

15/3/2010

INS. CASE OWNER:

Chark

C03 /AIG1500

6499

Kina3

LKK:

IDAC:

Surveyor:

Kalin

DOI:

16-04-15

Date / Time:

17-04-15  
18-04-15

Registered in Merimen:

17-04-15

Pre-assign / CCU / FTE



Insured Vehicle No.:

SJC 4885K

Claim No.:

279090282188

Name of Insured:

Leong Chee Weng James

Policy No.:

2100064201

Insured Tel No.:

HP:

97596655

Make / Model:

Volkswagen

Excess Sec II :SS

D.O.A:

16-04-15

Place of Accident:

RIVER AVEY ROAD x Hill ST  
NEAR MCA BUILDING

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

SHC3708L



INSRS:

WSP:

Tel:

Liability:

RMKS:

WSP: who  
Tel: 10404  
Liability: 10404

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

FOR CSO ONLY:

Is driver the owner? (YES / NO)

If NO, Driver Name / Age:

Driver's Own Vehicle Number:

Insurance Company:

SHC3708L - 451PCL14011839/T19m1w2, P2A 29-01/14  
SJC 4885K - RECEIVED 26 JUN 2010

M) or GIA. first letter sent.

27/5/15 No

28/5/15 No

19/6/15 5.30

Spoke to OJD, Gennaine @ 98804855. Advise Her To  
Come Down With Vehicle for Height Measurement  
Fwd Email17/15 4-30 Spoke To TP's Witness. Will Fwd Witness Statement To  
Us.21-07-16 I BELIEVE TP WITNESS IS VERY CRUCIAL. SO TO MONITOR HIS  
STATEMENT TO LAY DOWN OUR Q/L WHO IS QUITE DEMANDING.  
JAPANESE NORMALLY WOULD NOT INVOLVE IN COLLUSION WITH THE DRIVER.

16/9/16 Spoken to Bennie. process to settle and send letter

12-01-17 TO EXPEDITE SETTLEMENT WITH TP ASAP.

17-03-17 THE MATTER HAS BEEN CONCLUDED. TO SPEED UP THE PROCESS OF SETTLEMENT.

13-09-17 TO EXPEDITE SETTLEMENT WITH TP.

26/6/18 TP unable to Amend Tax Invoice.

STAGE

DATE / PIC

Finalisation:

Email AIG for OI GIA:

Apt letter to OI:

Call OI:

After call ltr to OI:

Type Report:

Prepare Invoice:

Others:

Documentation Check List:

Handler

Typist

OI Apt Ltr:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

LTA / GIA:

Medical Bill:

Approval Email:

Payment Breakdown Form:

Others:

| FINAL SETTLEMENT |                               | Date: 26/6/18          | Confirm with Cecilia.                         |
|------------------|-------------------------------|------------------------|---|
| Repair Cost:     | SS 1086.16                    | Final Liability:       | 100 % (Agreed / Assessed)                     |
| Loss of Rental:  | SS 381.94 ( 3 days ) X 127.33 |                        | BOLA S/N No. : 27.                            |
| Loss of Use:     | SS 150.00 ( \$ 50 x 3 days )  |                        | If NO or B 28, Ass. Lia :                     |
| Disbursement:    | 5.35                          |                        | 1) Claim status: Normal/Reject/Private Settle |
| Legal Cost :     | SS                            |                        | 2) Report Format:                             |
| Total:           | SS 1623.50                    | Global Sum: SS 1600.00 | 3) Survey fee:                                |

1600.00 - Contingency Engineering Pte Ltd

(08/11/13)

REF:

Surveyor:

## ASSIGNMENT

From:

Henry

Date:

A/G

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No.

Claims No.

Sum Insured:

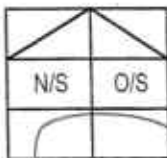
Excess:

(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 Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 3 days Res.: Yes or No

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

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No:

SUC 3708L Yr Regn: 09/2013

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Hyundai Sonata c.c 1685

Colour:

Blue

A/C: Insured / Std / NI / NA

Sp. Reading

219971

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

FMHLB41UMDU041640

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size:

F: 205 160 R66

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

west lake

Front

Rear

R/Bal. 4 mm

R/Bal. 7 mm

L/Bal. 4 mm

L/Bal. 7 mm

D.O.A. 16/4/15

D.O.I. 16/4/15

Survey held at

CDGE Loyang

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

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

Date / Time

Action / Instruction

PIP

27/4/15 Finalised amt PIP \$ 1015.10 with 3 working day with diag.

COR w/GST : \$ 801.86

LOR w/GST : \$ 381.99 (3 days X \$ 127.33)

LOI : \$ 150.00 (3 days X \$ 50.00)

LTA Search Fee: \$ 5.35

Total = \$ 1,339.20

(Pd. \$ 4657.26  
8271)

Date/Time, File Pass to?



Prel. Report

1)



Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS, SI

Photos

Others

TOTAL

Report Format :

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

Add Fee:



Site Insp (\$ )



Interview (\$ )



Tech. Invs (\$ )



Weekend (\$ )



# 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/AIG15006499/H1wa3

78 SHENTON WAY #08-16  
CHARTIS BUILDING  
SINGAPORE 079120

Date : 17-04-2015



Code : AIG

## 1. Policy Particulars :- THIRD PARTY CLAIM

|              |           |                |            |
|--------------|-----------|----------------|------------|
| Insured Veh. | SJC 4865K | Veh. Inspected | SHC 3708L  |
| Policy No.   |           | Coverage (\$)  | 0.00       |
| Claim No.    |           | Excess (\$)    | 0.00       |
| Assign From  |           | Assign Date    | 17/04/2015 |

## 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  | 16/04/2015   | Inspection Date | 16/04/2015 |
| Survey held at | COMFORTDELGRO ENGINEERING PTE LTD<br>59 LOYANG DRIVE<br>SINGAPORE 508969 |                 |            |

## 5a. Remarks

|  |
|--|
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.<br>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   |
| <u>Claim Advice on Feature:</u><br>Make/Model/Year:<br>TP Survey Report (SR):<br>Days Recommended for Repairs:<br>TP Workshop Name:<br>Workshop Quantum:<br>COR = \$<br>LOR/U = \$<br>SR Fees = \$<br>LTA/GIA/TP search Fee = \$<br>Legal cost & Incidentals = \$<br>Total = \$<br>Global Sum = \$  |
| Claims Examiner's Comments:   |
| <u>Claim Advice on Feature: C (TPBI)</u><br><u>Bodily Injuries / Quantum:</u><br>Claimant's Name:<br>Gender/ Age:<br>Occupation/Salary:<br>Hospital / Clinic Medical Report obtained from:<br>Doctor's Clinical Observation:<br>Doctor's Diagnosis:<br>Medical Leave Period:<br>Further Follow Up:<br>Injury Quantum:<br>General Damages =<br>(specify injuries/damages)<br>Special Damages =<br>(specify damages)<br>Disbursements =<br>Costs & incidentals =<br>Total = |
| Recovery / Subrogation:   |
| Reason WOS Issued:  |
| File Handler's Recommendations:   |
| Action Plan:  |
| Comments:   |

*Handwritten signature*

Date/Time: 16.04.2015 13:39

Page : 1

JOB CARD

Sales Order:

JC NO.: 304744400

Team: ARC Repair TP(CLSO)1

Customer:

VMS COMFORT TRANSPORTATION PTE LTD

Customer NO. 7010045

Address 383 SIN MING DRIVE

Singapore SINGAPORE 575717

L (R) 65508755

(O)

(P)

SCOUT CARD NO.

|                                  |                                  |
|----------------------------------|----------------------------------|
| REGN NO.:<br>SHC3708L            | MILEAGE                          |
| MAKE:<br>HYUNDAI                 | FUEL<br>E.....1/2.....F          |
| MODEL<br>I-40                    | DATE/TIME IN<br>16.04.2015 10:10 |
| YR OF MANU.<br>30.09.2013        | TARGET DATE                      |
| CHASSIS CODE<br>KMHLH41UMH041640 | COMPLETION DATE/TIME:            |

JOB DESCRIPTION

Accident Date: 16.04.2015

NATURE: ACC.16.04.15/B

S/NO                      LABOR CODE                      DESCRIPTION

CHECKED & PASSED OUT BY: \_\_\_\_\_

SERVICE ADVISOR

CUSTOMER'S SIGNATURE

Acknowledgement Slip

Name:

No.:  
Vehicle No.: SHC3708L,                      IC: 10V

Name of Service Advisor

Signature/Date

to be returned to Service Reception upon collection

Exit Pass

Vehicle No.: SHC3708L

Name of Service Advisor

Date

To be kept by Security Guard

# COMFORTDELGRO ENGINEERING

Our Job Ref No : 304744400

Date : 25/04/15

ComfortDelGro Engineering Pte Ltd  
59 Loyang Drive Singapore 508969  
Fax: 6546 8156

## FINALIZATION FORM

: L KK

Fax :

Attn : JENRY

Vehicle Reg No. : SHC3708L

16-Apr-15

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

1. T The repair job shall bill to: AIG SJC4865K

2. The finalized amount shall be: **ASAP**

(a) Spare Parts after List discount

\$1,026.40

369.40

(b) Labour Charges

\$780.00

380

**Total for Part-By-Part Repair Cost**

\$1,806.40

749.40

(c.) Lumpsum Repair (if applicable)

Total for Lumpsum repair cost after Less:

**Final Lumpsum Repair cost**

3. Estimated normal period for repairs: 3 working days.

4. **We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days**

5. Thank you for your assistance.

We confirm the estimates and finalized amount

Signature : 

Signature : 

Name : CHIANG /

Name : Henry NLT

Tel : 62148314 /

Date : 21/9/15

Fax : 65468156

## For Official Use Only

| Item   | Amount | Document Attached<br>Yes or No | Confirm By<br>(Signature) | Remarks |
|--|--------|--------------------------------|---------------------------|---------|
| 1. Rental Rate P/Day                                 |        | YES                            |                           |         |
| 2. Loss of Income Paid                               |        |                                |                           |         |
| 3. Survey Fees                                       |        |                                |                           |         |
| 4. LTA Search Fee                                    |        |                                |                           |         |
| 5. Medical Fees (on behalf of driver, if applicable) |        |                                |                           |         |
| 6. Overrun   |        |                                |                           |         |

Remarks:

OK W

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

Date: 23.04.2015

Time: 16:03:45

Page: 1

COMPANY : THIRD PARTY'S CLAIMS (CAS)  
 CUSTOMER: 7010045  
 ADDRESS : COMFORT TRANSPORTATION PTE LTD  
 383 SIN MING DRIVE  
 SINGAPORE SINGAPORE 575717  
 65508755

JOB NO : 304744400  
 REGN NO : SHC3708L  
 MILEAGE : 0000000000  
 MAKE : HYUNDAI  
 MODEL : I-40  
 DATE OF REGN : 30.09.2013  
 DATE/TIME IN : 16.04.2015 10:10  
 ACCIDENT DATE : 16.04.2015

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

|           |                   |                           |      |        |       |            |
|-----------|-------------------|---------------------------|------|--------|-------|------------|
| 0001      | 04-01-0103-0579-G | (I40)COVER ASSY-RR BUMPER | 1    | 603.60 | 20.00 | 482.88     |
| 0002      | 04-01-0101-0111-G | (I40/SONATA) BUMPER COVER | 10 L | 22.00  | 20.00 | 17.60      |
| 0003      | 04-01-0103-0585-G | (I40)LAMP ASSY-RR COMB O/ | 1    | 545.90 | 20.00 | 436.72     |
| 0004      | 04-01-0103-0783-G | (I40)BRKT ASSY-RR BUMPER  | 1    | 49.00  | 20.00 | 39.20      |
| 0005      | 04-01-0103-1150-A | (I40) PROTECTOR MAT       | 1    | 50.00  | 2.00- | 50.00      |
| SUB-TOTAL |                   |                           |      |        |       | : 1,026.40 |

JOB NATURE

|           |        |                                     |  |  |  |          |
|-----------|--------|-------------------------------------|--|--|--|----------|
| 0000      | L      | PANEL BEATING                       |  |  |  | 300.00   |
| 0001      | 23-502 | SPRAYPAINT ON AFFECTED AREA         |  |  |  | 360.00   |
| 0002      | 17-01  | CHECK ALL LIGHTING                  |  |  |  | 30.00    |
| 0003      | 20-00  | TUFF COAT ON AFFECTED PARTS.        |  |  |  | 30.00    |
| 0004      | 20-204 | REMOVE/REFIX UPHOLSTERY ASST REPAIR |  |  |  | 60.00    |
| SUB-TOTAL |        |                                     |  |  |  | : 780.00 |



COMFORTDELGRO ENGINEERING PTE LTD

Date: 23.04.2015

REPAIR ESTIMATE

Time: 16:03:45

Page: 2

COMPANY : THIRD PARTY'S CLAIMS (CAS)  
CUSTOMER: 7010045  
ADDRESS : COMFORT TRANSPORTATION PTE LTD  
383 SIN MING DRIVE  
SINGAPORE SINGAPORE 575717  
65508755

JOB NO : 304744400  
REGN NO : SHC3708L  
MILEAGE : 0000000000  
MAKE : HYUNDAI  
MODEL : I-40  
DATE OF REGN : 30.09.2013  
DATE/TIME IN : 16.04.2015 1

ACCIDENT DATE : 16.04.2015

0:10

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

TOTAL : 1,806.40

AUTHORISED : YES / NO

MVA NAME & SIGNATURE  
DATE :

SURVEYOR NAME & SIGNATURE  
DATE :

## COMFORTDELGRO ENGINEERING PTE LTD

## REPAIR ESTIMATE\*

VEHICLE NO : SHC 3708L

DATE 16/4/2015 13:04

MAKE :

MODEL : HYUNDAI i40

| Qty  | Parts Description/ Labour                            | Type           | Unit Price | Amount      |        |
|--|--|----------------|------------|-------------|--------|
|  | Rear Bumper <i>deform</i>                            | <i>sl nett</i> | <i>50%</i> | \$ 603.60   | ✓      |
|  | Rear Bumper Reinforcement <i>srv</i>                 |                |            | \$ 504.36   | +      |
|  | Rear Bumper Reinforcement Bracket (LH/RH) <i>srv</i> |                | \$ 180.00  | \$ 360.00   | +      |
|  | Rear Bumper Side Bracket <i>crash</i>                |                |            | \$ 49.00    | +      |
|  | Rear Bumper Sponge <i>srv</i>                        |                |            | \$ 143.40   | +      |
|  | Rear Bumper Under Cover <i>srv</i>                   |                |            | \$ 225.00   | +      |
|  | Tail Lamp (RH) <i>crashed / AC</i>                   |                |            | \$ 545.90   | +      |
|  | Tail Lamp Quarter Panel RH) <i>repair</i>            |                |            | \$ 97.92    | +      |
|  | Rear Fender (RH) <i>repair</i>                       |                |            | \$ 2,020.08 | X      |
|  | Rear Fender Inner Lining (RH) <i>srv</i>             |                |            | \$ 164.40   | +      |
|  | Rear Windscreen Moulding <i>nn</i>                   |                |            | \$ 62.16    | +      |
|  | Rear Bumper clip <i>nn</i>                           |                |            | \$ 22.00    | +      |
|  | <b>SUB TOTAL</b>                                     |                |            | \$ 4,775.82 |        |
|  | <b>LESS 20%</b>                                      |                |            | \$ 955.16   |        |
|  | <b>DISCOUNTED TOTAL</b>                              |                |            | \$ 3,820.66 |        |
|  | Rear Bumper Reverse Sensor <i>mm shhl</i>            |                |            | \$ 135.70   | Nett ✓ |
|  | Rear Bumper Rubber Mat <i>nec</i>                    |                |            | \$ 50.00    | Nett ✓ |
|  | Rear Windscreen Sealant <i>mm</i>                    |                |            | \$ 46.00    | Nett ✓ |
|  |  |                |            | \$ 231.70   |        |
|  | <b>Labour Charge</b> <i>refinal</i>                  |                |            |             |        |
|  | Panel Beating  |                |            | \$ 850.00   | 300    |
|  | Spray Painting Charge                                |                |            | \$ 400.00   | 100    |
|  | Wiring Charge  |                |            | \$ 50.00    | 20     |
|  | Tuff Kote  |                |            | \$ 50.00    |        |
|  | Remove/Refix Cushion & Upholstery Rear               |                |            | \$ 150.00   |        |
|  | Remove/Refix Rear Windscreen Glass                   |                |            | \$ 120.00   |        |
|  | <i>3day PIP</i>                                      |                |            |             |        |
|  | <i>B4 paint photo</i>                                |                |            |             |        |
|  | <i>LKK Henry</i>                                     |                |            |             |        |
|  | <i>97884060</i>                                      |                |            |             |        |
|  | <i>16/4/15</i>                                       |                |            |             |        |
|  | <i>1400hrs</i>                                       |                |            |             |        |
|  | <b>TOTAL LABOUR</b>                                  |                |            | \$ 1,620.00 |        |
|  | <b>ESTIMATE TOTAL</b>                                |                |            | \$ 5,672.36 |        |
| This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company. |  |                |            |             |        |



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/AIG15006499/H1wa3

22<sup>ND</sup> April 2015

**Tay Kian Phuan William**

66

Duchess Ave

#02-01

Singapore 269204

Dear Sirs,

**ACCIDENT INVOLVING S 30M AND SJW 3808C ON 16.04.2015 ALONG /AT  
OUTSUDE – 41 DUCHESS AVENUE SINGAPORE**

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,

Vivian Lau

Claims

Tel : 6841 8625

Fax: 6741 4108

Email : [vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)

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



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/AIG15006499/H1wa3

22<sup>ND</sup> April 2015

**Leong Chee Weng James**

475 River Valley Road

#02-01

Valley Park

Singapore 248360

Dear Sirs,

**ACCIDENT INVOLVING SJC 4865K AND SHC 3708L ON 16.04.2015 ALONG /AT  
RIVER VALLEY ROAD X HILL STREET NEAR MICA BUILDING**

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.

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

Yours faithfully,

Vivian Lau

Claims

Tel : 6841 8625

Fax: 6741 4108

Email : [vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)

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

LKR/ALG

COMFORTDELGRO ENGINEERING PTE LTD

Date: 23.04.2015

REPAIR ESTIMATE

Time: 16:03:45

Page: 1

COMPANY : THIRD PARTY'S CLAIMS (CAS)  
CUSTOMER: 7010045  
ADDRESS : COMFORT TRANSPORTATION PTE LTD  
383 SIN MING DRIVE  
SINGAPORE SINGAPORE 575717  
65508755

JOB NO : 304744400  
REGN NO : SHC3708L  
MILEAGE : 0000000000  
MAKE : HYUNDAI  
MODEL : I-40  
DATE OF REGN : 30.09.2013  
DATE/TIME IN : 16.04.2015 10:10  
ACCIDENT DATE : 16.04.2015

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

|    |                   |                           |      |        |       |        |
|----|-------------------|---------------------------|------|--------|-------|--------|
| 01 | 04-01-0103-0579-G | (I40)COVER ASSY-RR BUMPER | 1    | 603.60 | 20.00 | 482.88 |
| 02 | 04-01-0101-0111-G | (I40/SONATA) BUMPER COVER | 10 L | 22.00  | 20.00 | 17.60  |
| 03 | 04-01-0103-0585-G | (I40)LAMP ASSY-RR COMB O/ | 1    | 545.90 | 20.00 | 436.72 |
| 04 | 04-01-0103-0783-G | (I40)BRKT ASSY-RR BUMPER  | 1    | 49.00  | 20.00 | 39.20  |
| 05 | 04-01-0103-1150-A | (I40) PROTECTOR MAT       | 1    | 50.00  | 2.00- | 50.00  |

SUB-TOTAL : 1,026.40

JOB NATURE

|             |                                     |        |
|-------------|-------------------------------------|--------|
| 0000 L      | PANEL BEATING                       | 300.00 |
| 0001 23-502 | SPRAYPAINT ON AFFECTED AREA         | 360.00 |
| 0002 17-01  | CHECK ALL LIGHTING                  | 30.00  |
| 0003 20-00  | TUFF COAT ON AFFECTED PARTS.        | 30.00  |
| 0004 20-204 | REMOVE/REFIX UPHOLSTERY ASST REPAIR | 60.00  |

SUB-TOTAL : 780.00

## Vivian Lau (LKKAuto)

---

**From:** Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>  
**Sent:** Tuesday, 26 June, 2018 4:58 PM  
**To:** Vivian Lau (LKKAuto)  
**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15  
**Attachments:** img-626165646.pdf

Without Prejudice

Dear Sir/Madam

Purely for the sake of settlement and strictly without admission of any liability, we confirm settlement at **\$1,600.00** for property damage. Please note that the contents of this document apply to vehicle damages only. It is condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/driver/claimant.

The duly completed discharge voucher is enclosed for your attention. Please arrange to let us have your payment made in favor of ComfortDelGro Engineering Pte Ltd within the next seven (7) days.

Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax:  
6214 1843

From: "Vivian Lau (LKKAuto)" <vivianlau@lkkauto.com>  
To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>  
Date: 26/06/2018 04:05 PM  
Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

Enclosed is the Photo 1

*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.*

Thank you  
Best Regards,  
Vivian Lau | Case Handler  
LKK Auto Consultants Pte Ltd  
Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Vivian Lau (LKKAuto)  
**Sent:** Tuesday, 26 June, 2018 3:32 PM

To: 'Cecilia Lee Peng Geok' <cecilialee@sparkcarcare.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; KKLau <kklau@lkkauto.com>

Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the above matter.

The damages to the Insured vehicle only centre portion, when the front number plate slightly damages ( see photo 1). We had interview our Insured driver, she maintain only hit the centre of Taxi. Our investigator had done the height measurement confirmed only centre portion. Not consistent with the damage to front number plate of our Insured.

For the Taxi the rear right portion of the bumper its direction of impact force is on the right side, unable to match the damages to Insured vehicle. Likely due to old damages ( pre existing damages) the contribution (%50%) of replacement of rear bumper is necessary.

Please duly sign the documents enclosed return to us for our necessary action

*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.*

Thank you

Best Regards,

**Vivian Lau** Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

**Sent:** Tuesday, 26 June, 2018 1:44 PM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

**Importance:** High

Without Prejudice

Dear Vivian

This matter has been long protracted. Please revert.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes

To: "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

Cc: "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Olivia Lau (LKKAuto)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

Date: 27/04/2018 05:08 PM

Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

Without Prejudice

Dear Vivian

As requested.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Olivia Lau (LKKAuto)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
Date: 27/04/2018 05:04 PM  
Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

Please forward us the below table under excel format

*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.*

Thank you  
Best Regards,  
**Vivian Lau** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]  
**Sent:** Thursday, 26 April, 2018 9:48 AM  
**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

Without Prejudice

Dear Vivian

Before we could consider your offer of \$1,600, please let us have your advice for the following:



|       | Description                    | LKK approved       | LKK revised      | Remarks                        |
|-------|--------------------------------|--------------------|------------------|--------------------------------|
| Parts | Rear Bumper (deform) *         | \$ 603.60          | \$ 301.80 (SN)   | Cosmetic damage (grazed m      |
|       | Rear bumper side bracket (cra) | \$ 49.00           | \$ -             | operational performance of th  |
|       | Taillamp (RH) (grazed)         | \$ 545.90          | \$ -             | warrant replacement*           |
|       | Rear Bumper clip (nec)         | \$ 22.00           | \$ 22.00         | why cancel?                    |
|       |                                | \$ 1,220.50        | \$ 22.00         | please furnish us the height-n |
|       | Less 20%                       | \$ 244.10          | \$ 4.40          | report                         |
|       | <b>Sub total</b>               | <b>\$ 976.40</b>   | <b>\$ 17.60</b>  |                                |
| SN    | Rear bumper rubber mat         | \$ 50.00           | \$ 50.00         |                                |
|       | Rear Bumper (deform) *         |                    | \$ 301.80        | as above*                      |
|       | <b>Sub total</b>               | <b>\$ 50.00</b>    | <b>\$ 351.80</b> |                                |
| Labor | Panel Beating                  | \$ 300.00          | \$ 200.00        | is necessary for deformed bu   |
|       | Spray painting                 | \$ 360.00          | \$ 180.00        | in view of cosmetic damage, &  |
|       |                                |                    |                  | please furnish us the height-n |
|       | Wiring                         | \$ 30.00           | \$ -             | report                         |
|       | Tuff kote                      | \$ 30.00           | \$ -             | for settlement purpose, agree  |
|       | Remove/Refix Chusion &         | \$ 60.00           | \$ -             | why cut? It is necessary to re |
|       | <b>Sub total</b>               | <b>\$ 780.00</b>   | <b>\$ 380.00</b> |                                |
|       | <b>Total</b>                   | <b>\$ 1,806.40</b> | <b>\$ 749.40</b> |                                |
|       | <b>After GST</b>               | <b>\$ 1,932.85</b> | <b>\$ 801.86</b> |                                |

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAUTO)" <vivianlau@lkkauto.com>  
 To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>  
 Cc: "Hsiao Tong (LKKAUTO)" <chewht@lkkauto.com>, "Olivia Lau (LKKAUTO)" <olivialau@lkkauto.com>  
 Date: 25/04/2018 10:09 AM  
 Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

For a quick and amicable settlement, we maintain offer to settle global sum at **SS 1,600.00**

Kindly confirm acceptance.

*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.*

Thank you  
 Best Regards,  
**Vivian Lau** | Case Handler  
 LKK Auto Consultants Pte Ltd

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]  
**Sent:** Friday, 26 January, 2018 10:00 AM  
**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

Without Prejudice

Dear Vivian

A copy of Taxi's accident statement was provided to your surveyor during the pre-repair inspection. Your surveyor should have rejected the item should the damage is not consistent before the repair commenced.

For amicable settlement, we are prepare to accept a reduced figure of \$2,050.

Please revert with confirmation and DV for execution.

Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Olivia Lau (LKKAuto)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
Date: 25/01/2018 03:59 PM  
Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

Our surveyor inspected the vehicle based on the damages condition of the taxis, on a "Without Prejudice" basis.

Upon further investigation by our principal and the insured driver who was at the scene of the accident. Base on the parts that is consistent with the accident. The offer us fair and reasonable.

For a quick and amicable settlement, we increase / revise offer to settle global sum at **S\$ 1,600.00**

Kindly confirm acceptance.

*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.*

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Thank you  
Best Regards,  
Vivian Lau | Case Handler  
LKK Auto Consultants Pte Ltd  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

**From:** Cecilia Lee Peng Geok [mailto:[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)]  
**Sent:** Wednesday, 29 November, 2017 10:56 AM  
**To:** Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

Without Prejudice

Dear Vivian

The photos are too dark to see.

Your offer of \$879.40 for COR is not acceptable. At all events, the repair was carried in accordance to your surveyor's approval.

Nonetheless, for settlement purpose, we are prepare to wrap up the matter at global sum of \$2,200.

Please revert.  
Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAUTO)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: "Hsiao Tong (LKKAUTO)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Olivia Lau (LKKAUTO)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
Date: 29/11/2017 09:03 AM  
Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

Enclosed is the accident photos

*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.*

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Thank you  
Best Regards,  
**Vivian Lau** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Cecilia Lee Peng Geok [mailto:[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)]  
**Sent:** Wednesday, 29 November, 2017 8:49 AM  
**To:** Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Zayyer (LKKAUTO) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>  
**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

Importance: High

Without Prejudice

Dear Vivian

Please forward the scene photos taken by your insured.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Mei Kwan (LKKAuto)" <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>, "Olivia Lau (LKKAuto)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>, "Zayyer (LKKAuto)" <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>  
Date: 27/11/2017 05:09 PM  
Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

we revise COR will be part by part \$ 879.40 ( exclude gst) 3 days

For a quick and amicable settlement, we offer to settle global sum at **SS 1,470.00**

Kindly confirm acceptance.

*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.*

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

**Sent:** Wednesday, 15 November, 2017 4:44 PM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Zayyer (LKKAuto) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>

**Subject:** RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

**Importance:** High

Without Prejudice

Dear Vivian

Please refer to our conversation on 19/09/2017.

As spoken, even there was grazed mark on taxi's rear bumper, the grazed mark does not warrant replacement as it would not cause safety issue. It was your insured driver who hit onto the bumper and caused the bumper segregated

from fender. The fender was also dented. Your deduction on labor cost is also not acceptable. This is a part-by-part repair, bumper was replaced instead of repair.

Please review and revert with a reasonable offer to bring this long outstanding matter to an end.

Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAUTO)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Hsiao Tong (LKKAUTO)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Mei Kwan (LKKAUTO)" <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>, "Olivia Lau (LKKAUTO)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>, "Zayyer (LKKAUTO)" <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>  
Date: 19/09/2017 11:16 AM  
Subject: RE: 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

Enclosed herewith a copy of our insured's accident report for your perusal

*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.*

Thank you  
Best Regards,  
Vivian Lau | Case Handler  
LKK Auto Consultants Pte Ltd  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]  
**Sent:** Wednesday, 14 June, 2017 3:02 PM  
**To:** Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Zayyer (LKKAUTO) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>  
**Subject:** 10 DAYS NOTICE = SHC 3708L / SJC 4865K / DOA 16/4/15  
**Importance:** High

Dear Sir/Madam

We regret that despite reasonable effort having been made to settle our client's claim, there does not appear to be any reasonable prospects of settlement.

We hereby give you 10 clear days' notice that our client intends to proceed with legal proceeding against you/your insured.

All our client's rights in the matter are hereby reserved.

Thank you.

Best Regards  
Cecilia Lee

From: "Vivian Lau (LKKAUTO)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Hsiao Tong (LKKAUTO)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>, "Mei Kwan (LKKAUTO)" <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>, "Olivia Lau (LKKAUTO)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>, "Zayyer (LKKAUTO)" <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>, "Bryan Ang (LKKAUTO)" <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
Date: 05/04/2017 09:41 AM  
Subject: RE: CDGE\_AIG OUTSTANDING TP CLAIMS = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

We will check and get back to 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.*

Thank you  
Best Regards,  
**Vivian Lau** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]  
**Sent:** Tuesday, 10 January, 2017 3:54 PM  
**To:** Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Zayyer (LKKAUTO) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>  
**Subject:** RE: CDGE\_AIG OUTSTANDING TP CLAIMS = SHC 3708L / SJC 4865K / DOA 16/4/15

Without Prejudice

Dear Vivian

Please refer to our earlier conversation.

Please provide us:

1. Written confirmation from CDGE workshop on revised COR;
2. Your insured's accident report and damaged photos;
3. The height-measurement/investigation report.

Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAUTO)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Mei Kwan (LKKAUTO)" <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>, "Olivia Lau (LKKAUTO)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>, "Zayyer (LKKAUTO)" <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>, "Hsiao Tong (LKKAUTO)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
Date: 10/01/2017 03:05 PM  
Subject: RE: CDGE\_AIG OUTSTANDING TP CLAIMS = SHC 3708L / SJC 4865K / DOA 16/4/15

---

WITHOUT PREJUDICE

Dear Cecilia,

We refer to the below email.

Enclosed is the revise estimate, COR will be part by part \$ 749.40 ( exclude gst) 3 days

*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.*

**“Wishing you a Happiness and Prosperity New Year”**

Thank you  
Best Regards,  
**Vivian Lau** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]  
**Sent:** Tuesday, 10 January, 2017 2:53 PM  
**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
**Subject:** RE: CDGE\_AIG OUTSTANDING TP CLAIMS = SHC 3708L / SJC 4865K / DOA 16/4/15

Without Prejudice

Dear Vivian

|           |           |
|-----------|-----------|
| SHC 3708L | SJC 4865K |
|-----------|-----------|

Please advise what is the revised COR and forward me the relevant document.

Thank you.

Best Regards  
Cecilia Lee  
Claims Department | ComfortDelGro Engineering Pte Ltd  
Off: 6214 8354 | Fax: 6214 1843

From: "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
To: Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>, "Olivia Lau (LKKAuto)" <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>, "Mei Kwan (LKKAuto)" <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
Date: 10/01/2017 12:15 PM  
Subject: RE: CDGE\_AIG OUTSTANDING TP CLAIMS

---

WITHOUT PREJUDICE

Dear Cecilia,



We refer to the below email.

Enclosed is the email for your perusal.

Kindly let us have the amended LOD and Tax Invoice.

|     |           |           |            |                       |        |                                      |
|-----|-----------|-----------|------------|-----------------------|--------|--------------------------------------|
| 88  | SHC 3708L | SJC 4865K | 16/4/2015  | CC3/AIG15006499/H1wa3 | VIVIAN | Amended LOD and Tax Invoice.         |
| 332 | SHC 2228L | SJT 8695T | 8/12/2016  | CC3/AIG16023596/H1wb3 | VIVIAN | Will offer soon                      |
| 333 | SH 8088C  | SDM 7877A | 9/4/2015   | CC3/AIG15006280/H1wa3 | VIVIAN | Pending AIG instruction (OI dispute) |
| 334 | SHD 4758E | GBE 2646Z | 30/12/2015 | CC3/AIG15022420/H1wb3 | VIVIAN | Pending AIG instruction (OI dispute) |
| 335 | SHB 2989D | SJV 2385S | 26/11/2015 | CC3/AIG15020268/H1wb3 | VIVIAN | OI dispute request the CCTV footage  |

*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.*

**“Wishing you a Happiness and Prosperity New Year”**

Thank you  
Best Regards,  
**Vivian Lau** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Mei Kwan (LKKAuto)

**Sent:** Tuesday, 10 January, 2017 11:58 AM

**To:** Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: CDGE\_AIG OUTSTANDING TP CLAIMS

Dear Cecilia,

Thank you for your email.

The below table for your information please.

**By copy to CS team,**

**Kindly expedite.**

| S/N | TP Vehicle | OI Vehicle | DOA        | LKK Ref                 | Handler    | Remark  |
|-----|------------|------------|------------|-------------------------|------------|---|
| 11  | SHC 3299A  | SJF 5855S  | 4/11/2016  | CC3/AIG16021226/H1pb3   | HSIAO TONG |   |
| 22  | SHA 4049J  | EG 5999P   | 7/5/2016   | CC3/AIG16008660/H1yb3   | JAS        |   |
| 33  | SHC 3429S  | SGX 3048J  | 15/12/2016 | CC3/AIG16024113/H1yb3   | JAS        |   |
| 44  | SHC 640S   | SKS 6509E  | 27/8/2016  | CC3/AIG16016276/H1ya3   | JAS        |   |
| 45  | SHD 4830D  | SJC 5468S  | 31/12/2014 | CC3/AIG15000418/H1ja3s2 | HSIAO TONG | Closed on 03/07/2015. Please refer to enclosed email. |
| 66  | SHC 206M   | SJQ 4591B  | 3/2/2015   | CC3/AIG15002185/H1jm3q2 | VIC        | Closed on 03/07/2015. Please refer to enclosed email. |



|     |           |           |            |                         |            |   |
|-----|-----------|-----------|------------|-------------------------|------------|---|
| 77  | SHB 2139R | SGD 169T  | 22/5/2014  | CC3/AIG14009877/H1ja3n2 | HSIAO TONG | Closed on 19/08/2015. Please refer to enclosed email. |
| 88  | SHC 3708L | SJC 4865K | 16/4/2015  | CC3/AIG15006499/H1wa3   | VIVIAN     |   |
| 99  | SH 6400Y  | FBF 3181K | 22/11/2014 | CC3/AIG14021989/H1ja3q2 | JAS        | OI has yet to report the accident till date. Pending. |
| 110 | SHA 1206S | SJW 6050B | 26/10/2014 | CC3/AIG14020194/H1rm3q2 | VIC        | Closed on 29/12/2014. Please refer to enclosed email. |
| 111 | SHC 2867S | GW 9879T  | 25/11/2016 | CC3/AIG16022697/H1ub3   | THIN THIN  |   |
| 112 | SHA 2567T | SJW 8506R | 16/6/2016  | CC3/AIG16011434/H1ub3   | THIN THIN  |   |
| 113 | SHC 2279P | SKV 3558S | 19/10/2016 | CC3/AIG16019939/M1ub3   | THIN THIN  |   |
| 114 | SHA 4170R | SGF 144D  | 23/6/2016  | CC3/AIG16011970/H1ua3   | THIN THIN  |   |
| 115 | SHA 3967R | SDD 8022R | 12/9/2016  | CC3/AIG16017287/H1ub3q2 | THIN THIN  | Closed on 20/10/2016. Please refer to enclosed email. |
| 116 | SHD 3777G | SJZ 5777D | 5/2/2016   | CC3/AIG16003054/H1ub3   | THIN THIN  |   |
| 117 | SHA 2737U | SGS 40B   | 14/2/2016  | CC3/AIG16002906/H1ub3q2 | THIN THIN  | Closed on 06/09/2016. Please refer to enclosed email. |
| 118 | SHC 2836G | SKV 1922L | 9/7/2016   | CC3/AIG16012832/H1hg3   | VIC        |   |
| 919 | SHA 2742D | SLB 8911R | 8/10/2016  | CC3/AIG16019300/H1ya3   | JAS        |   |
| 220 | SHC 1246R | SKT 7607T | 10/12/2016 | CC3/AIG16023953/H1hg3   | VIC        |   |
| 221 | SHA 1696K | SJC 7078X | 16/9/2016  | CC3/AIG16017774/Ghg3    | VIC        |   |
| 222 | SHC 1396R | SGQ 1602J | 21/6/2016  | CC3/AIG16011652/H1hg3   | VIC        |   |
| 223 | SHD 4816X | SGX 6695X | 14/9/2016  | CC3/AIG16017534/H1hg3   | VIC        |   |
| 224 | SHC 569R  | SFW 3311R | 21/9/2015  | CC3/AIG15016292/H1hb3   | VIC        |   |
| 225 | SHA 4686U | SKP 9945A | 18/7/2015  | CC3/AIG15012177/H1ha3   | VIC        |   |
| 226 | SHA 3156P | SJJ 4455Z | 16/1/2016  | CC3/AIG16001062/H1hg3   | VIC        |   |
| 227 | SHB 2326S | SLC 4567Y | 13/6/2016  | CC3/AIG16011046/H1hg3   | VIC        |   |
| 228 | SHC 316D  | GBE 1481M | 1/6/2016   | CC3/AIG16010357/Ghg3    | VIC        |   |
| 229 | SHC 609J  | SBT 961Y  | 16/7/2016  | CC3/AIG16013405/H1hb3   | VIC        |   |
| 330 | SHC 856L  | SLG 2506R | 8/12/2016  | CC3/AIG16023578/H1hg3   | VIC        |   |
| 331 | SHC 996R  | SKH 3342X | 30/11/2016 | CC3/AIG16023025/H1hg3   | VIC        |   |
| 332 | SHC 2228L | SJT 8695T | 8/12/2016  | CC3/AIG16023596/H1wb3   | VIVIAN     |   |

|     |              |              |            |                       |        |  |
|-----|--------------|--------------|------------|-----------------------|--------|--|
| 333 | SH 8088C     | SDM<br>7877A | 9/4/2015   | CC3/AIG15006280/H1wa3 | VIVIAN |  |
| 334 | SHD<br>4758E | GBE<br>2646Z | 30/12/2015 | CC3/AIG15022420/H1wb3 | VIVIAN |  |
| 335 | SHB<br>2989D | SJV 2385S    | 26/11/2015 | CC3/AIG15020268/H1wb3 | VIVIAN |  |
| 336 | SHC<br>1090Y | SJX 7854L    | 1/4/2016   | CC3/AIG16006063/H1za3 | ZAYYER |  |

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

*"Wishing you a Happiness and Prosperity New Year"*

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

**Sent:** Monday, 9 January, 2017 10:22 AM

**To:** Admin A; Olivia Lau (LKKAuto)

**Subject:** CDGE\_AIG OUTSTANDING TP CLAIMS

Dear Sirs

Please look into the matter and let us have your settlement offer by/before 20/1/17.

We look forward to hearing from you soon.

| SN | Taxi Veh | AIG's veh | DOA        | LKK Ref               | LKK C SE | Remark             |
|----|----------|-----------|------------|-----------------------|----------|--------------------|
| 1  | SHC3299A | SJF5855S  | 04.11.2016 | CC3/AIG16021226/H1pb3 | CHT      |                    |
| 2  | SHA4049J | EG5999P   | 07.05.2016 | CC3/AIG16008660/H1yb3 | JAS      |                    |
| 3  | SHC3429S | SGX3048J  | 15.12.2016 | CC3/AIG16024113/H1yb3 | JAS      |                    |
| 4  | SHC640S  | SKS6509E  | 27.08.2016 | CC3/AIG16016276/H1ya3 | JAS      |                    |
| 5  | SHD4830D | SJC5468S  | 31.12.2014 | -                     | JOY      |                    |
| 6  | SHC206M  | SJQ4591B  | 03.02.2015 | CC3/AIG15002185/H1sm3 | JOY      |                    |
| 7  | SHB2139R | SGD169T   | 22.05.2014 | TBA                   | SHARON   |                    |
| 8  | SHC3708L | SJC4865K  | 16.04.2015 | TBA                   | TBA      |                    |
| 9  | SH6400Y  | FBF3181K  | 22.11.2014 | TBA                   | TBA      |                    |
| 10 | SHA1206S | SJW6050B  | 26.10.2014 | CC3/AIG14020194/H1rm3 | TBA      |                    |
| 11 | SHC2867S | GW9879T   | 25.11.2016 | CC3/AIG16022697/H1ub3 | TTH      |                    |
| 12 | SHA2567T | SJW8506R  | 16.06.2016 | CC3/AIG16011434/H1ub3 | TTH      | TTL                |
| 13 | SHC2279P | SKV3558S  | 19.10.2016 | CC3/AIG16019939/M1ub3 | TTH      |                    |
| 14 | SHA4170R | SGF144D   | 23.06.2016 | CC3/AIG16011970/H1ua3 | TTH      |                    |
| 15 | SHA3967R | SDD8022R  | 12.09.2016 | CC3/AIG16017287/H1ub3 | TTH      |                    |
| 16 | SHD3777G | SJZ5777D  | 05.02.2016 | CC3/AIG16003054/H1ub3 | TTH      |                    |
| 17 | SHA2737U | SGS40B    | 14.02.2016 | CC3/AIG16002906/H1ub3 | TTH      |                    |
| 18 | SHC2836G | SKV1922L  | 09.07.2016 | CC3/AIG16012832/H1hg3 | VIC      |                    |
| 19 | SHA2742D | SLB8911R  | 08.10.2016 | CC3/AIG16012832/H1hg3 | VIC      |                    |
| 20 | SHC1246R | SKT7607T  | 10.12.2016 | CC3/AIG16023953/H1hg3 | VIC      |                    |
| 21 | SHA1696K | SJC7078X  | 16.09.2016 | CC3/AIG16017774/Ghg3  | VIC      |                    |
| 22 | SHC1396R | SGQ1602J  | 21.06.2016 | CC3/AIG16011652/H1hg3 | VIC      |                    |
| 23 | SHD4816X | SGX6695X  | 14.09.2016 | CC3/AIG16017534/H1hg3 | VIC      |                    |
| 24 | SHC569R  | SFW3311R  | 21.09.2015 | CC3/AIG15016292/H1hb3 | VIC      |                    |
| 25 | SHA4686U | SKP9945A  | 18.07.2015 | CC3/AIG15012177/H1ha3 | VIC      | DRIVER - BACK & NE |
| 26 | SHA3156P | SJJ4455Z  | 16.01.2016 | CC3/AIG16001062/H1hg3 | VIC      |                    |
| 27 | SHB2326S | SLC4567Y  | 13.06.2016 | CC3/AIG16011046/H1hg3 | VIC      |                    |
| 28 | SHC316D  | GBE1481M  | 01.06.2016 | CC3/AIG16010357/Ghg3  | VIC      |                    |
| 29 | SHC609J  | SBT961Y   | 16.07.2016 | CC3/AIG16013405/H1hb3 | VIC      |                    |
| 30 | SHC856L  | SLG2506R  | 08.12.2016 | CC3/AIG16023578/H1hg3 | VIC      |                    |
| 31 | SHC996R  | SKH3342X  | 30.11.2016 | CC3/AIG16023025/H1hg3 | VIC      |                    |
| 32 | SHC2228L | SJT8695T  | 08.12.2016 | CC3/AIG16023596/H1wb3 | VIVIAN   |                    |
| 33 | SH8088C  | SDM7877A  | 09.04.2015 | CC3/AIG15006280/H1wa3 | VIVIAN   | TTL                |
| 34 | SHD4758E | GBE2646Z  | 29.12.2015 | CC3/AIG15022420/H1wb3 | VIVIAN   |                    |
| 35 | SHB2989D | SJV2385S  | 26.11.2015 | CC3/AIG15020268/H1wb3 | VIVIAN   |                    |
| 36 | SHC1090Y | SJX7854L  | 01.04.2016 | CC3/AIG16006063/H1za3 | ZAYER    |                    |

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

----- Message from "Vivian Lau (LKKAuto)" <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)> on Thu, 27 Oct 2016 08:50:45 +0000 -----

<[HenryNg@lkkauto.com](mailto:HenryNg@lkkauto.com)> "(Ng (LKKAuto Henry" **To:**  
**FW: FINALIZE THIS CASES URGENT (SHA 3708L ) Subject:**

Dear Henry

FYNA

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108  
 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

[mailto:HenryNg@lkkauto.com] (Henry Ng (LKK Auto :From

Tuesday, 28 July, 2015 10:28 AM :Sent

'Chiang Liat Choon' :To

'Andrew Cornelius Goh Cheng Chuan'; 'Katherine Tan Siew Geok' :Cc

( RE: FINALIZE THIS CASES URGENT (SHA 3708L :Subject

Hi Chiang

to to old damage according side damages is due to estimate. As rear right need to redo adjustment With refer to a/m, this case  
.our insured report  
.area Contact point is on the centre

Best Regards,

**Henry Ng** | Automotive Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: HenryNg@lkkauto.com | fax: 6841 6315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

[mailto:chianglc@cdge.com.sg] Chiang Liat Choon :From

Tuesday, 28 July, 2015 9:38 AM :Sent

(Henry Ng (LKK Auto :To

Andrew Cornelius Goh Cheng Chuan; Katherine Tan Siew Geok :Cc

FINALIZE THIS CASES URGENT :Subject

,HENRY

.Please expedite the finalize of this cases.my finance/claim dept. is asking

(Shc7154h 31/05/15(AIG

(Shc448G 11/06/15(AIG

(SHC3708L 16/04/15(AIG

(SHB2214G 25/06/15(AIG

(SHA 784X 29/05/15 (CHINA

Best Regards

Chiang Liat Choon

ComfortDelGro Engineering Pte Ltd Taxi Crash Repair

Fax: 65468156 Off: 62148314

proprietary information. If you This message and any attachments may contain confidential, privileged or  
notify us and delete this message and its attachments immediately, and are not the intended recipient, kindly  
therein is not allowed. please be advised that using, copying, distributing or disclosing any contents  
business are not to be taken as endorsed by ComfortDelGro Statements pertaining to any matter outside our  
or its related companies. The comments/proposals provided are for discussion Corporation Limited  
a binding agreement between purposes only and are subject to approvals. Nothing herein shall constitute  
any way to any term or condition except as agreed in a written the parties. Neither party shall be bound in  
.signed by the duly authorised representatives of both parties agreement

is committed to preserving the environment. - ComfortDelGro - a Green Office certified by the Singapore Environment Council  
.this only if necessary We encourage you to print

"Revise Estimate .pdf" ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W] [attachment  
"OI Damage photo.pdf" attachment] [deleted by Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes  
"Sketch Plan \_0001.pdf" Geok/sparkcarcare/cdge/delgronotes] [attachment deleted by Cecilia Lee Peng  
deleted "accident photo.pdf" deleted by Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes] [attachment  
deleted by "Insured Photo.pdf" attachment] [by Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes  
[Cecilia Lee Peng Geok/sparkcarcare/cdge/delgronotes

**Hsiao Tong (LKKAUTO)**

---

**From:** Vivian Lau  
**Sent:** Thursday, 23 July, 2015 11:48 AM  
**To:** Tan, Bennie-WZ  
**Cc:** Weijie; Bryan Ang; Olivia Lau; Lim, Belliana; Hsiao Tong  
**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

Dear Bennie,

We refer to the email below.

The only corresponding sign of impact/contact marks on both the involved taxi and Volkswagen appear to be at the front number plate of the Volkswagen and the rear bumper of the taxi.

Insured dispute on the damages on the Volkswagen stating that it was pre-existing damage before the accident with the taxi on 16/04/15.



Shows the paint chipped on the taxi during our physical inspection Shows the taxi's damages taken by insured at the accident scene



Shows the indentation on the Volkswagen front number plate Shows a closer view of the damaged front number plate & frame holder





Shows the damaged front number plate taken by insured at the accident scene Shows the height measurement conducted on a similar make & model as the taxi





Shows the height measurement conducted on the frontal portion of the Volkswagen

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

---

**From:** Tan, Bennie-WZ [mailto:Bennie-WZ.Tan@aig.com]

**Sent:** Tuesday, 30 June, 2015 11:32 AM

**To:** Hsiao Tong

**Cc:** Weijie; Bryan Ang; Vivian Lau; Olivia Lau; Lim, Belliana

**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Hi Hsiao Tong

As spoken, our insured has informed there is no response from your surveyor till date. May we know the reason for the delay?

As mentioned previously, this case has to be handled utmost care.

Kindly note that we will appoint another surveyor if this case is not handled to our expectation urgently.

Best Regards

Bennie Tan

AIG

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Hsiao Tong [<mailto:chewht@lkkauto.com>]

**Sent:** Tuesday, June 23, 2015 10:01 AM

**To:** Tan, Bennie-WZ

**Cc:** Weijie; Bryan Ang; Vivian Lau; Olivia Lau

**Subject:** FW: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Our Ref: **CC3/AIG15006499/H1wa3**

Dear Bennie,

Contents noted.

We will reply to our insured and update if any issue.

Best Regards,

**Hsiao Tong Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Tuesday, 23 June, 2015 9:50 AM

**To:** Hsiao Tong

**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Hi Hsiao Tong

Referring to the above mentioned.

Attached is Oi's email to us. As per Belliana's conversation with you, kindly assist to get a senior surveyor instead to response to Oi's email dated 19/06/2015.

Best Regards

Bennie Tan

AIG

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Tan, Bennie-WZ

**Sent:** Monday, June 22, 2015 11:51 AM

**To:** 'Hsiao Tong'

**Cc:** 'CS A Team'

**Subject:** RE: Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt

**Importance:** High

Hi Hsiao Tong

**Your Ref:** CC3/AIG15006499/H1wa3

Referring to our earlier tele-conversation.

We understand from our insured that a call was made from your colleague to arrange for height measurement for OI vehicle.

Please be informed that insured is unconvinced and upset with the answers to her queries about whether the passengers onboard affect the accuracy of the height.

Kindly get a senior surveyor to engage on OI queries and to do a physical demonstration with OI as this is a potential complain case and great caution needed to handle this case.

Please note that we will have no choice but to appoint another surveyor if this case is not handled to our expectation.

Best Regards

Bennie Tan

AIG

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Monday, 4 May, 2015 6:36 PM

**To:** Hsiao Tong

**Subject:** Our Ref: 2790902821SG-003, Accident Involving SJC4865K / SHC3708L on 16/04/2015 aigencrypt  
**Importance:** High

Hi Hsiao Tong

Referring to the above mentioned.

We understand that your surveyor has survey TP vehicle.

Kindly take great caution and consistency when surveying the vehicle as insured is disputing that there were old damages pertaining to TP vehicle.

Best Regards

Bennie Tan  
AIG  
Complex Claims Examiner  
78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1718 | Fax +(65) 6835 7416

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

Our Ref : T 0415 / SHC 3708L / AG (J)

Your Ref :

Date : 23-Sep-15

AIG Asia Pacific Insurance Pte. Ltd  
CHARTIS Building  
#07-16, 78 Shenton Way  
Singapore 079120

CDGETaxi Claims Dept

59 Loyang Drive  
4th Floor

Singapore 508969

Fax: 6214 1843

COMFORTDELGRO  
ENGINEERING

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 198506424W

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

**ACCIDENT INVOLVING OUR TAXI**

**SJC 4865K**

**OTHERS**

**SHC 3708L**

**YOUR INSURED**

**ON 16.04.15**

**Workshops**

**Braddell**  
205 Braddell Road  
Singapore 579701

**Loyang**  
59 Loyang Drive  
Singapore 508969

**Sin Ming**  
383 Sin Ming Drive  
Singapore 575717

**Pandan**  
45 Pandan Road  
Singapore 609286

**Ubi**  
320 Ubi Road 3  
Singapore 408649

**Senoko**  
24 Senoko Loop  
Singapore 758156

**Sungei Kadut**  
7 Sungei Kadut Way  
Singapore 726791

**Defu**  
6 Defu Avenue 1  
Singapore 539537

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHC 3708L which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SJC 4865K we are submitting these claims for your consideration on behalf of the claimants.

**TAXI OWNER'S CLAIM**

|             |  |     |          |
|-------------|--|-----|----------|
| 1           | Cost of Repair                           | S\$ | 1932.85  |
| 2           | 3 days Loss of Rental @\$ 127.33 per day | S\$ | 381.99   |
| 3           | Survey Report Fees (Surveyed by M/s LKK) | S\$ | -        |
| 4           | LTA Search Fees                          | S\$ | 5.35     |
| 5           | GIA / Police Report Fees                 | S\$ | -        |
| 6           | Towing / Medical / Transportation Fees   | S\$ | -        |
| Sub Total : |  | S\$ | 2,320.19 |

**HIRER'S CLAIM**

|              |  |     |          |
|--------------|--|-----|----------|
| 1            | 3 days Loss of Income @\$ 80.00 per days | S\$ | 240.00   |
| Total Claims |  | S\$ | 2,560.19 |

We enclosed herewith the following documents to support the claims: -

- a) Original repair bill, : - pcs.  
b) LTA search slip/s of : SJC 4865K  
c) GIA / Police report/s of : SHC 3708L  
d) Letter of authority from owner / hirer / operator  
( ) Photocopie/s of Accident Scene Photo/s ( ) 3P written admitted note  
( ) Witness statement/s ( x ) Rental Rate letter ( x ) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver. This condition shall apply even if medical expenses are claimed herewith and part of the settlement reached.

Please note that, for the time being, we are not making this claim via solicitors provided you treat this letter as our intention to file a claim in court according to the provisions of the Non-Injury Motor Accident Litigation ("NIMA") protocol and further, you agree that if negotiations should breakdown and this claim is referred to solicitors you shall not raise any objection that the NIMA protocol has not been complied with. If you disagree with this condition please reply in writing within the next 2 working days failing which we shall proceed to negotiate with you on the basis that you have acquiesced to the said condition by your conduct.

Yours faithfully

Andrew Goh

Motor Claims Specialist

CDGE Claims Department

Tel : 6214 8734 Fax : 6214 1843 Email : andrewgoh@cdge.com.sg

A member of

COMFORTDELGRO





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/AIG15006499/H1wa3

20 September 2016

**Leong Chee Weng**  
475 River Valley Road  
#02-01  
Singapore 248360

Dear Sir/Madam,

**ACCIDENT INVOLVING SJC 4865K AND SHC 3708L ON 16/04/2015**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd. to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Vivian Lau  
Case Handler  
DID: 6841 8625  
FAX: 6741 4108  
EMAIL: Vivianlau@lkkauto.com

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

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING  
ALONG****i 40 SHC3708L , SCJ4865K  
RIVER VALLEY RD X HILL ST NEAR MICA BUILDING****ON 16-Apr-15 08:25**

I / We

**EE HOE KEE**(Hirer) NRIC No.: **S1327285I**

and/or

**NEO AIK THAI**(Relief) NRIC No.: **S1530667Z**

Taxi Number

**SHC3708L**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date

**16-Apr-2015**

Name of Hirer

**EE HOE KEE**

Hirer NRIC

**S1327285I**

Signature :



Address

**602 CHOA CHU KANG STREET 62 #...  
680602**

Contact No.

**97468863**

Name of Relief

**NEO AIK THAI**

Relief NRIC

**S1530667Z**

Signature :



Address

**252 JURONG EAST ST 24 #04-133  
600252**

Contact No.

**97916466**

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, COMFORTDELGRO ENGINEERING PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for \$ 1,600.00 (Global Sum) for vehicle no. SHC 3708L that was damaged pursuant to the accident which occurred on 16/04/2015 (date) along RIVERVALLEY ROAD (location) involving vehicle no/s SJC 4865K.

This is pursuant to the inspection conducted on 16/04/2015 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner COMFORT TRANSPORTATION PTE LTD ("the third party claimant") of vehicle no. SHC 3708L make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SHC 3708L (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

26 JUN 2018

Dated this \_\_\_\_\_ (day) of \_\_\_\_\_ (month) 20\_\_\_\_ (year)

*AJC*



Signed by appointed surveyor

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
205 BRADDELL ROAD  
SINGAPORE 579701

Signed by "the workshop" (with chop)

Please forward your cheque made payable to:  
**COMFORTDELGRO ENGINEERING PTE LTD**

"The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document."



GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 1

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SHENTON WAY, CHARTIS BUILD  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHC3708J

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
30.09.2013

CHASSIS CODE  
KMHLB41UMDU041640

INV. NO/DATE  
91192464 21.09.2015

JOB NO.  
304744400

ODOMETER READING

DATE/TIME IN  
16.04.2015 10:10

Description : ACC.16.04.15/B

| S/No             | Part No.                                  | Qty | Unit Price | %Disc | Net      |
|------------------|---|-----|------------|-------|----------|
| PART REQUISITION |   |     |            |       |          |
| 0001             | 04-01-0103-0579 (140)COVER ASSY-RR BUMPER | 1   | 603.60     | 20.00 | 482.88   |
| 0002             | 04-01-0101-0111 (140/SONATA) BUMPER COVER | 10  | 2.20       | 20.00 | 17.60    |
| 0003             | 04-01-0103-0585 (140)LAMP ASSY-RR COMB O/ | 1   | 545.90     | 20.00 | 436.72   |
| 0004             | 04-01-0103-0783 (140)BRKT ASSY-RR BUMPER  | 1   | 49.00      | 20.00 | 39.20    |
| 0005             | 04-01-0103-1150 (140) PROTECTOR MAT       | 1   | 50.00      | 0.00  | 50.00    |
| SUB-TOTAL :      |   |     |            |       | 1,026.40 |

### JOB NATURE

|      |        |                             |        |        |
|------|--------|-----------------------------|--------|--------|
| 0001 | L      | PANEL BEATING               | 300.00 | 300.00 |
| 0002 | 23-502 | SPRAYPAINT ON AFFECTED AREA | 360.00 | 360.00 |
| 0003 | 17-01  | CHECK ALL LIGHTING          | 30.00  | 30.00  |

WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS RISK.

CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 14 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.

PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

| ACCOUNT No. | INVOICE No. | AMOUNT   | BANK/CHQ No. |
|-------------|-------------|----------|--------------|
| 8010004     | 91192464    | 1,932.85 |              |
|             |             |          |              |
|             |             |          |              |

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 2

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SHENTON WAY, CHARTIS BUILD  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHC3708L

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
30.09.2013

CHASSIS CODE  
KMHLB41UMDU041640

INV. NO/DATE  
91192464 21.09.2015

JOB NO.  
304744400

ODOMETER READING

DATE/TIME IN  
16.04.2015 10:10

| S/No      | Part No. |                                      | Qty   | Unit Price | %Disc | Net    |
|-----------|----------|--------------------------------------|-------|------------|-------|--------|
| 0004      | 20-00    | TUFF COAT ON AFFECTED PARTS.         | 30.00 |            |       | 30.00  |
| 0005      | 20-204   | REMOVE/REFIX UPHOLSTERY ASSY ROOFAIR | 60.00 |            |       | 60.00  |
| SUB-TOTAL |          |                                      | :     |            |       | 780.00 |

|                   |          |
|-------------------|----------|
| Items total       | 1,806.40 |
| Add GST @ 7.000 % | 126.45   |
| Invoice amount    | 1,932.85 |

Issued by : KATHERINETAN 21.09.2015 11:59:23  
Repair type : CLSO/57/57  
Payment Type/Term: /Credit 30 days

WHILE TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.  
CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.  
INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.  
PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 7 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

| ACCOUNT No. | INVOICE No. | AMOUNT   | BANK/CHQ No. |
|-------------|-------------|----------|--------------|
| 8010004     | 91192464    | 1,932.85 |              |
|             |             |          |              |
|             |             |          |              |

Our Ref: CT15040541

Date: 17 April 2015



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

|             |  |
|-------------|--|
| ACCIDENT ON | 16/04/2015 @ 08:25 hrs                       |
| ALONG       | RIVER VALLEY RD X HILL ST NEAR MICA BUILDING |
| INVOLVING   | SJC4865K                                     |

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHC3708L** (the "Taxi"). The Taxi was hired to **EE HOE KEE IC NO S1327285I** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$127.33** per day (inclusive of GST).

Please be advised that the Taxi was insured with **First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

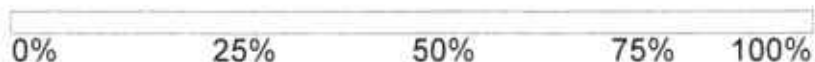
Yours faithfully

Christine Tay  
Executive, Fleet Safety

This is a computer generated letter. No signature is required.



Text size + -

**Enquire Vehicle Insurance Particulars**

| Vehicle No. | Search Date/Time       | Search Status | Insurance Company Code | Insurance Company Name               |
|-------------|------------------------|---------------|------------------------|--------------------------------------|
| SJC4865K    | 16 Apr 2015 / 08:25:00 | Successful    | A04                    | AIG ASIA PACIFIC INSURANCE PTE. LTD. |

[Previous](#)[OK](#)

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SKC3708L

## ...CLAIM SUBFOLDER...(Pending for Survey Report)

Express

| CLAIM SUBFOLDER TRACKING |  |               |  |  |  |             |   |
|--------------------------|--|---------------|--|--|--|-------------|---|
| Case                     | Notified   | Est Submitted | Adj Assigned   | Adj Rpt  | Adj Submitted                                  | Ins Auth'ed | Status  |
| Main                     | 17 Apr 2015<br>14:42<br><a href="#">Edit Reg</a> |               | 16 Apr 2015<br>00:00<br><a href="#">Edit Adj Rpt</a> | <b>S\$1,015.10</b><br><a href="#">Edit Estimates</a> | <b>S\$1,015.10</b><br><a href="#">View Rpt</a> |             | <b>Pending for Survey Report</b><br><a href="#">Cancel Case</a> |

|             |                  |                      |                  |                          |
|-------------|------------------|----------------------|------------------|--------------------------|
| <b>Main</b> | <b>Reference</b> | <b>Claim Details</b> | <b>Documents</b> | <a href="#">Show All</a> |
|-------------|------------------|----------------------|------------------|--------------------------|

**CLAIM SUBFOLDER DETAILS** [Created by adjuster]

|                             |   |                        |  |
|-----------------------------|---|------------------------|--|
| Insured:                    | LEONG CHEE WENG, ID: S7705198H  |                        |  |
| Main Claimant:              | COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R  |                        |  |
| Vehicle Reg. No.:           | SHC3708L  | Date of Loss:          | 16/04/2015 08:00 - :59<br>[18 Months and 17 Days From LTA Reg Date (Man Yr)] |
| Claim Type:                 | TP / 2790902821SG   | Policy/Cover Note No.: | 2100064201 (Comprehensive)<br>Coverage: 20/02/2015 - 19/02/2016              |
| Vehicle Reg. No. (Insured): | SJC4865K  | Policy No. (Claimant): | D-1572701MFSH  |
|                             |   | Excess:                |  |
| Repairer:                   | ComfortDelGro Engineering Pte Ltd (Loyang) 59 Loyang Drive, 508969 Loyang - Tel: 6214 8300                                      |                        |  |
| Handling Insurer:           | AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Tan, Bennie-WZ - 6419 1718] Bennie-WZ.Tan@aig.com |                        |  |
| Claimant's Insurer:         | MS First Capital Insurance Ltd (HQ) - Tel: 62222311   |                        |  |
| Adjuster:                   | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KALVIN ANG WEI KUN] ... [Final Rpt due 28/04/2015]           |                        |  |

**ASSOCIATED MAIL RECEIVED** [View All](#) [Compose Case Mail](#)

- AIG\_SG (17/04/2015): No OI GIA Report (SHC3708L VS SJC4865K)

**ALL ASSOCIATED TASKS** [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

| Due Date    | Priority | Type | Task Group | Subject | Handler | Assigned By | Completed On | Created On | Done? |
|-------------|----------|------|------------|---------|---------|-------------|--------------|------------|-------|
| No results. |          |      |            |         |         |             |              |            |       |

## Claim Documents

\*SHC3708L (2790902821SG)  
[SJC4865K]  
TP  
COMFORT TRANSPORTATION PTE LTD  
Apr 16 2015 8:00AM  
[LEONG CHEE WENG]  
ComfortDelGro Engineering Pte Ltd

|   |                 |  |  |                 |
|---|-----------------|--|--|-----------------|
| <a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a> |                 |  | <b>View</b> <a href="#">View in Browser</a> <input type="checkbox"/> |                 |
| <b>Letters/Correspondences</b>  |                 |  | 1 per page <input type="checkbox"/>                                  |                 |
| No  | Finalized On    | LKK Auto Consultants Pte Ltd (HQ)                  |  |                 |
| 1   | (Draft)         | Third Party Express Settlement – Payment Breakdown | 1  | Thumbnail Print |
|   |                 |  |  |                 |
| <b>Photos/Images</b>  |                 |  | 3 per page <input type="checkbox"/>                                  |                 |
| No  | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ)                  |  |                 |
| 1   | 17/04/15 14:43  | Odometer Reading                                   | 1  | Thumbnail Print |
| 2   | 17/04/15 14:43  | Chassis Number                                     | 1  | Thumbnail Print |
| 3   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 4   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 5   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 6   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 7   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 8   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 9   | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 10  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 11  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 12  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 13  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 14  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 15  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| 16  | 17/04/15 14:43  | General View                                       | 1  | Thumbnail Print |
| <b>Documentation</b>  |                 |  | 1 per page <input type="checkbox"/>                                  |                 |
| No  | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ)                  |  |                 |
| 1   | 17/04/15 15:05  | TP ESTIMATE  | 1  | Thumbnail Print |
| 2   | 17/04/15 15:05  | TP GIA REPORT                                      | 1  | Thumbnail Print |
| 3   | 08/09/16 13:45  | Email to AIG.                                      | 1  | Thumbnail Print |
| 4   | 16/09/16 09:58  | Email to AIG dd 16.9.16                            | 1  | Thumbnail Print |
| 5   | 27/06/18 09:21  | WORKSHOP INVOICE                                   | 1  | Thumbnail Print |
| 6   | 27/06/18 09:21  | AUTHORISATION TO ACT FORM                          | 1  | Thumbnail Print |
| 7   | 27/06/18 09:21  | Release Voucher                                    | 1  | Thumbnail Print |
| 8   | 27/06/18 09:21  | RENTAL RECEIPT                                     | 1  | Thumbnail Print |
| 9   | 27/06/18 09:21  | LTA SEARCH   | 1  | Thumbnail Print |
| 10  | 27/06/18 09:21  | LETTER TO OI                                       | 1  | Thumbnail Print |
| No  | Finalized On    | AIG Asia Pacific Insurance Pte. Ltd. (SG)          |  |                 |
| 1   | 23/05/15 12:04  | OI GIA REPORT                                      | 1  | Thumbnail Print |

## Documents Checklist

|                            |       |      |       |
|----------------------------|-------|------|-------|
| <b>DOCUMENTS CHECKLIST</b> | Reset | Save | Print |
|                            |       |      |       |

There are no document checklists configured.

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)**

**Show Remarks To:** ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.



NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

**AIG THIRD PARTY EXPRESS SETTLEMENT  
FOR ACCIDENTS ON OR AFTER 1ST JUNE 2008  
(PAYMENT BREAKDOWN)**

|                   |                     |        |                            |
|-------------------|---------------------|--------|----------------------------|
| Vehicle No:       | SJC4865K (Insd veh) | Model: | HYUNDAI I40 1.7 D CRDI (A) |
|                   | SHC3708L (TP veh)   |        |                            |
| Date of Accident: | 16/04/2015          |        |                            |

|   |   |   |                                 |
|---|---|---|---------------------------------|
| Global Sum Settlement   | : | <input checked="" type="checkbox"/> [ X ] Yes               | <input type="checkbox"/> [ ] No |
| Repair Estimate   | : | \$  | 6,088.26                        |
| Final Repair Cost   | : | \$  | 1,600.00                        |
| Loss of Use   | : | \$  | 3.00 days at \$50.00 per day    |
| Rental (if any)   | : | \$  | 3 days                          |
| LTA / GIA Search Fee  | : | \$  |                                 |
| Others:   | : | \$  |                                 |
|   | : | \$  |                                 |
| Final Settlement Sum (Global Sum)   | : | \$  | 1,600.00                        |
| Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> [ X ] YES <input type="checkbox"/> [ ] NO (Kindly indicate below) |   |   |                                 |
| A) For <u>Non GIA Registered Workshop</u> :   |   | Agreed Liability _____(%)                                   |                                 |
| B) For <u>GIA Registered Workshop</u> :   |   | BOLA Applicable: Yes/ <del>No</del> BOLA Scenario No: _____ |                                 |
| BOLA Liability: _____100_____(%)  |   | Assessed Liability (*): _____(%)                            |                                 |
| * Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.  |   |   |                                 |
| Remarks _____   |   |   |                                 |

| Payment Instruction: Payee's Breakdown |                                   |   |             |
|--|-----------------------------------|---|-------------|
| 1)                                     | ComfortDelGro Engineering Pte Ltd | : | \$ 1,600.00 |
| 2)                                     |                                   | : | \$          |
| 3)                                     |                                   | : | \$          |
| 4)                                     |                                   | : | \$          |
| 5)                                     |                                   | : | \$          |

JOANNE LEE KHANG MIN

27 Jun  
2018

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.

(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

# LKK Auto Consultants Pte Ltd (Co Reg.No:199807198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG15006499/K1WA3Q2

Date: 27/06/2018

### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100064201  
**Claimant Vehicle No :** SHC3708L **Insured Vehicle No :** SJC4865K  
 Date of Loss: 16/04/2015 Nature of Claim: TP Claim No: 2790902821SG

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SHC3708L**  
 Make & Model: HYUNDAI I40, 1.7 D CRDi (A) Engine No: D4FDEU449757  
 Reg. Date: 30/09/2013 (Man. Year: 2013) Chassis No: KMHLB41UMDU041640  
 Colour: Blue Odometer: 219971 km  
 Engine Capacity: 1685 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): **Market Value/New Car Price**

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size: 205/60 R16 Rear Tyre Size: 205/60 R16  
 Front Left Side: West Lake 4 mm Rear Left Side: West Lake 7 mm  
 Front Right Side: West Lake 4 mm Rear Right Side: West Lake 7 mm

The above values represent the remaining tyre treads depth

| COST OF CLAIMS                                  | Repairer's      | Adjuster's      | Difference      | Diff %       |
|---|-----------------|-----------------|-----------------|--------------|
| Parts   | 4,069.96        | 505.10          | 3,564.86        | 87.59        |
| Miscellaneous Items                             | 0.00            | 0.00            | 0.00            |              |
| Labour  | 1,620.00        | 510.00          | 1,110.00        | 68.52        |
| Paintwork Labour                                | 0.00            | 0.00            | 0.00            |              |
| Towing  | 0.00            | 0.00            | 0.00            |              |
| <b>Gross Total (S\$)</b>                        | <b>5,689.96</b> | <b>1,015.10</b> | <b>4,674.86</b> | <b>82.16</b> |
| <b>+ GST 7.00/7.00% (S\$)</b>                   | <b>398.30</b>   | <b>71.06</b>    | <b>327.24</b>   | <b>82.16</b> |
| <b>Nett Amount (S\$)</b>                        | <b>6,088.26</b> | <b>1,086.16</b> | <b>5,002.10</b> | <b>82.16</b> |
| <b>+ Loss of Use (3.0 x S\$50.00/day) (S\$)</b> |                 | 150.00          |                 |              |
| <b>+ Car Rental (3.0 x S\$127.33/day) (S\$)</b> |                 | 381.99          |                 |              |
| <b>+ Doc/Search Fee (S\$)</b>                   |                 | 5.35            |                 |              |
| <b>Nett Liability (S\$)</b>                     |                 | <b>1,623.50</b> |                 |              |
| <b>Global Sum Settlement (S\$)</b>              |                 | <b>1,600.00</b> |                 |              |

### INSPECTION

Date of Assignment: 16/04/2015  
 Date Inspected: 16/04/2015 Inspected At: ComfortDelGro Engineering Pte Ltd (Loyang)

59 Loyang Drive  
Singapore 508969

Estimated Period of Repair: 3.0 days

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**Adjuster:** KALVIN ANG WEI KUN

**Manager:** VIVIAN LAU PEI FENG

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Recommended Parts

| No. | Qty | Part No. | Particulars                                | Condition                      | Repairer's  | Amount     |
|-----|-----|----------|--|--------------------------------|-------------|------------|
| 1   | 1   |          | *REAR BUMPER (50%)                         | Deformed                       | 482.88 FS   | *301.80 FS |
| 2   | 1   |          | *REAR BUMPER REINFORCEMENT                 | Serviceable                    | 504.36 FL   | *- FL      |
| 3   | 2   |          | *REAR BUMPER REINFORCEMENT BRACKET (LH/RH) | Serviceable                    | 360.00 FL   | *- FL      |
| 4   | 1   |          | *REAR BUMPER SIDE BRACKET (CRACKED)        | Not Consistent With The Impact | 49.00 FL    | *- FL      |
| 5   | 1   |          | *REAR BUMPER SPONGE                        | Serviceable                    | 143.40 FL   | *- FL      |
| 6   | 1   |          | *REAR BUMPER UNDER COVER                   | Serviceable                    | 225.00 FL   | *- FL      |
| 7   | 1   |          | *TAIL LAMP (RH) (GRAZED)                   | Not Consistent With The Impact | 545.90 FL   | *- FL      |
| 8   | 1   |          | *TAIL LAMP QUARTER PANEL (RH)              | Repair                         | 97.92 FL    | *- FL      |
| 9   | 1   |          | *REAR FENDER (RH)                          | Repair                         | 2,020.08 FL | *- FL      |
| 10  | 1   |          | *REAR FENDER INNER LINING (RH)             | Serviceable                    | 164.40 FL   | *- FL      |
| 11  | 1   |          | *REAR WINDSCREEN MOULDING                  | Not Necessary                  | 62.16 FL    | *- FL      |
| 12  | 1   |          | *REAR BUMPER CLIP                          | Necessary                      | 22.00 FL    | *22.00 FL  |
| 13  | 1   |          | *REAR BUMPER REVERSE SENSOR                | Shorted                        | 135.70 FS   | *135.70 FS |
| 14  | 1   |          | *REAR BUMPER RUBBER MAT                    | Necessary                      | 50.00 FS    | *50.00 FS  |
| 15  | 1   |          | *REAR WINDSCREEN SEALANT                   | Not Necessary                  | 46.00 FS    | *- FS      |

F=Franchise part. S=SpcNett. L=ListItemDisc.

|   |                 |               |
|---|-----------------|---------------|
| <b>Sub Total (S\$)</b>                                    | <b>4,908.80</b> | <b>509.50</b> |
| <b>- List Item Discount on L Items 20.00/20.00% (S\$)</b> | <b>838.84</b>   | <b>4.40</b>   |
| <b>Total Parts (S\$)</b>                                  | <b>4,069.96</b> | <b>505.10</b> |

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

| No                      | Particulars                            | Lab.Type | Repairer's | Amount |
|-------------------------|--|----------|------------|--------|
| <u>Labour Items</u>     |  |          |            |        |
| 1                       | PANEL BEATING                          | New      | 850.00     | 300.00 |
| 2                       | SPRAY PAINTING CHARGE                  | New      | 400.00     | 180.00 |
| 3                       | WIRING CHARGE                          | New      | 50.00      | 30.00  |
| 4                       | TUFF KOTE                              | New      | 50.00      | 0.00   |
| 5                       | REMOVE/REFIX CUSHION & UPHOLSTERY REAR | New      | 150.00     | 0.00   |
| 6                       | REMOVE/REFIX REAR WINDSCREEN GLASS     | New      | 120.00     | 0.00   |
| Gross Labour Cost (S\$) |  |          | 1,620.00   | 510.00 |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >