,

We accept to settle this case at \$1,250 (inclusive GST).

Please post us the invoice billable to Komoco Motors Pte Ltd, 253 Alexandra Road, Singapore 159936 and attention to my name.

We shall post out cheque after receiving you invoice. Kindly let us know the posting address and person to attention to.

Regards,

Heng Swee Hee

Senior Service Manager

Komoco Motors Pte Ltd

Tel: 64735588 Ext.230

From: Tan Lee Gek (Auto Svcs/Claims) [mailto:LeeGek@smrt.com.sg]

Sent: Tuesday, 30 June, 2015 9:44 AM

To: Kwek Keng Poh

Cc: Tony Lim; Heng Swee Hee; Hsiao Tong

Subject: URGENT / REMINDER Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Dear Mr Kwek,

We attach our final repair bill, proof of rental, accident vehicle laid-up report and LTA search for your perusal.

Cost of repairs	\$ 900.00 (please refer to the final repair bill)
Loss of rental	\$ 276.06 (\$138.03 [please refer to the proof of rental] x **2 days)
Loss of income	\$ 120.00 (\$60.00 x **2 days)
LTA search fee	\$ 5.00 (please refer to the LTA search)
	\$1301.06
	=====

** please refer to the accident vehicle laid-up report.

We are prepared to accept the sum of \$1,250.00 (excluding the survey fee).

As mentioned in our email of 7/4/2015, our taxi was surveyed by AIG's appointed surveyor LKK Auto Consultants Pte Ltd prior to repair. Please deal with Ms Hsiao Tong from LKK Auto Consultants Pte Ltd regarding their survey fee. Her direct line is 6742 3197.

Please let us have your cheque for **\$1,250.00** payable to **SMRT TAXIS PTE LTD** and mail to claims dept, SMRT Automotive Services Pte Ltd of 60 Woodlands Industrial Park E4, Singapore 757705.

Thank you.

Regards

Tan Lee Gek (DID: 6866 2647)

From: Kwek Keng Poh [mailto:kp_kwek@komoco.com.sg]
Sent: Monday, June 29, 2015 5:28 PM
To: Tan Lee Gek (Auto Svcs/Claims)
Cc: Tony Lim; Heng Swee Hee
Subject: RE: URGENT / REMINDER Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Kindly let us have your invoice to Komoco Motors Pte Ltd the amount of \$1250.00. We shall prepare the cheque payment upon receiving your invoice.

Regards,
KP Kwek

From: Tan Lee Gek (Auto Svcs/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Thursday, 25 June, 2015 6:29 PM
To: Kwek Keng Poh
Subject: URGENT / REMINDER Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

URGENT
REMINDER

Dear Mr Kwek,

Please let us have your cheque for **\$1,250.00** payable to **SMRT TAXIS PTE LTD** by **3rd July 2015** otherwise we shall have no option but to pursue the matter through lawyer.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Tan Lee Gek (Auto Svcs/Claims)
Sent: Tuesday, April 07, 2015 10:32 AM
To: 'kp_kwek@komoco.com.sg'
Cc: 'Hsiao Tong'
Subject: Re: Accident on 15/12/2014 involving SHB 5353T & GBC 9140E (Our Ref: TAX/12/14/2142/lg)

Dear Mr Kwek,

We refer to our telephone conversation with your Mr Tony on 31/3/2015.

We quantify our claim as follows:-

Cost of repairs	\$ 900.00
Loss of rental	\$ 276.06 (\$138.03 x 2 days)
Loss of income	\$ 120.00 (\$60.00 x 2 days)
LTA search fee	\$ 5.00
	\$1301.06
	=====

As agreed with Mr Tony, we are prepared to accept a global sum of \$1,250.00 (excluding the survey fees).

Please note that our taxi was surveyed by LKK Auto Consultants Pte Ltd (appointed by AIG Asia Pacific Insurance) prior to repairs.

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi, LTA search and email of 1/4/2015 for your perusal.

Please let us have your cheque for **\$1,250.00** payable to **SMRT TAXIS PTE LTD**.

Thank you.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4

Singapore 757705



SMRT Taxis Pte Ltd

60 Woodlands Industrial Park Ea

Singapore 757705

Tel: 65 6369 0111

Fax: 65 6369 3639

www.smrt.com.sg

Tax Official Receipt

GST Regn. No : MR-8500001-7

Receipt Number : TAX15000971

Receipt Date : 14/07/2015

Print Date : 14/07/2015

Our Ref. No.: TAX/12/14/2142

Received From KOMOCO MOTORS PTE LTD

A SUM OF S\$ 1,250.00 FOR THIRD PARTY SETTLEMENT AS PER FILE

REF. NO. TAX/12/14/2142/LG

I.R.O. ACCIDENT INVOLVING SHB5353T & GBC9140E ON 15/12/14

CLAIMS REFERENCE NO.:GBC9140C.

Terms : CHEQUE

Cheque No : 018844

Issuing Bank : Development Bank of Singapore



Authorised Signature

Please check to ensure the amount printed is correct.

Hsiao Tong

From: Ismail B. Taib <ismailb@hyundaimotors.com.sg>
Sent: Monday, 9 February, 2015 12:35 PM
To: Hsiao Tong
Cc: Heng Swee Hee; Pang York Liang; Rane Khemlani
Subject: RE: Accident at Komoco motors service

Dear Mr. Chew,

We receive the video footage in order and we have interviewed our driver.

According to him, both parties had agreed that there were no damage to both cars and hence no accident claim was needed. However, we understand this taxi has lodged a 3rd party claim against us now. May I find out the details what the other party is claim us?

Best regards,

Ismail Bin Taib
Customer Service Manager
KOMOCO MOTORS PTE LTD | 253 Alexandra Road, Singapore 159936
T: (65) 64735588 Ext.: 220

08/10/15 - file removed. Komoco settle with
SMART without any survey fee.
After not involved as
Vehicle driven by Komoco staff.

-----Original Message-----

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Friday, 6 February, 2015 12:43 PM
To: Ismail B. Taib
Cc: Heng Swee Hee; Pang York Liang; Rane Khemlani
Subject: RE: Accident at Komoco motors service

To ~~write to Komoco~~ close
And send invoice to Komoco
Action Ismail.

Dear Mr Ismail,

We refer to your below email.

Please be informed that the taxi SHB 5353T has submitted a copy of the video footage to show the accident. Please find attached screen shot for your perusal.
The video clearly shown that GBC 9140E reversed and hit onto the taxi.

Please call us if you have any queries.

Best Regards,
Hsiao Tong | 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)

-----Original Message-----

From: Ismail B. Taib [mailto:ismailb@hyundaimotors.com.sg]
Sent: Thursday, 29 January, 2015 11:18 AM
To: Hsiao Tong
Cc: Heng Swee Hee; Pang York Liang; Rane Khemlani
Subject: FW: Accident at Komoco motors service

Dear Mr Chew,

We refer to your letter reference: CC3/AIG14023355/K1ps3.

We received your letter through our customer, First Express, stated there was an accident involving GBC9140E and SHB5353T on 15/12/2014 along/at Komoco Service Centre.