

INS. CASE OWNER:

EDWARD

CC 3/AIG1600

9330, K14/39

LKK: IDAC:

Surveyor:

Kalvin

DOI:

ASSIGNMENT 19/5/16

Date / Time

19/5/16

Registered in Merimen:

20/5/16

Pre-assign / CCU / FTE



Insured Vehicle No.:

SFW 708A

Claim No.:

350796807659

Name of Insured:

Vokes Mark Stephen

Policy No.:

Insured Tel No.:

HP: 98471201

Make / Model:

Excess Sec II :SS

D.O.A: 17/5/16

Place of Accident:

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

SMB 5441 Y



INSRS: WSP: Tel: Liability: RMKS:

SMART



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date/ Time	STAGE	DATE / PIC
24/5/16	Non-Reporting ltr (1st):	
24/5/16	Non-Reporting ltr (2nd):	
24/5/16	Non-Reporting ltr (Final):	
24/5/16	Notification ltr (if non-pickup):	
24/5/16	Call OI:	
24/5/16	After call ltr to OI:	09/05/16 - vic
24/5/16	Documentation Check List:	Handler Typist
24/5/16	Notification ltr (if non-pickup)	<input type="checkbox"/>
24/5/16	After call ltr to OI:	<input checked="" type="checkbox"/>
24/5/16	Authorisation To Act:	<input checked="" type="checkbox"/>
24/5/16	Release Voucher:	<input checked="" type="checkbox"/>
24/5/16	Final Repair Bill:	<input checked="" type="checkbox"/>
24/5/16	Car Rental Invoice:	<input checked="" type="checkbox"/>
24/5/16	Towing Invoice:	<input type="checkbox"/>
24/5/16	LTA/GIA:	<input checked="" type="checkbox"/>
24/5/16	Medical Bill:	<input type="checkbox"/>
24/5/16	PIR:	<input type="checkbox"/>
24/5/16	Mandate/Reject Instruction:	<input type="checkbox"/>
24/5/16	LOD:	<input checked="" type="checkbox"/>
24/5/16	Payment Breakdown Form:	<input type="checkbox"/>
24/5/16	Post-Repair Photos:	<input type="checkbox"/>
24/5/16	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: 19/5/16 Sent By: - Accprob to customer officer. All docs in.

FINALIZATION Date/Time: 19/5/16 Confirm with: LOR GIK Confirm by: Email  Call

FINAL SETTLEMENT Date/Time: 19/07/19 Confirm with: LOR GIK Email  Call

Final Liability: % 100 (Assessed) BOLA S/N No.: NIL

Repair Cost: \$3,950.00

Loss of Rental (LOR): \$461.56 (4 days) x \$112.89

Loss of Use (LOU): \$240.00 x 4 days

Loss of Income (LOI): \$ - (\$ x days)

LOR only  LOU only  LOR + LOU  LOR + LOI  [Tick only one]

GIA/LTA Search: \$5.00

Medical: \$ -

Disbursement: \$ - (e.g. Tow/Independent)

Legal Cost: \$ -

Total: \$4,546.56 Global Sum SS: 4,500.00

1) Claim status: Normal/Reject/Private Settle

2) Report Format

3) Survey fee: \$320.00

FINAL PAYMENT Date/Time: Confirm with: Email  Call

Payee 1: \$4,500.00 Name 1: GIK TAXIS PTE LTD

Payee 2: (Strike if N.A.) \$ - Name 2: -

Payee 3: (Strike if N.A.) \$ - Name 3: -

Surveyor: KEVIN

REF:

### ASSIGNMENT

From: \_\_\_\_\_ Date: 19/5/16

Veh No: SHB 5481Y Yr Regn: 22 Nov, 2012

Estimated Cost: \_\_\_\_\_

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

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

To inspect Vehicle No: SHB 5481Y

at Workshop n/s SMARTLY

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.

N/S	O/S

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repairs: \_\_\_\_\_ days Res: Yes or No

Lum Sum: \_\_\_\_\_ % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

Truck / Trailer or \_\_\_\_\_

Make: Chrysler cc 1991

Colour: Man A/C: Insured / Std / Nil / NA

Sp. Reading: 48208 T/Radio: Insured / Std / Nil / NA

Eng/No \_\_\_\_\_

C/No: KL/LA/9R708174394

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or \_\_\_\_\_

Brake: Inorder / Jammed / Leaked / Burnt or \_\_\_\_\_

Mod: Nil / S/Rim / STD A/Rim or \_\_\_\_\_

Tyre Size: F: 205 65 R15

R: \_\_\_\_\_

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

TOYO / YOKO or Fuller

Front \_\_\_\_\_ Rear \_\_\_\_\_

R/Bal. 7 mm R/Bal. 7 mm

L/Bal. 7 mm L/Bal. 7 mm

D.O.A. 17/5/16 D.O.I. 19/5/16 cond.

Survey held at SMARTLY

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

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

Date / Time	Action / Instruction
-------------	----------------------

File View 21/9/16 write to board to minimize TP spec 5/150.

21/9/16 write to board to minimize TP spec 5/150.

US \$3,850.00  
CRD: \$ 1790.68 (31%)

marks.vokes@mcsgroup.net

Date/Time, File Name:  Prel. Report  
 Final Report

Days Of Repair: \_\_\_\_\_  
Resurvey No. of Trip: \_\_\_\_\_

Add Fee:  Site Inc: \$ \_\_\_\_\_  
 Interview: \$ \_\_\_\_\_  
 Tech Inva: \$ \_\_\_\_\_  
 Weekend: \$ \_\_\_\_\_

Survey Fee	
Transportation	
3 hrs	
Piccol	
Other	
TOTAL	

Report Format: \_\_\_\_\_  
Lump Sum / I.B.I: (\$ \_\_\_\_\_)



25-5-16 / 08:34  
25-5-16 / 12:34

SMRT Automotive Service Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592

Estimator Telephone Number : 68662623

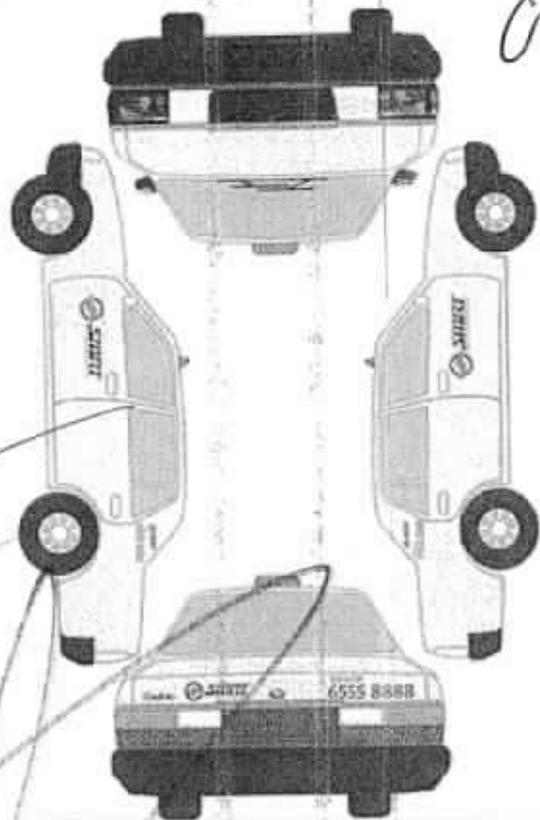
Accident Reporting Number : 68662572

### SMRT Accident Vehicle Repair Estimates

14-5-16 / 12:34

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

Reg. No : SHB5441Y  
 Ref. No : TAX/05/16/2140  
 Reg. Date : 22/11/2012  
 Vehicle Type : TAXI  
 Make : CHEVROLET EPICA 2.0 VCDI  
 Model : EPICA-2.0  
 Name of Driver : TAN KAH HUAT  
 Type of Accident : HEAD TO SIDE  
 Date / Time of Accident : 17/05/2016 07:30:00 PM  
 Accident Reported Date / Time : 18/05/2016 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by : *Kalvin*  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time :  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No : 060024081955  
 Special Instruction to ARC, if any :  
 DROVE IN / SFW708Y / AIG - LKK *45*  
 AFTER REPAIR PHOTO , FOR CHECK ITEM and REPLACE ITEM PLEASE CALL SURVEYOR KALVIN (LKK) /  
 Email: kalvinang@lkkauto.com  
 LUMPSUM REPAIR  
 Prepared Date : 18/05/2016 12:24:24 PM



10:00 25-5-16 pass

TAXI 8842  
9636  
*(10-24)*

Pe  
8428  
6614

LEE SIENG AUTO FTE LTD

Vehicle Return Date: 25-5-16

Vehicle Return Time: 09:00 AM

SMRT

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

Chassis No : KL1LA69RJBB134594      Mileage : 0  
Work Shop :      Repair Completed Date / Time :

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,183.00	600.00
Total Spray Painting Charges	: 1,314.00	650.00
Total Material Charges	: 2,213.68	2,213.68
Other Charges	: 930.00	380.00
<b>TOTAL</b>	<b>: 5,640.68</b>	<b>3,843.68</b>
<b>Lum Sum Total</b>	<b>: 5,650.00</b>	<b>3,850.00</b>
No. of Repair Days	: 7.00	4.00
Prepared / Adjusted By	:	KALVIN (LKK)
Prepared / Adjusted Date	: 18/05/2016 04:42:25 AM	19/05/2016 12:34:05 PM

L

LKK

Prepared Date : 18/05/2016 04:42:25 AM

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

Quotation No : QN-1605-0825      Invoice No :  
Quotation Date : 30/5      Invoice Date :  
Invoice Amount : 0.00      Prepared Date : 5/30/2016 3:39:25 PM

## Section D - Details of Repair Estimates

### Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH REAR PORTION	1,183.00	600.00 ✓
<b>Total Labour</b>	<b>1,183.00</b>	<b>600.00</b>

### Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY REAR BUMPER	378.00	200.00 ✓
TO RESPRAY REAR FENDER LH	378.00	200.00 ✓
TO RESRAY REAR DOOR LH	378.00	200.00 ✓
TO RESPRAY RIM	180.00	50.00 ✓
<b>Total Spray Painting &amp; Panel Beating</b>	<b>1,314.00</b>	<b>650.00</b>

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	30.00 ✓
TO APPLY RUST-PROOFING ON AFFECTED AREA	150.00	40.00 ✓
TO REMOVE / REFIT WINDSCREEN	120.00	100.00 ✓
TO REMOVE / REFIT SEAT	200.00	50.00 ✓
TO PROVIDE LABOUR & MATERIAL TO REPLACE SHIELD REAR BUMPER (NET)	140.00	140.00 ✓
TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	20.00 ✓
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	120.00	0.00
<b>Total Other Costs</b>	<b>930.00</b>	<b>380.00</b>

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
93745100	REAR	BUMPER RR <i>Rebrand</i>	1	1,238.00	10.00	1,114.20	Replace	Replace	No ✓
96873838	REAR	ABSORBER ENGY RR BUMPER <i>suc</i>	0	70.00	10.00	0.00	Replace	Not given	No X
96941154	REAR	BEAM RR BUMPER IMPACT <i>suc</i>	0	1,221.00	10.00	0.00	Replace	Not given	No X
	REAR	SENSOR REVERSE <i>suc</i>	0	180.00	0.00	0.00	Replace	Not given	No X
96633534	REAR	BRACKET RR BUMPER SIDE RH <i>suc</i>	0	49.00	10.00	0.00	Replace	Not given	No X
	REAR	BRACKET RR BUMPER SIDE LH <i>cm</i>	1	49.00	10.00	44.10	Replace	Replace	No ✓
96851763	REAR	LAMP RR COMBINATION LH <i>cm</i>	1	415.00	10.00	373.50	Replace	Replace	No ✓
96851765	REAR	LAMP BACK UP LH <i>suc</i>	0	151.00	10.00	0.00	Replace	Not given	No X
96632799	LEFT	FENDER LH REAR <i>Def</i>	1	1,191.00	10.00	1,071.90	Replace	Replace	No ✓
	COMMON	SMRT LOGO <i>no</i>	1	7.80	0.00	7.80	Replace	Replace	No ✓
	COMMON	STICKER DECAL 6555 8888 <i>no</i>	1	21.60	0.00	21.60	Replace	Replace	No ✓
96633557	REAR	LINER LH REAR FENDER (PROTECTOR) <i>suc</i>	0	201.00	10.00	0.00	Replace	Not given	No X
	COMMON	TYRE RIM <i>repair</i>	1	328.99	100.00	0.00	Repair	Repair	No R
96635655	DOOR	PANEL LH REAR DOOR <i>repair</i>	1	1,863.00	100.00	0.00	Repair	Repair	No R
	COMMON	STICKER DECAL 6555 8888 (DOOR) <i>no</i>	1	60.00	0.00	60.00	Replace	Replace	No ✓
96632652	REAR	MOLDING WINDSCREEN REAR <i>no</i>	0	45.00	10.00	0.00	Replace	Not given	No X
	COMMON	SEALANT W/SCREEN <i>no</i>	2	37.00	0.00	74.00	Replace	Replace	No ✓
<b>TOTAL MATERIALS</b>						<b>2,213.68</b>			

2767.10  
 - 20%  
 2213.68  
 + 600.00  
 + 1030.00  


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 3843.68

HS \$3850/-  
 combined  
 1/6/16

## SMRT Accident Vehicle Repair Estimates

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

Reg. No : SHB5441Y  
 Ref. No : TAX/05/16/2140  
 Reg. Date : 22/11/2012  
 Vehicle Type : TAXI  
 Make : CHEVROLET EPICA 2.0 VCDI  
 Model : EPICA-2.0  
 Name of Driver : TAN KAH HUAT  
 Type of Accident : HEAD TO SIDE  
 Date / Time of Accident : 17/05/2016 07:30:00 PM  
 Accident Reported Date / Time : 18/05/2016 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by :  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time :  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No : 000024081955  
 Special Instruction to ARC,if any :  
 DROVE IN / SFW708Y  
 Prepared Date : 18/05/2016 12:24:24 PM



*Alvin Ryan pte*  
*Luayman Ryan*

- LKK Auto Consultants** hence notify the Repairer of the following:
- To resurvey before/after spray painting
  - To display damaged part(s) during resurvey
  - Parts prices are subject to confirmation
  - Third party survey is on a "Without Prejudice" basis
  - No illegal modification(s) is allowed
  - Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

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

Chassis No : KL1LA69RJBB134594

Mileage

: 0

Work Shop :

Repair Completed Date / Time :

**Summary of Repair Estimates**

	<b>Quotation from ARC</b>	<b>Adjusted by Surveyor, if applicable</b>
Total Labour Charges	: 1,183.00	0.00
Total Spray Painting Charges	: 1,314.00	0.00
Total Material Charges	: 3,439.84	5,044.39
Other Charges	: 820.00	0.00
<b>TOTAL</b>	<b>: 6,756.84</b>	<b>0.00</b>
<b>Lum Sum Total</b>	<b>: 6,750.00</b>	<b>0.00</b>
No. of Repair Days	: 7.00	0.00 <i>4/1/16</i>
Prepared / Adjusted By	:	
Arc / Surveyor Sing Off Date	: 18/05/2016 04:42:25 PM	01/01/1900 12:00:00 AM

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Prepared / Adjusted Date :

Remarks :

Prepared Date : 18/05/2016 04:42:25 PM

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

Quotation No :

Invoice No :

Quotation Date :

Invoice Date :

Invoice Amount :

Prepared Date :

**Section D - Details of Repair Estimates**

**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH REAR PORTION	1,183.00	0.00
<b>Total Labour</b>	<b>1,183.00</b>	<b>0.00</b> 600

**Part 2 - Spray Painting & Panel Beating Related Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY REAR BUMPER	378.00	0.00
TO RESPRAY REAR FENDER LH	378.00	0.00
TO RESRAY REAR DOOR LH	378.00	0.00
TO RESPRAY RIM	180.00	0.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>1,314.00</b>	<b>0.00</b> 600

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00      30
TO APPLY RUST-PROOFING ON AFFECTED AREA	150.00	0.00      40
TO REMOVE / REFIT WINDSCREEN	120.00	0.00      100
TO REMOVE / REFIT SEAT	200.00	0.00      50
TO PROVIDE LABOUR & MATERIAL TO REPLACE SHIELD REAR BUMPER (NET)	140.00	0.00      140
TO TEST AND REFIX REVERSE SENSOR SYSTEM	120.00	0.00      20
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	120.00	0.00      X
<b>Total Other Costs</b>	<b>930.00</b>	<b>0.00</b>

**Part 4 - Spare Parts / Material Usage**

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
			BUMPER REAR FASCIA	1	1,004.00	10.00	903.60	Replace	Replace ✓	No
96873838	REAR		ABSORBER ENGY RR BUMPER	1	70.00	10.00	63.00	Replace	Replace X	No
96941154	REAR	6504571	BEAM RR BUMPER IMPACT	1	1,221.00	10.00	1,098.90	Replace	Replace X	No
	REAR		SENSOR REVERSE	1	180.00	0.00	180.00	Replace	Replace X	No
96633534	REAR		BRACKET RR BUMPER SIDE RH	1	49.00	10.00	44.10	Replace	Replace X	No
	REAR		BRACKET RR BUMPER SIDE LH	1	49.00	10.00	44.10	Replace	Replace ✓	No
96851763	REAR	6504563	LAMP RR COMBINATION LH	1	415.00	10.00	373.50	Replace	Replace ✓	No
96851765	REAR	6504566	LAMP BACK UP LH	1	151.00	10.00	135.90	Replace	Replace X	No
96632799	LEFT	6504637	FENDER LH REAR	1	1,191.00	10.00	1,071.90	Replace	Replace ✓	No
	COMMON		SMRT LOGO	1	7.80	0.00	7.80	Replace	Replace ✓	No
	COMMON		STICKER DECAL 6555 8888	1	21.60	0.00	21.60	Replace	Replace ✓	No
96633557	REAR	6504575	LINER LH REAR FENDER ( PROTECTOR )	1	201.00	10.00	180.90	Replace	Replace X	No
	COMMON	6504666	TYRE RIM	1	328.99	0.00	328.99	Repair	Replace X	No <i>Repair</i>
96635655	DOOR	6504603	PANEL LH REAR DOOR	1	1,863.00	10.00	1,676.70	Repair	Replace X	No <i>repair</i>
	COMMON		STICKER DECAL 6555 8888 (DOOR)	1	60.00	0.00	60.00	Replace	Replace ✓	No
96632652	REAR	6504619	MOLDING WINDSCREEN REAR	1	45.00	10.00	40.50	Replace	Replace X	No X
	COMMON		SEALANT W/SCREEN	2	37.00	0.00	74.00	Replace	Replace ✓	No
<b>TOTAL MATERIALS</b>								<b>4,299.80</b>	<b>6,305.49</b>	
<b>TOTAL MATERIALS(Discounted)</b>								<b>3,439.84</b>	<b>5,044.39</b>	

**Added Spare Parts / Material Usage After Surveyor Signed off**

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
<b>TOTAL SUPPLEMENTARY MATERIALS</b>									

*Kalvin H. Kelly*  
*U* 10/15/16  
 10/25/16

## Hsiao Tong (LKKAuto)

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**From:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Sent:** Monday, 28 January 2019 10:50 AM  
**To:** Mei Kwan (LKKAuto); Olivia Lau (LKKAuto)  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** RE: [AIG]: URGENT / LAST ATTEMPT - pls review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg) | 3507965076SG-003

Thanks Mei Kwan for the survey report.

Hi Olivia,

Please assist to accept TP's counter proposal at a global sum of \$4,500.00 (all-in)/-

Kindly inform TP that our acceptance is purely for amicable settlement and shall not be taken as precedent for future cases.

On a side note, please make sure OI is cleared(no dispute from OI) before our acceptance.

Thank you.

**Best Regards,**

**Bernard Ler**  
**AIG**  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd  
  
78 Shenton Way #08-16 Singapore(079120)  
  
Tel +(65) 6419 1946  
  
[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** 24 January 2019 12:01 PM  
**To:** Ler, Bernard-JQ  
**Cc:** Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto)  
**Subject:** RE: [AIG]: URGENT / LAST ATTEMPT - pls review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg) | 3507965076SG-003

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Bernard,

Please find attached survey report.

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)

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**From:** Olivia Lau (LKKAuto)  
**Sent:** Thursday, 24 January, 2019 10:58 AM  
**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** [AIG]: URGENT / LAST ATTEMPT - pls review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg) | 3507965076SG-003

[LKK Ref: CC3/AIG16009330/K1mb3](#)

Dear Bernard,

Enclosed is the TP LOD and supporting documents.

Our surveyor finalised the COR at LS \$3,850, 4 days.

We will expedite the survey report.

Thank you.

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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

A handwritten-style logo in black ink that reads "Make good use of Today". The text is arranged vertically, with "Make" at the top, "good" in the middle, "use of" below it, and "Today" at the bottom. The font is a cursive, calligraphic style.

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**From:** Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]  
**Sent:** Wednesday, 23 January, 2019 11:10 AM  
**To:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
**Subject:** RE: URGENT / LAST ATTEMPT - pls review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg) | 3507965076SG-003

Hi Olivia,

Possible to let us have the LOD as well as the survey report for this case? Would need to review and get back to TP before 30/1/2019.

Many thanks!

**Best Regards,**

**Bernard Ler**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Ler, Bernard-JQ  
**Sent:** 18 January 2019 4:56 PM  
**To:** Olivia Lau (LKKAuto)  
**Subject:** RE: URGENT / LAST ATTEMPT - pls review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg) | 3507965076SG-003

Hi Olivia,

Following to the below, appreciate if you could let us have the LOD, finalized COR and number of repair days.

Thank you.

**Best Regards,**

**Bernard Ler**  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** 18 January 2019 3:50 PM  
**To:** Ler, Bernard-JQ  
**Cc:** CS A Team; Admin A  
**Subject:** URGENT / LAST ATTEMPT - pls review Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)

**URGENT**  
**LAST ATTEMPT**

Dear Bernard,

We understand that you have maintained your offer of \$4,000.00 (approx. 80%).

Kindly review the matter based on the following facts:-

1. Our taxi was travelling along the major road;
2. Your insured had admitted that he was coming out from Garden Vista Condo;
3. When our taxi reached the junction of Dunearn Rd & Garden Vista Condo, your insured was at the exit of the junction. Our taxi had crossed the junction halfway through when it was hit at the left rear by your insured's vehicle. This is proven from our video footage.
4. Your insured claimed that he has entered the inside lane of Dunearn Lane which is improbable as evidenced by our video footage;
5. Our insurer First Capital Insurance has rejected your Bola claim;
6. We have also rejected your insured's claim for the uninsured losses.

In view of the above, we are unable to accept your offer of \$4,000.00. However purely for the sake of an amicable settlement, we are prepared to accept a global sum of \$4,500.00 IF the matter is settled at this stage i.e. before the escalation to GIA.

Please let us know by **30<sup>th</sup> January 2019** if you are agreeable to settle as proposed otherwise we will escalate the matter to GIA for their deliberation.

Thanks and we wish you a Happy Lunar New Year.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Olivia Lau (LKKAuto) [<mailto:olivialau@lkkauto.com>]

**Sent:** 11/01/2019 16:31

**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Cc:** Hsiao Tong (LKKAuto); CS A Team; Admin A

**Subject:** RE: URGENT / FINAL REMINDER Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)

LKK Ref: CC3/AIG16009330/K1mb3

Your Ref: SHB 5441Y

*Without Prejudice*

**SAVE AS TO COST**

Dear Lee Gek,

We refer to the enclosed email from Thin Thin on 11/12/2018.

Our Principal maintains the offer.

For your consideration please.

Thank you.

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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

Make  
good  
use of  
Today

---

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**Olivia Lau (LKKAuto)**

---

**Subject:** RE: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)  
**Attachments:** TAX 05 16 2140.pdf

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) <LeeGek@smrt.com.sg>  
**Sent:** Monday, 4 July 2016 11:46 AM  
**To:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Cc:** Jas Khine (LKK Auto) <jaskhine@lkkauto.com>  
**Subject:** Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$3850.00
Loss of rental	\$ 846.68 (\$112.89 x 7% days)
Loss of income	\$ 450.00 (\$60.00 x 7% days)
LTA search fee	<u>\$ 5.00</u>
Total	<u>\$5151.68</u> =====

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

Please let us hear from you soon.

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

## Olivia Lau (LKKAuto)

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
<LeeGek@smrt.com.sg>  
**Sent:** Friday, 11 January, 2019 3:51 PM  
**To:** CS A Team; Admin A  
**Cc:** Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto)  
**Subject:** URGENT / FINAL REMINDER Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)

**Categories:** Green Category

**URGENT  
FINAL REMINDER**

Dear All,

We reiterates that our taxi was travelling along the major road and ¾ of it had already entered the extreme left lane and was going straight when your insured failed to give way when coming out from the minor road and caused the accident.

We are prepared to accept a global sum of \$4,500.00 if the matter is settled at this stage.

Please let us know latest by **18<sup>th</sup> January 2019** otherwise we will escalate the matter to GIA based on Bola s9.

Regards

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



---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Sent:** 07/12/2018 16:28  
**To:** 'Thin Thin (LKKAuto)'  
**Cc:** Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto)  
**Subject:** [AIG]: URGENT / LAST ATTEMPT Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)

Dear Thin Thin,

Your offer of \$4,000 is unacceptable.

Purely for the sake of a speedy closure, we are prepared to accept a global sum of \$4,500.00 if the matter is settled at this stage.

Fyi, our insurer has rejected your insured's claim on 21/5/2018 and no further response from your insured.

Please reconsider your offer so as to save costs. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

## Jas Khine (LKKAuto)

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) <LeeGek@smrt.com.sg>  
**Sent:** Monday, 4 July 2016 11:46 AM  
**To:** CS A Team; Admin A  
**Cc:** Jas Khine (LKK Auto)  
**Subject:** Re: Accident on 17/5/2016 involving SHB 5441Y & SFW 708A - AIG (Our Ref: TAX/05/16/2140/lg)  
**Attachments:** TAX 05 16 2140.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$3850.00	
Loss of rental	\$ 846.68	(\$112.89 x 7% days)
Loss of income	\$ 450.00	(\$60.00 x 7% days)
LTA search fee	<u>\$ 5.00</u>	
Total	\$5151.68	
	=====	

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

Please let us hear from you soon.

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

5%  
4000  
5000+

790.23  
420.00  
7060.23



09 JULY 2019

VOKES MARK STEPHEN  
59E LORONG J TELOK KURAU  
SINGAPORE 425857

By Post & By Email

Dear Sir/Madam,

OUR REF : CC3/AIG16009330/K1hb3  
YOUR REF : SFW 708A  
ACCIDENT INVOLVING SFW 708A AND SHB 5441Y ALONG DUNEARN ROAD ON  
17.05.2016

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SHB 5441Y against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided to the Third-Party vehicle SHB 5441Y. As such, liability may not be on your favour.

Please be informed that your No Claim Discount (NCD – if any) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defense, please reply to us within 10 days from the date of this letter.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AIG shall keep you informed of the final indemnity upon conclusion of the matter(s).



Auto  
Consultants  
Pte Ltd

---

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

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com).

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Vic Alpeh', written over a large, light-colored scribble.

Vic Alpeh  
Case Handler  
DID: 6841 2096  
FAX: 6741 4108  
Email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)

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

[Mark.vokes@mwgroup.net](mailto:Mark.vokes@mwgroup.net)  
*(Email)*

## Vic (LKKAuto)

---

**From:** Vic (LKKAuto)  
**Sent:** Tuesday, 9 July, 2019 5:44 PM  
**To:** Mark.vokes@mwgroup.net  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** YOUR REF: SFW 708A\_ACCIDENT INVOLVING SFW 708A AND SHB 5441Y ALONG DUNEARN ROAD ON 17.05.2016



Auto  
Consultants  
Pte Ltd

---

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

09 JULY 2019

**VOKES MARK STEPHEN**  
**59E LORONG J TELOK KURAU**  
**SINGAPORE 425857**

**By Post & By Email**

Dear Sir/Madam,

**OUR REF : CC3/AIG16009330/K1hb3**  
**YOUR REF : SFW 708A**  
**ACCIDENT INVOLVING SFW 708A AND SHB 5441Y ALONG DUNEARN ROAD ON 17.05.2016**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SHB 5441Y against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided to the Third-Party vehicle SHB 5441Y. As such, liability may not be on your favour.

Please be informed that your No Claim Discount (NCD – if any) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defense, please reply to us within 10 days from the date of this letter.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AIG shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com).

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **60 WOODLANDS INDUSTRIAL PARK E4 (S)757705** (address), owner of **SHB 5441Y** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no **SHB 5441Y** that was damaged pursuant to the accident which occurred on **17/05/2016** (date) along **DUNEARN ROAD TOWARDS RIFLE RANGE ROAD** (location) involving vehicle no/s **SFW 708A** ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of **SMRT TAXIS PTE LTD**.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 19 (day) of July (month) 2019 (year)



Signed by "the third party claimant"  
(with chop if applicable)



Signed by "the workshop"  
(with chop)

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

"We/I, **SMRT AUTOMOTIVE SERVICES 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 **S\$4,500.00** (Global Sum – all in) for vehicle no. **SHB 5441Y** that was damaged pursuant to the accident which occurred on **17/05/2016** (date) along **DUNEARN ROAD TOWARDS RIFLE RANGE ROAD** (location) involving vehicle no/s **SFW 708A**. This is pursuant to the inspection conducted on **19/05/2016** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **SMRT TAXIS PTE LTD** ("the third party claimant") of vehicle no. **SHB 5441Y** 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 **SHB 5441Y** (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.

Dated this 19 (day) of July (month) **2019** (year)



AWK

Signed by appointed surveyor



Signed by "the workshop" (with chop)

\*\*\* This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV160600311  
Date : 13.06.2016  
Vehicle No. : SHB5441Y  
Your Ref No. : TAX/05/16/2140  
Our Ref No. : 24081955  
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) %	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			\$ 3,850.00
<b>GRAND TOTAL</b>				<b>\$ 3,850.00</b>

Remark :

Make/Model : CHEVROLET EPICA 2.0  
Accident Date : 17.05.2016

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorized Signature  
for SMRT Automotive Services Pte Ltd



Our Ref : TAX/05/16/2140/LG

Date : 01/07/2016

To : Claims Department

From : SMRT Taxis

**ACCIDENT INVOLVING SHB5441Y AND SFW708A ON 17/05/2016 ALONG DUNEARN ROAD TOWARDS RIFLE RANGE ROAD**

**CONFIRMATION OF TAXI RENTAL**

---

This is to confirm the daily taxi rental rate for taxi registration no. SHB5441Y is \$112.89/day.

Kindly proceed to recover any rental loss from the third party as a result of this accident.

Thank you.



FoC Manager  
SMRT Taxis Pte Ltd



Text size + -

**Enquire Transaction History****Transaction History Details**

Log Date/Time:	18 May 2016 / 14:45:33	Transaction Amount:	\$5.35
Asset Type:	Vehicle		
Asset ID:	SFW708A		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20160518144533919740

Search Date / Time: 17 May 2016 19:30:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)

Land Transport Authority

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### ...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	20 May 2016 <a href="#">Edit Reg</a>		19 May 2016 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$3,850.00</b> <a href="#">Edit Estimates</a>	<b>S\$3,850.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	<b>Vokes Mark Stephen</b> , ID: S2767448H								
Main Claimant:	<b>SMRT TAXIS PTE LTD</b> , Co. Reg. No.: 198905369K								
Vehicle Reg. No.:	<b>SHB5441Y</b>	Date of Loss:	17/05/2016 19:00 - :59 [41 Months and 25 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / 3507965076SG</b>	Policy/Cover Note No.:	2100416842 (Comprehensive) Coverage: 19/06/2015 - 18/06/2016						
Vehicle Reg. No. (Insured):	<b>SFW708A</b>	Policy No. (Claimant):	D-IIO27591MFSH						
		Excess:							
Repairer:	<b>SMRT Automotive Services Pte Ltd (Woodlands)</b> 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Ler, Bernard-JQ</b> ]								
Claimant's Insurer:	<b>MS First Capital Insurance Ltd (HQ)</b> - Tel: 62222311								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KALVIN ANG WEI KUN</b> ] ... [Final Rpt due 31/05/2016]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
• AIG_SG (23/05/2016): Re: Request for OI GIA report									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SHB5441Y (3507965076SG)  
[SFW708A]  
TP  
SMRT TAXIS PTE LTD  
May 17 2016 7:00PM  
[Vokes Mark Stephen]  
SMRT Automotive Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View <span style="float: right;">View in Browser</span>			
<b>Letters/Correspondences</b>															1 per page			<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print					
1	(Draft)	<b>Third Party Express Settlement - Payment Breakdown</b>											Edit					
<b>Assessment Reports</b>															1 per page			<input checked="" type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (5G)										Thumbnail	Print					
1	30/10/17 11:40	<b>Accident Statement</b> <small>From: OD - Reg. No: SFW708A, Claimant: VOKES MARK STEPHEN</small>											Load HTM					
<b>Photos/Images</b>															3 per page			<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print					
1	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
2	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
3	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
4	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
5	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
6	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
7	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
8	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
9	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
10	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
11	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
12	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
13	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
14	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
15	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
16	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
17	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
18	20/05/16 17:48	<b>General View</b>											Load JPG	<input checked="" type="checkbox"/>				
19	25/05/16 17:04	<b>Reinspection Photo</b>											Load JPG	<input checked="" type="checkbox"/>				
20	25/05/16 17:04	<b>Reinspection Photo</b>											Load JPG	<input checked="" type="checkbox"/>				
21	25/05/16 17:04	<b>Reinspection Photo</b>											Load JPG	<input checked="" type="checkbox"/>				
22	25/05/16 17:04	<b>Reinspection Photo</b>											Load JPG	<input checked="" type="checkbox"/>				
23	25/05/16 17:04	<b>Reinspection Photo</b>											Load JPG	<input checked="" type="checkbox"/>				
<b>Documentation</b>															1 per page			<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print					
1	20/05/16 12:36	<b>TP ESTIMATE- MARKED</b>											Load PDF					
2	20/05/16 12:36	<b>TP GIA REPORT</b>											Load PDF					
3	24/05/16 09:19	<b>Non reporting letter</b>											Load PDF					
4	25/08/17 15:24	<b>OFFICIAL LETTER TO OI</b>											Load PDF					
5	25/08/17 15:24	<b>EMAIL CORRESPONDENCE WITH OI</b>											Load PDF					

Letters/Correspondences			1 per page	<input checked="" type="checkbox"/>
No.	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
6	25/08/17 15:24	LETTER TO TRAFFIC POLICE	 Load PDF	
7	24/01/19 11:57	RENTAL RECEIPT	 Load PDF	
8	24/01/19 11:57	RENTAL MILEAGE	 Load PDF	
9	24/01/19 11:57	LTA SEARCH	 Load PDF	
10	09/07/19 17:46	EMAIL TO OI	 Load PDF	
11	09/07/19 17:46	LETTER TO OI	 Load PDF	
12	19/07/19 09:29	EMAIL FROM AIG	 Load PDF	
13	23/07/19 09:18	WORKSHOP INVOICE	 Load PDF	
14	23/07/19 09:18	AUTHORISATION TO ACT FORM	 Load PDF	
15	23/07/19 09:18	Release Voucher	 Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

**THIRD PARTY EXPRESS SETTLEMENT  
(PAYMENT BREAKDOWN)**

Vehicle No:	SFW708A (Insd veh)	Model:	CHEVROLET EPICA 2.0 (A)
	SHB5441Y (TP veh)		
Date of Accident:	17/05/2016		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	10,592.39
Final Repair Cost	:	\$	4,500.00
Loss of Use	:	\$	4.00 days at \$60.00 per day
Rental (if any)	:	\$	4 days
LTA / GIA Search Fee	:	\$	
Others:	:	\$	
	:	\$	
Final Settlement Sum (Global Sum)	:	\$	4,500.00
Is Third Party Workshop GIA Registered? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO (Kindly indicate below)			
A) For <u>Non GIA Registered Workshop</u> :		Agreed Liability _____ 100 _____ (%)	
B) For <u>GIA Registered Workshop</u> :		BOLA Applicable: Yes/ No BOLA Scenario No: _____	
BOLA Liability: _____ (%)		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)	SMRT Taxis Pte Ltd	:	\$ 4,500.00
2)		:	\$
3)		:	\$
4)		:	\$

JOANNE LEE KHANG MIN

\_\_\_\_\_  
LKK Auto Consultants Pte Ltd

23 Jul  
2019

\_\_\_\_\_  
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: 199607198R)

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/AIG16009330/K1HB3Q2  
**Date:** 23/07/2019

#### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	2100416842
<b>Claimant Vehicle No :</b> SHB5441Y	<b>Insured Vehicle No :</b>	SFW708A
Date of Loss: 17/05/2016	Nature of Claim: TP	Claim No: 3507965076SG

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	<b>SHB5441Y</b>	Engine No:	HIDDEN
Make & Model:	CHEVROLET EPICA, 2.0 (A)	Chassis No:	KL1LA69RJBB134594
Reg. Date:	22/11/2012 (Man. Year: 2012)	Odometer:	487058 km
Colour:	Maroon		
Engine Capacity:	1991 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### 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:	205/65 R15	Rear Tyre Size:	205/65 R15
Front Left Side:	Falken 7 mm	Rear Left Side:	Falken 7 mm
Front Right Side:	Falken 7 mm	Rear Right Side:	Falken 7 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	7,305.39	2,907.10	4,398.29	60.21
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,287.00	1,490.00	1,797.00	54.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>10,592.39</b>	<b>4,397.10</b>	<b>6,195.29</b>	<b>58.49</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>3,850.00</b>		
<b>Nett Amount (S\$)</b>	<b>10,592.39</b>	<b>3,850.00</b>	<b>6,742.39</b>	<b>63.65</b>
+ Loss of Use (4.0 x S\$60.00/day) (S\$)		240.00		
+ Car Rental (4.0 x S\$112.89/day) (S\$)		451.56		
+ Doc/Search Fee (S\$)		5.00		
<b>Nett Liability (S\$)</b>		<b>4,546.56</b>		
<b>Global Sum Settlement (S\$)</b>		<b>4,500.00</b>		

#### INSPECTION

Date of Assignment:	19/05/2016	
Date Inspected:	19/05/2016 Inspected At:	SMRT Automotive Services Pte Ltd (Woodlands)

60 Woodlands Industrial Park E4  
Singapore 757705

Estimated Period of Repair: 4.0 days

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**Adjuster:** KALVIN ANG WEI KUN

**Manager:** VIC ALPEH

*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		*BUMPER RR (DISC 10%)	Deformed	1,238.00 F	*1,114.20 F	
2	1		*LAMP RR COMBINATION LH (DISC 10%)	Cracked	415.00 F	*373.50 F	
3	1		*FENDER LH REAR (DISC 10%)	Dented	1,191.00 F	*1,071.90 F	
4	1		*SHIELD REAR BUMPER (SN)	Necessary	140.00 F	*140.00 F	
5	1		*SMRT LOGO (SN)	Necessary	7.80 F	*7.80 F	
6	1		*STICKER DECAL 6555 8888 (SN)	Necessary	21.60 F	*21.60 F	
7	1		*STICKER DECAL 6555 8888 (DOOR) (SN)	Necessary	60.00 F	*60.00 F	
8	2		*SEALANT W/SCREEN (SN)	Necessary	74.00 F	*74.00 F	
9	1		*ABSORBER ENGY RR BUMPER	Serviceable	70.00 F	*- F	
10	1		*BEAM RR BUMPER IMPACT	Serviceable	1,221.00 F	*- F	
11	1		*SENSOR REVERSE	Serviceable	180.00 F	*- F	
12	1		*BRACKET RR BUMPER SIDE RH	Serviceable	49.00 F	*- F	
13	1		*LAMP BACK UP LH	Serviceable	151.00 F	*- F	
14	1		*LINER LH REAR FENDER (PROTECTOR)	Serviceable	201.00 F	*- F	
15	1		*MOLDING WINDSCREEN REAR	Not Necessary	45.00 F	*- F	
16	1		*TYRE RIM	Repair	328.99 F	*- F	
17	1		*PANEL LH REAR DOOR	Repair	1,863.00 F	*- F	
18	1		*BRACKET RR BUMPER SIDE LH (DISC 10%)	Cracked	49.00 F	*44.10 F	
					<b>Total Parts (\$\$)</b>	<b>7,305.39</b>	<b>2,907.10</b>

F=Franchise part.

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
<b>Labour Items</b>				
1	PANEL BEATING & BODY WORK	New	1,183.00	600.00
2	SPRAY PAINT	New	1,314.00	650.00
3	TO CHECK WIRING AND SYSTEM FUNCTION	New	80.00	30.00
4	TO APPLY RUST-PROOFING ON AFFECTED AREA	New	150.00	40.00
5	TO REMOVE/REFIT WINDSCREEN	New	120.00	100.00
6	TO REMOVE/REFIT SEAT	New	200.00	50.00
7	TO TEST AND REFIX REVERSE SENSOR SYSTEM	New	120.00	20.00
8	TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	New	120.00	0.00
<b>Gross Labour Cost (S\$)</b>			<b>3,287.00</b>	<b>1,490.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >