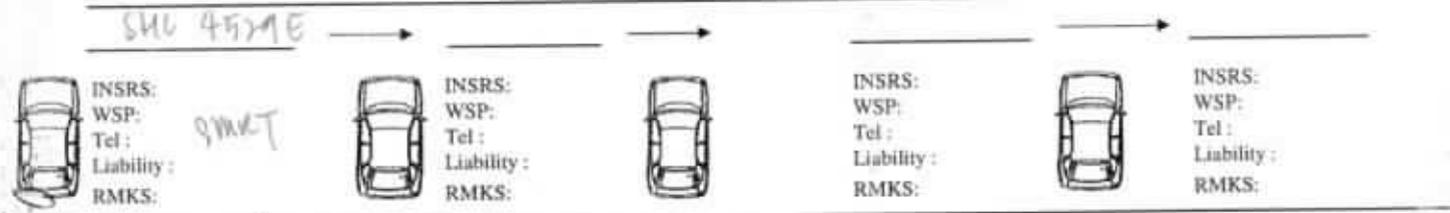


INS. CASE OWNER: Juane CC 1/AIG1702 UP 2176, R2100% LKK: IDAC:

Surveyor: Rashi DOI: 20/11/18 Date / Time: 20/11/18 Registered in Merimen: 21/11/18

Pre-assign / CCU / FTE

Insured Vehicle No.: SLQ 4810X Claim No.: 687760626154
 Name of Insured: UP Policy No.: 944116573
 Insured Tel No.: _____ HP: _____ Make / Model: MATRA
 Excess Sec II :SS _____ D.O.A: 12/11/18 Place of Accident: 7th Ave, 10th Unit, K2
 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



Date / Time	STAGE	DATE / PIC
<u>20/11/18</u>	Non-Reporting Itr (1st):	
<u>21/11/18</u>	Non-Reporting Itr (2nd):	
<u>23/11/18</u>	Non-Reporting Itr (Final):	
<u>23/11/18</u>	Notification Itr (if non-pickup):	
<u>23/11/18</u>	Call OI: <u>SMRT (13/3/18)</u>	
<u>23/11/18</u>	After call Itr to OI: <u>SMRT (13/3/18)</u>	
<u>23/11/18</u>	Documentation Check List: Handler Typist	
<u>23/11/18</u>	Notification Itr (if non-pickup)	<input checked="" type="checkbox"/>
<u>23/11/18</u>	After call Itr to OI:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	Authorisation To Act:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	Release Voucher:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	Final Repair Bill:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	Car Rental Invoice:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	Towing Invoice:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	LTA / GIA:	<input checked="" type="checkbox"/>
<u>23/11/18</u>	Medical Bill:	<input type="checkbox"/>
<u>23/11/18</u>	PIR:	<input type="checkbox"/>
<u>23/11/18</u>	Mandate/Reject Instruction:	<input type="checkbox"/>
<u>23/11/18</u>	LOD:	<input type="checkbox"/>
<u>23/11/18</u>	Payment Breakdown Form:	<input type="checkbox"/>
<u>23/11/18</u>	Post-Repair Photos:	<input type="checkbox"/>
<u>23/11/18</u>	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: _____ Sent By: _____

FINALIZATION Date/Time: _____ Confirm with: _____ Confirm by: _____

Repair Cost: \$5 (days) Reduction: % Email Call

FINAL SETTLEMENT Date/Time: 7/4/18 Confirm with: Lee Gek Email Call

Liability: % 100 (Agreed / Assessed) BOLA S/N No.: 27 If NO or B 28, Ass. Lia: _____

Repair Cost: \$5 963.95

Loss of Rental (LOR): \$5 354.72 (3 days) x \$ 118.24

Loss of Use (LOU): \$5 (5 x days)

Loss of Income (LOI): \$5 (5 x days)

LOR only LOU only LOR + LOU LOR + LOI (Tick only one)

GIA/LTA Search: \$5 5.00

Medical: \$5 _____

Disbursement: \$5 _____ (e.g. Tow/Independent)

Legal Cost: \$5 _____

Total: \$5 1327.67 Global Sum SS: 1300.00

FINAL PAYMENT Date/Time: 7/4/18 Confirm with: Lee Gek Email Call

Payee 1: \$5 1300.00 Name 1: SMRT TAXIS PTE LTD

Payee 2: (Strike if N.A.) \$5 _____ Name 2: _____

Payee 3: (Strike if N.A.) \$5 _____ Name 3: _____

COPY SENT 11/4/18

1) Claim status: Normal/Reject/Private Settle
 2) Report Format: CP
 3) Survey fee: \$320 + \$20



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/LCR17022176/R1pb3	
78 SHENTON WAY #08-16 CHARTIS BUILDINGSINGAPORE 079120		Date : 21-11-2017	
		Code : LCR	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SLQ 4810X	Veh. Inspected	SHC 4529E
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	21/11/2017
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 Damagos			
5. General Information			
Accident Date	17/11/2017	Inspection Date	20/11/2017
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			



SMRT Automotive Service Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592

Estimator Telephone Number : 68682623

Accident Reporting Number : 68682672

Handwritten notes: 22/11 22-11-17/12:07, 22-11-17/16:07

SMRT Accident Vehicle Repair Estimates

Handwritten note: 20-11-17/16:07

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

Reg. No : SHC4529E
 Ref. No : TAX/11/17/2111
 Reg. Date : 15/01/2016
 Vehicle Type : TAXI
 Make : TOYOTA PRIUS
 Model : PRIUS
 Name of Driver : LIM KIM GEE
 Type of Accident : HEAD TO REAR
 Date / Time of Accident : 17/11/2017 03:27:00 PM
 Accident Reported Date / Time : 18/11/2017 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by : Rasul
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024093155

Handwritten circled note: 1-11



Special Instruction to ARC, if any :

SLQ4810X Alk p/r

Before paint photo, After repair photo FOR CHECK ITEM and REPLACE ITEM PLEASE CALL SURVEYOR RASUL / HP : 9001 0068. email: rasul@lkkauto.com

Prepared Date : 18/11/2017 10:15:04 AM

Recording Camera

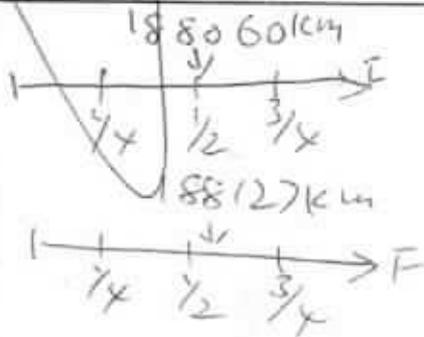
Radio Antenna

1st witness R

Date 20-11-17

2nd witness

Date



QC 22/11/17 1150 P052

LEE SHENG AUTO PTE LTD

Vehicle Return Date: 22/11/2017

Vehicle Return Time: 11:00

SMRT staff sign: _____

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

Chassis No : JTDKN36U205766787

Mileage : 0

Work Shop

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 338.00	200.00
Total Spray Painting Charges	: 558.00	200.00
Total Material Charges	: 902.92	463.95
Other Charges	: 240.00	100.00
TOTAL	: 2,038.92	963.95
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	2.00
Prepared / Adjusted By		RASUL (LKK)
Arc / Surveyor Sing Off Date	: 18/11/2017 11:40:21 AM	20/11/2017 04:07:07 PM

[Handwritten signature]

[Handwritten signature]

Prepared / Adjusted Date :

Remarks :

Prepared Date : 18/11/2017 11:40:13 AM

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

Quotation No : *QN-111-0539*
Quotation Date :
Invoice Amount : *refer*

Invoice No :
Invoice Date :
Prepared Date :

Part 1 - Labour Works

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

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY REAR BUMPER	378.00 ✓	200.00 ✓
TO RESFRAY BUMPER BEAM	180.00 ✗	0.00 ✓
Total Spray Painting & Panel Beating	558.00	200.00

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	40.00 ✓
TO REPLACE SUNDRY PARTS	100.00	20.00 ✓
TO WASH AND VACUUM	60.00	40.00 ✓
Total Other Costs	240.00	100.00 ✓

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
52159-47905		6505548	BUMPER REAR	1 ✓	458.60	25.00	343.95	Replace	Replace <i>DE</i>	No ✓
52023-12240		6505547	BUMPER REINFORCEMENT REAR	1 ✗	205.70	25.00	154.28	Repliae	Check	No <i>su</i> ✗
52016-47030			ARM SUB-ASSY, RR BUMPER LH	1 ✗	139.60	25.00	104.70	Replace	Check	No <i>su</i> ✗
			SENSOR REVERSE	1 ✗	180.00	0.00	180.00	Replace	Check	No <i>su</i> ✗
			PIXEL STICKER	2 ✗	60.00	0.00	120.00	Replace	Replace	No <i>su</i> ✗
52576-47020		6505550	BUMPER SIDE RETAINER RR/LH	0 ✗	94.80 <i>36</i>	25.00	0.00	Replace	Not given	No ✗
TOTAL MATERIALS								902.93	463.95	
TOTAL MATERIALS(Discounted)								902.92	463.95	

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
TOTAL SUPPLEMENTARY MATERIALS									

463.95
 200
 + 300

 963.95

 2 days
 //

SMRT Accident Vehicle Repair Estimates

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

Reg. No : SHC4529E
 Ref. No : TAX/11/17/2111
 Reg. Date : 15/01/2016
 Vehicle Type : TAXI
 Make : TOYOTA PRIUS
 Model : PRIUS
 Name of Driver : LIM KIM GEE
 Type of Accident : HEAD TO REAR
 Date / Time of Accident : 17/11/2017 03:27:00 PM
 Accident Reported Date / Time : 18/11/2017 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 : 000024093155
 Special Instruction to ARC, if any :
 SLQ4810X *(ARC) (Resin) by paint*
 Prepared Date : 18/11/2017 10:15:04 AM



LK Auto Consultants hence notify the Reparer 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 legal modifications is allowed
 • Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company
 Acknowledged by Reparer
 Signature:
 Date:

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

Ghassis No : JTDKN36U205766787

Mileage

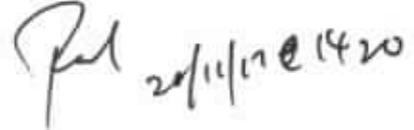
0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 338.00	0.00
Total Spray Painting Charges	: 558.00	0.00
Total Material Charges	: 974.02	974.02
Other Charges	: 240.00	0.00
TOTAL	: 2,110.02	0.00
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	0.00 <i>2 days - P/P</i>
Prepared / Adjusted By	:	
Arc / Surveyor Sign Off Date	: 18/11/2017 11:40:21 AM	01/01/1900 12:00:00 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 18/11/2017 11:40:13 AM

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	338.00	0.00 200
Total Labour	338.00	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY REAR BUMPER	378.00	0.00 200
TO RESPRAY BUMPER BEAM	180.00	0.00 100?
Total Spray Painting & Panel Beating	558.00	0.00

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	0.00 300 40
TO REPLACE SUNDRY PARTS	100.00	0.00 70
TO WASH AND VACUUM	60.00	0.00 40
Total Other Costs	240.00	0.00

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
52159-47905		6505548	BUMPER REAR	1	458.60	25.00	343.95	Replace	Replace ^{DE}	No
52023-12240		6505547	BUMPER REINFORCEMENT REAR	1	205.70	25.00	154.27	Replace	Replace ?	No
52016-47030			ARM SUB-ASSY, RR BUMPER LH	1	139.60	25.00	104.70	Replace	Replace ?	No
			SENSOR REVERSE	1	180.00	0.00	180.00	Replace	Replace ?	No
			PIXEL STICKER	2	60.00	0.00	120.00	Replace	Replace	No
52576-47020		6505550	BUMPER SIDE RETAINER RR/LH	1	94.80	25.00	71.10	Replace	Replace	No

TOTAL MATERIALS

974.03 974.02

TOTAL MATERIALS(Discounted)

974.02 974.02

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
TOTAL SUPPLEMENTARY MATERIALS									

Hsiao Tong (LKKAuto)

From: Boyogan, Joane <Joane.Boyogan@aig.com>
Sent: Tuesday, 13 February 2018 8:59 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

Could you ask the third party whether their driver took scene photos or if there's any video footage of the accident?

Thanks!

Regards,

Joane Boyogan
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel +64191898 | Fax +68357416
joane.boyogan@aig.com | www.aig.com.sg

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From: Boyogan, Joane
Sent: Tuesday, February 13, 2018 8:22 AM
To: chewht@lkkauto.com
Cc: Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Md Ishak, Mohd Imran; Loo, Kar Yong; Chan, Yoke Shi; Supramaniam, Darshene
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

OI's GIA report has been uploaded in Merimen

FYNA please. Thanks!

Regards,

Joane Boyogan
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel +64191898 | Fax +68357416
joane.boyogan@aig.com | www.aig.com.sg

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

Sent: Friday, 15 December, 2017 10:40 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg

Dear All,

We quantify our own losses as follows:-

Cost of repairs	\$ 963.95
Loss of rental	\$ 532.08 (\$118.24 x 4.5 days)
LTA search fee	\$ <u>5.00</u>
	\$1501.03
	=====

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

Our hirer is claiming his injury and loss of income through his own lawyer.

Please let us hear from you soon.

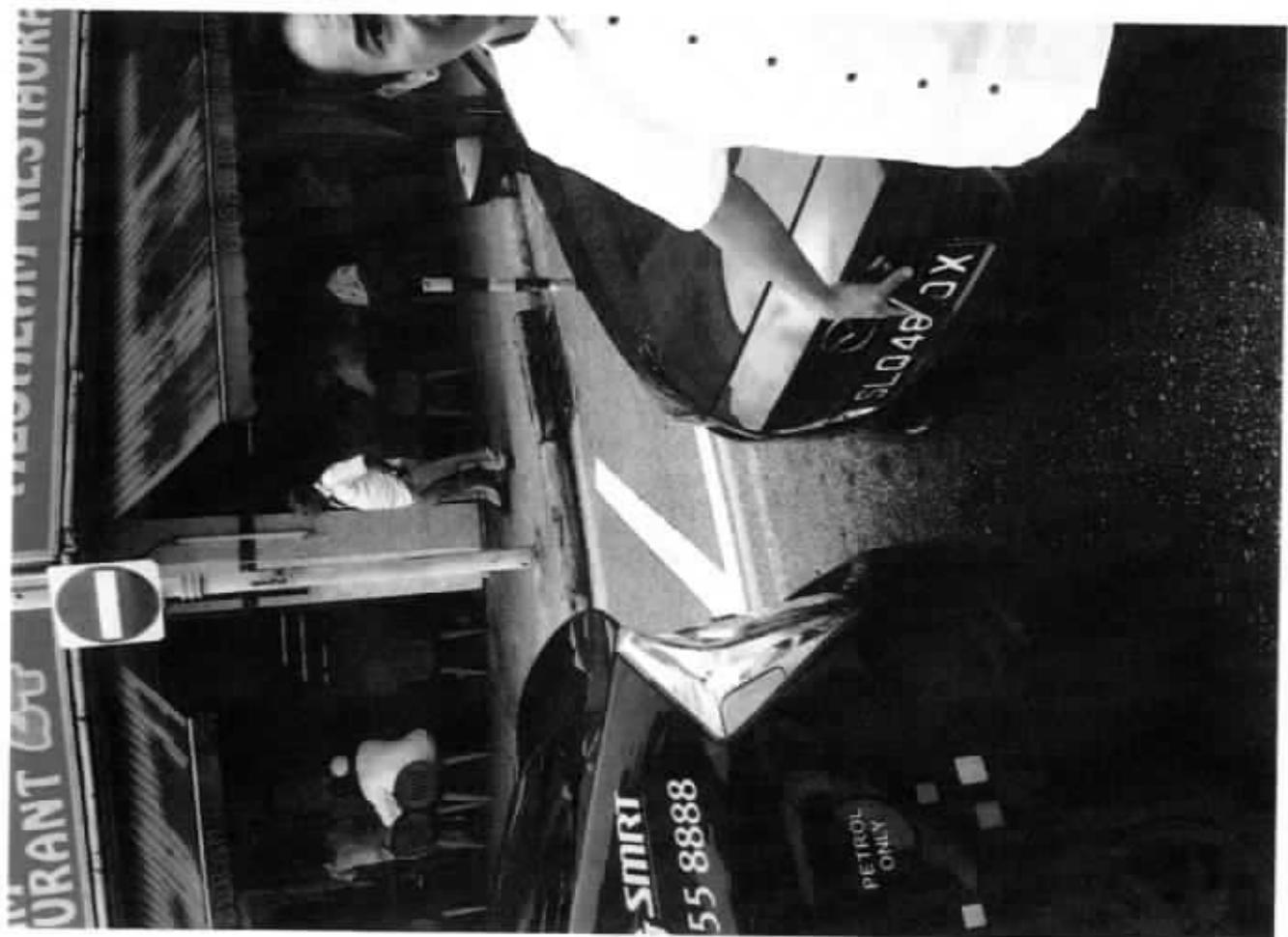
Regards

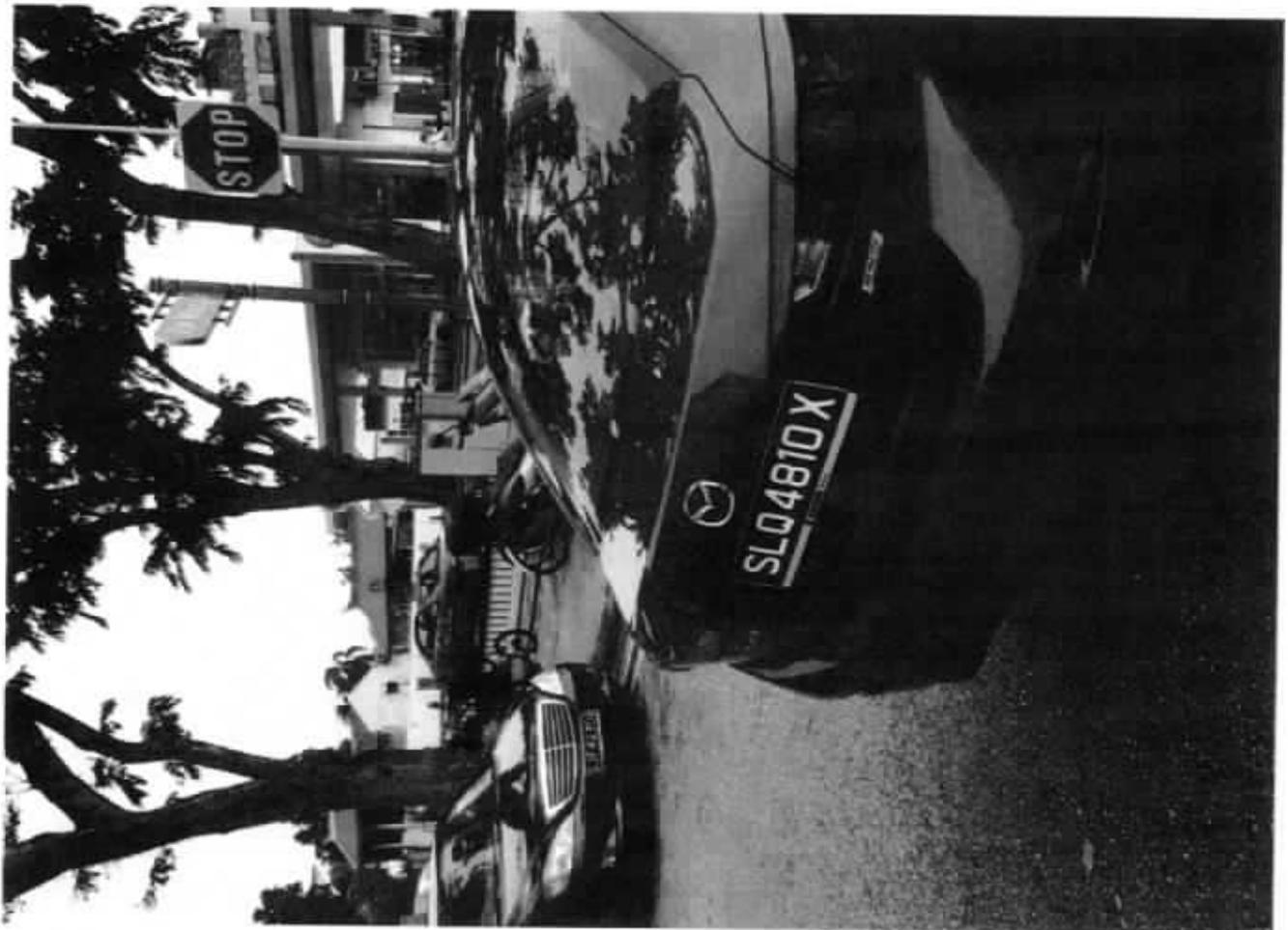
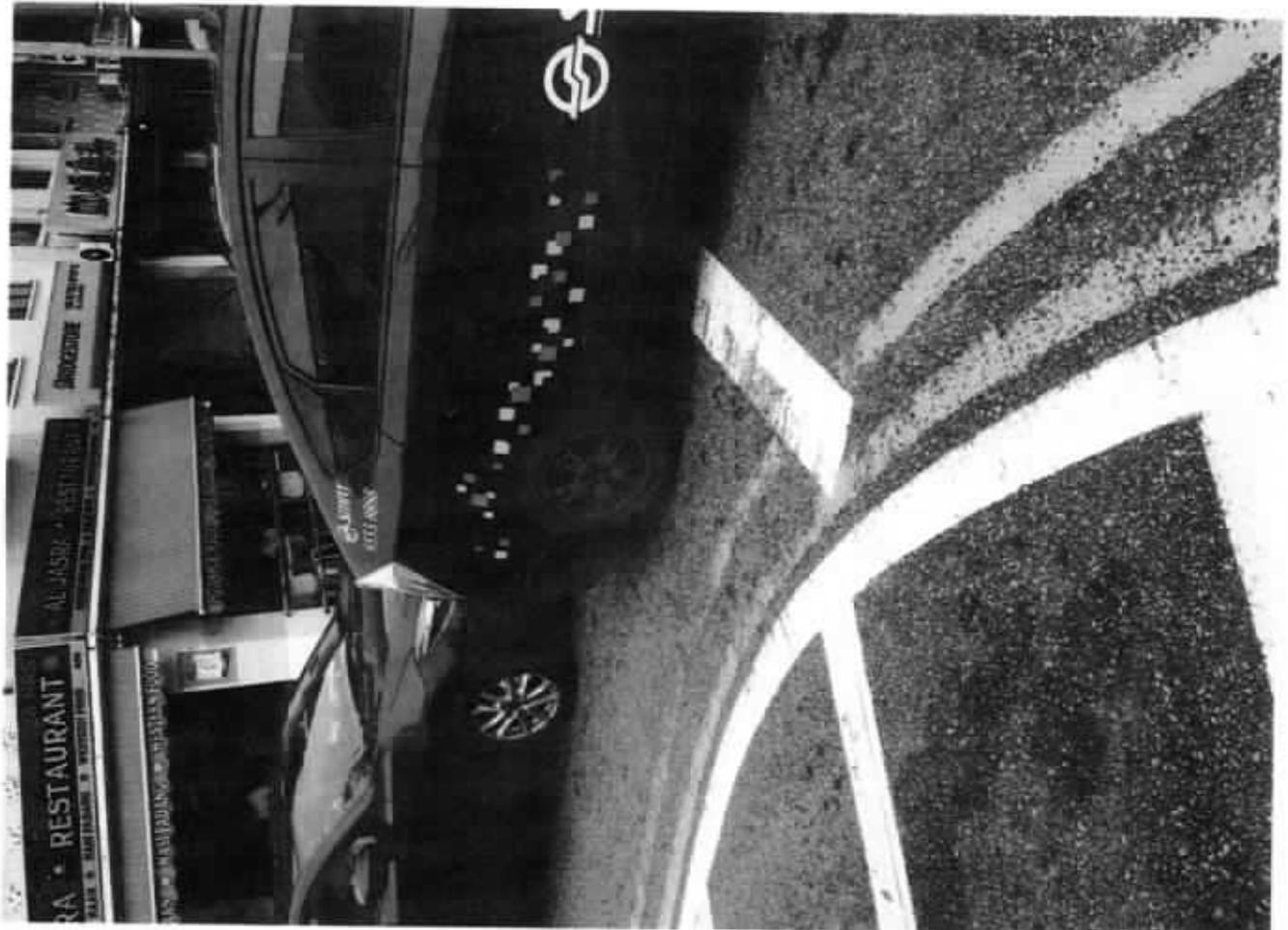
Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd







Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 13 February 2018 2:40 PM
To: 'Boyogan, Joane'
Subject: RE: Request for OI GIA [SLQ 4810X]
Attachments: TP scene photos.pdf

Hi Joane.

Yes. Received with thanks.

No video footage from third party. They have submitted scene photos for our consideration.

For your instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Boyogan, Joane [<mailto:Joane.Boyogan@aig.com>]
Sent: Tuesday, 13 February 2018 2:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

Please try to view again

Regards,

Joane Boyogan

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +654191895 | Fax +65357416

joane.boyogan@aig.com | www.aig.com.sg

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Hsiao Tong (LKKAuto)

From: Boyogan, Joane <Joane.Boyogan@aig.com>
Sent: Tuesday, 13 February 2018 3:13 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

Please ensure that third party's damages are consistent with the accident scenario and proceed to settle at best

Thank you

Regards,

Joane Boyogan
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel: +64191898 | Fax: +68357416
joane.boyogan@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, February 13, 2018 2:40 PM
To: Boyogan, Joane
Subject: RE: Request for OI GIA [SLQ 4810X]

Hi Joane,

Yes. Received with thanks.

No video footage from third party. They have submitted scene photos for our consideration.

For your instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

⌈ Old report no accident
AIG Insurer
can settle?
Yes with Surveyor's
confirmation.

From: Boyogan, Joane [<mailto:Joane.Boyogan@aig.com>]
Sent: Tuesday, 13 February 2018 2:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

Please try to view again

Regards,

Joane Boyogan
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel: +64191898 | Fax: +66357416
joane.boyogan@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, February 13, 2018 12:49 PM
To: Boyogan, Joane
Subject: RE: Request for OI GIA [SLQ 4810X]

Hi Joane,

We are unable to view OI GIA.

Kindly assist to grant right.

Claim Documents

*SHC4529E (6833606761SG)
[SLQ4810X]
TP
SMRT TAXIS PTE LTD
Nov 17 2017 3:00PM
[LCRF Pte Ltd]
SMRT Automotive Services Pte Ltd

<< Claim SubFolder

View Renewed Documents

[Upload Documents](#) [Upload Photos](#) [Compose New Letter](#) [Upload Video](#) [Upload Audio](#)

Documentation

File: [Unlabeled/Generate](#) LKK Auto Consultants Pte Ltd (16)

1	21/11/17 17:53	TP ESTIMATE- MARKED
2	21/11/17 17:53	TP GIA REPORT

Documents Checklist

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Boyogan, Joane [<mailto:Joane.Boyogan@aig.com>]

Sent: Tuesday, 13 February 2018 8:22 AM

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

Cc: Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>;
Md Ishak, Mohd Imran <Imran.Ishak@aig.com>; Loo, Kar Yong <KarYong.Loo@aig.com>; Chan, Yoke Shi
<yokeshi.chan@aig.com>; Supramaniam, Darshene <Darshene.Supramaniam@aig.com>

Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

OI's GIA report has been uploaded in Merimen

FYNA please. Thanks!

Regards,

Joane Boyogan

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +64191898 | Fax +68357416

joane.boyogan@aig.com | www.aig.com.sg

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From: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]

Sent: Tuesday, February 13, 2018 8:00 AM

To: Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Md Ishak, Mohd Imran; Loo, Kar Yong; Chan, Yoke Shi;
Supramaniam, Darshene

Cc: chewht@lkkauto.com; Boyogan, Joane

Subject: Re: Request for OI GIA [SLQ 4810X]

This mail is associated with :
*SHC4529E (6833606761SG)

[SLQ4810X]

TP

SMRT TAXIS PTE LTD

Nov 17 2017 3:00PM

[LCRF Pte Ltd]
SMRT Automotive Services Pte Ltd

Hi,

We refer to the above matter.

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

Hsiao Tong
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: LKK_HQ
To: KahYin.Leong@aig.com; NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com; KarYong.Loo@aig.com; yokeshi.chan@aig.com
CC: AIG_SG; chewht@lkkauto.com; Joane.Boyogan@aig.com
Sent On: 20/12/2017 07:59 AM
Subject: Re: Request for OI GIA [SLQ 4810X]

Hi,

We refer to the above matter.

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

Hsiao Tong
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AIG_SG
To: LKK_HQ
CC: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com; yokeshi.chan@aig.com
Sent On: 04/12/2017 10:46 AM
Subject: Re: Request for OI GIA [SLQ 4810X]

Hi

OI has not reported yet

Regards
Mariesa

<-- Original Message -->

From: LKK_HQ
To: KahYin.Leong@aig.com; NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com; KarYong.Loo@aig.com; yokeshi.chan@aig.com
CC: AIG_SG; chewht@lkkauto.com; Joane.Boyogan@aig.com
Sent On: 04/12/2017 09:24 AM
Subject: Request for OI GIA [SLQ 4810X]

Hi,

We refer to the above matter.

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

Hsiao Tong
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AIG_SG
To: LKK_HQ
Sent On: 22/11/2017 10:44 AM
Subject: No OI GIA Report

Hi

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

OI name : LCRF Pte Ltd

Address :
60 Anson Road
#11-01 Mapletree Anson
Singapore 077914

Thank you.

Regards,
Sheng Yang

[This mail is sent from a mailer account - do not reply to this email address]

Sent by : CHEW HSIAO TONG (LKK Auto Consultants Pte Ltd)

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 6 March 2018 12:02 PM
To: 'Boyogan, Joane'
Subject: RE: Request for OI GIA [SLQ 4810X]
Attachments: TP scene photos.pdf

Hi Joane,

We refer to your below email.

According to surveyor, the damage of third party vehicle was on Rear N/S which is consistent with the accident scenario and scene photos submitted by third party.

Therefore, we will proceed to settle the matter at best.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Boyogan, Joane [<mailto:Joane.Boyogan@aig.com>]
Sent: Tuesday, 13 February 2018 3:13 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

Please ensure that third party's damages are consistent with the accident scenario and proceed to settle at best

Thank you

Regards,

Joane Boyogan

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel: +64191898 | Fax: +68357416

joane.boyogan@aig.com | www.aig.com.sg

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computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, February 13, 2018 2:40 PM
To: Boyogan, Joane
Subject: RE: Request for OI GIA [SLQ 4810X]

Hi Joane,

Yes. Received with thanks.

No video footage from third party. They have submitted scene photos for our consideration.

For your instruction please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Boyogan, Joane [<mailto:Joane.Boyogan@aig.com>]
Sent: Tuesday, 13 February 2018 2:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

Please try to view again

Regards,

Joane Boyogan,

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +64191898 | Fax +68357416

joane.boyogan@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, February 13, 2018 12:49 PM
To: Boyogan, Joane
Subject: RE: Request for OI GIA [SLQ 4810X]

Hi Joane,

We are unable to view OI GIA.

Kindly assist to grant right.

Claim Documents

***SHC4529E (6B336067615G)
[SLQ4810X]
TP
SMRT TAXIS PTE LTD
Nov 17 2017 3:00PM
[LCRF Pte Ltd]
SMRT Automotive Services Pte Ltd**

<< Claim SubFolderView Download Documents

Upload DocumentsUpload PhotosCompose New LetterUpload VideoUpload Audio

Documentation

[SLQ4810X] SubFolder: LKK Auto Consultants Pte Ltd (HQ)		
1	21/11/17 17:53	TP ESTIMATE- MARKED
2	21/11/17 17:53	TP GIA REPORT

Documents Checklist

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Boyogan, Joane [mailto:Joane.Boyogan@aig.com]

Sent: Tuesday, 13 February 2018 8:22 AM

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

Cc: Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>;

Md Ishak, Mohd Imran <Imran.Ishak@aig.com>; Loo, Kar Yong <KarYong.Loo@aig.com>; Chan, Yoke Shi

<yokeshi.chan@aig.com>; Supramaniam, Darshene <Darshene.Supramaniam@aig.com>

Subject: RE: Request for OI GIA [SLQ 4810X]

Dear Hsiao Tong,

OI's GIA report has been uploaded in Merimen

FYNA please. Thanks!

Regards,

Joane Boyogan
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel: +65 4349 1898 | Fax: +65 4357 4116
joane.boyogan@aig.com | www.aig.com.sg

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From: Do-Not-Reply [<mailto:do-not-reply@merimen.com>]
Sent: Tuesday, February 13, 2018 8:00 AM
To: Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Md Ishak, Mohd Imran; Loo, Kar Yong; Chan, Yoke Shi; Supramaniam, Darshene
Cc: chewht@lkkauto.com; Boyogan, Joane
Subject: Re: Request for OI GIA [SLQ 4810X]

This mail is associated with :
***SHC4529E (6833606761SG)**
[SLQ4810X]
TP
SMRT TAXIS PTE LTD
Nov 17 2017 3:00PM
[LCRF Pte Ltd]
SMRT Automotive Services Pte Ltd

Hi,

We refer to the above matter.

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

Hsiao Tong
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: LKK_HQ
To: KahYin.Leong@aig.com; NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com; KarYong.Loo@aig.com; yokeshi.chan@aig.com
CC: AIG_SG; chewht@lkkauto.com; Joane.Boyogan@aig.com
Sent On: 20/12/2017 07:59 AM
Subject: Re: Request for OI GIA [SLQ 4810X]

Hi,

We refer to the above matter.

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

Hsiao Tong
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AIG_SG

To: LKK_HQ

CC: NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com;

yokeshi.chan@aig.com

Sent On: 04/12/2017 10:46 AM

Subject: Re: Request for OI GIA [SLQ 4810X]

Hi

OI has not reported yet

Regards

Mariesa

<-- Original Message -->

From: LKK_HQ

To: KahYin.Leong@aig.com; NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com;

Imran.Ishak@aig.com; KarYong.Loo@aig.com; yokeshi.chan@aig.com

CC: AIG_SG; chewht@lkkauto.com; Joane.Boyogan@aig.com

Sent On: 04/12/2017 09:24 AM

Subject: Request for OI GIA [SLQ 4810X]

Hi,

We refer to the above matter.

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

Hsiao Tong
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AIG_SG

To: LKK_HQ

Sent On: 22/11/2017 10:44 AM

Subject: No OI GIA Report

Hi

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

OI name : LCRF Pte Ltd

Address :

60 Anson Road

#11-01 Mapletree Anson

Singapore 077914

Thank you.

[This mail is sent from a mailer account - do not reply to this email address]

Sent by : CHEW HSIAO TONG (LKK Auto Consultants Pte Ltd)

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Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Friday, 15 December, 2017 10:40 AM
To: CS A Team; Admin A
Subject: Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our
Ref: TAX/11/17/2111/lg
Attachments: 11 17 2111.pdf

Dear All,

We quantify our own losses as follows:-

Cost of repairs	\$ 963.95		
Loss of rental	\$ 532.08 (\$118.24 x 4.5 days)	3	354.72
LTA search fee	\$ 5.00		
	<u>\$1501.03</u>		
	=====		

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

Our hirer is claiming his injury and loss of income through his own lawyer.

Please let us hear from you soon.

Regards

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



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 5 April 2018 5:15 PM
To: 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)'
Subject: RE: URGENT / REMINDER Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

Without Prejudice

Hi Lee Gek,

We refer to your below email.

We propose settlement at a global sum of **S1,300.00(all-in)**.

Please 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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:LeeGek@smrt.com.sg]
Sent: Friday, 2 March 2018 11:28 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: URGENT / REMINDER Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

URGENT
REMINDER

Dear Hsiao Tong,

Please let us have your offer by **9th March 2018**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Thursday, 5 April 2018 5:58 PM
To: Hsiao Tong (LKKAuto)
Subject: Acceptance of offer Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

Dear Hsiao Tong,

The acceptance of your offer of \$1,300.00 is for our own losses. Thanks.

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: 05/04/2018 17:56
To: 'Hsiao Tong (LKKAuto)'
Subject: Acceptance of offer Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

Dear Hsiao Tong,

We agreed to accept your global offer of \$1,300.00 (all in). Please let us have your DV. Thanks.

Regards

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



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 05/04/2018 17:15
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE: URGENT / REMINDER Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

Without Prejudice

Hi Lee Gek,

We refer to your below email.

We propose settlement at a global sum of \$1,300.00(all-in).

Please 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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

Sent: Friday, 2 March 2018 11:28 AM

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

Subject: URGENT / REMINDER Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

URGENT
REMINDER

Dear Hsiao Tong,

Please let us have your offer by 9th March 2018. Thanks.

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: 20/12/2017 13:58

To: 'Hsiao Tong (LKKAuto)'

Cc: Admin A

Subject: RE: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg *LKK REF: CC3/LCR17022176/R1pb3

Dear Hsiao Tong,

There is no video footage.

We attach the scene photos for your perusal.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: 20/12/2017 12:43

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

Cc: Admin A

Subject: RE: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg
*LKK REF: CC3/LCR17022176/R1pb3

Without Prejudice

Hi Lee Gek,

Thank you for your email.

Please be informed that our insured driver has yet lodge the accident report.

We are following up and will get back to you soon.

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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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Friday, 15 December, 2017 10:40 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident on 17/11/2017 involving SHC 4529E & SLQ 4810X (AIG insured) Our Ref: TAX/11/17/2111/lg

Dear All,

We quantify our own losses as follows:-

Cost of repairs	\$ 963.95
Loss of rental	\$ 532.08 (\$118.24 x 4.5 days)
LTA search fee	\$ 5.00
	<u>\$1501.03</u>

=====

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

Our hirer is claiming his injury and loss of income through his own lawyer.

Please let us hear from you soon.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMART Automotive Services Pte Ltd



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 13 March 2018 8:00 AM
To: 'Eileen, May Hwee Yap'
Subject: ACCIDENT INVOLVING SLQ 4810X(AIG) & SHC 4529E ON 17/11/2017

Your Ref: **SLQ 4810X**
Our Ref: CC3/LCR17022176/R1pb3

Dear Sir/Madam,

ACCIDENT INVOLVING SLQ 4810X(AIG) & SHC 4529E ON 17/11/2017

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.

We have received a claim from SHC 4529E against your insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by **24/03/2018**, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please call us if you have further queries.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

I, SMRT TAXIS PTE LTD (the third party claimant") of BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHC 4529E (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 SHC 4529E that was damaged pursuant to the accident which occurred on 17/11/2017 (date) along JALAN MASJID TO CHANGI ROAD (location) involving vehicle no/s SLQ 4810X ("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 9 (day) of April (month) 2018 (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)



Reducing
loss of
income

"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\$1,300.00 (Global Sum) for vehicle no. SHC 4529E that was damaged pursuant to the accident which occurred on 17/11/2017 (date) along JALAN MASJID TO CHANGI ROAD (location) involving vehicle no/s SLO 4810X.

This is pursuant to the inspection conducted on 20/11/2017 (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. SHC 4529E 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 4529E (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 01 (day) of April (month) 2018 (year)



MRB

Signed by appointed surveyor



Signed by "the workshop"
(with chop)

Our acceptance of your offer of settlement would not negate or prejudice our driver's right of recovery for his/her losses.



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

Customer Code: 3000063



SMRT TAXIS PTE LTD

Tax Invoice

Block Unit

GST Reg No. : MR-8500001-7
 CRN : 1990042802
 Invoice No. : IV171100694
 Date : 28.11.2017
 Vehicle No. : SHC4529E
 Your Ref No. : TAX/11/17/2111
 Our Ref No. : 24093155
 Terms : 30 Days

60 WOODLANDS INDUSTRIAL PARK E4
 SINGAPORE 757705

Description	Qty	Unit Cost	Add / (Discount) \$	(Discount) Amount	Amount
Parts					
BUMPER, REAR: FOR TOYOTA PRIUS TAXI	1.00	\$ 458.60	(25.00)	\$ 114.65	\$ 343.95
REINFORCEMENT, BUMPER: REAR, TOYOTA PRIUS	0.00	\$ 205.70	(25.00)	\$ 0.00	\$ 0.00
ARM SUB-ASSY, RR BUMPER LH	0.00	\$ 139.60	(25.00)	\$ 0.00	\$ 0.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
RETAINER, BUMPER: SIDE, R/LH, TOYOTA PRIUS	0.00	\$ 94.80	(25.00)	\$ 0.00	\$ 0.00
Sub-Total					\$ 463.95
Labour					
TO REPAIR LH REAR PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
Others					
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 40.00	0.00	\$ 0.00	\$ 40.00
TO REPLACE SUNDRY PARTS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO WASH AND VACUUM	1.00	\$ 40.00	0.00	\$ 0.00	\$ 40.00
TO REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY BUMPER BEAM	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL					\$ 963.95

Remark :

Make/Model : TOYOTA PRIUS
 Accident Date : 17.11.2017

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



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/11/17/2111

From: SMRT Taxis Pte Ltd

Date: 27/11/2017

**ACCIDENT ON 17/11/2017 INVOLVING SHC 4529E & SLQ 4810X
ALONG JALAN MASJID TO CHANGI ROAD**

This is to confirm that the daily rental rate for SHC 4529E is \$118.24 per day.

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

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Accident Vehicle Laid-Up Report

Registration No. : SHC4529E

Accident Case No. : TAX/11/17/2111

Make / Model : TOYOTA PRIUS

Ref. No. : 24093155

Date and Time Vehicle off-road for Accident Repair : 18.11.2017 09:55:00

Date and Time Repair Completed : 22.11.2017 13:13:28

Remarks :

Generated by : NGSIUCHING

Printed on : 22.11.2017

Enquire Transaction History

Transaction History Details

Log Date/Time: 18 Nov 2017 / 11:26:41

Asset Type: Vehicle

Transaction Amount: \$5.35

Asset ID: SLQ4810X

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment)

Channel: External Agency

User ID: ESASBAH0 - BALQISH BINTE ABDUL HALIL

Business Transaction Reference No.: 20171118112641530357

Search Date / Time: 17 Nov 2017 15:27:00

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](#)

...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	21 Nov 2017 Edit Reg		20 Nov 2017 00:00 Edit Adj Rpt	\$4963.95 Edit Estimates	\$4963.95 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LCRF Pte Ltd , Co. Reg. No.: NA								
Main Claimant:	SMRT TAXIS PTE LTD , Co. Reg. No.: 198905369K								
Vehicle Reg. No.:	SHC4529E	Date of Loss:	17/11/2017 15:00 - :59 [22 Months and 2 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 6833606761SG	Policy/Cover Note No.:	0999995068						
Vehicle Reg. No. (Insured):	SLQ4810X	Policy No. (Claimant):	D-17087562MFSH						
		Excess:							
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Boyogan, Joane] Joane.Boyogan@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 MOHD RASUL] ... [Final Rpt due 30/11/2017]								
ASSOCIATED MAIL RECEIVED				View All Compose Case Mail					
<ul style="list-style-type: none"> • AIG_SG (04/12/2017): Re: Request for OI GIA [SLQ 4810X] • AIG_SG (22/11/2017): No OI GIA Report 									
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

***SHC4529E (68336067615G)**
[SLQ4810X]
TP
SMRT TAXIS PTE LTD
Nov 17 2017 3:00PM
[LCRF Pte Ltd]
SMRT Automotive Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View <input type="button" value="View in Browser"/>		
Letters/Correspondences															1 per page	<input checked="" type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print				
1	(Draft)	Third Party Express Settlement - Payment Breakdown											Edit				
Photos/Images															3 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print				
1	13/02/18 14:33	Odometer Reading											Load JPG	<input checked="" type="checkbox"/>			
2	13/02/18 14:33	Chassis Number											Load JPG	<input checked="" type="checkbox"/>			
3	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
4	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
5	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
6	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
7	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
8	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
9	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
10	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
11	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
12	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
13	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
14	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
15	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
16	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
17	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
18	13/02/18 14:33	General View											Load JPG	<input checked="" type="checkbox"/>			
19	13/02/18 14:34	Reinspection Photo											Load JPG	<input checked="" type="checkbox"/>			
20	13/02/18 14:34	Reinspection Photo											Load JPG	<input checked="" type="checkbox"/>			
21	13/02/18 14:34	Reinspection Photo											Load JPG	<input checked="" type="checkbox"/>			
Documentation															1 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print				
1	21/11/17 17:53	TP ESTIMATE- MARKED											Load PDF				
2	21/11/17 17:53	TP GIA REPORT											Load PDF				
3	13/02/18 14:34	TP scene photos											Load PDF				
4	22/02/18 07:44	Email from AIG dd 130218											Load PDF				
5	11/04/18 09:31	WORKSHOP INVOICE											Load PDF				
6	11/04/18 09:31	AUTHORISATION TO ACT FORM											Load PDF				
7	11/04/18 09:31	Release Voucher											Load PDF				
8	11/04/18 09:31	RENTAL RECEIPT											Load PDF				
9	11/04/18 09:31	LTA SEARCH											Load PDF				
10	11/04/18 09:31	LETTER TO OI											Load PDF				
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)										Thumbnail	Print				
1	13/02/18 08:21	E-filed GIA Report											Load PDF				

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
Show Remarks To: <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:	SLQ4810X (Insd veh)	Model:	TOYOTA PRIUS TAXI 1.8 (A)
	SHC4529E (TP veh)		
Date of Accident:	17/11/2017		

Global Sum Settlement	: [X] Yes	[] No
Repair Estimate	: \$	2,410.80
Final Repair Cost	: \$	1,300.00
Loss of Use	: \$	_____ days at \$0.00 per day
Rental (if any)	: \$	3 days
LTA / GIA Search Fee	: \$	
Others:	: \$	
	: \$	
Final Settlement Sum (Global Sum)	: \$	1,300.00
Is Third Party Workshop GIA Registered? [] YES [X] 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	: \$ 1,300.00
2)		: \$
3)		: \$

JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

11 Apr
2018

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: 199607196R)

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/LCR17022176/R1PB3Q2

Date: 11/04/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999995068
Claimant Vehicle No : SHC4529E **Insured Vehicle No :** SLQ4810X
 Date of Loss: 17/11/2017 Nature of Claim: TP Claim No: 6833606761SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SHC4529E**
 Make & Model: TOYOTA PRIUS TAXI, 1.8 (A) Engine No: 2ZR6555635
 Reg. Date: 15/01/2016 (Man. Year: 2015) Chassis No: JTDKN36U205766787
 Colour: Maroon Odometer: 188661 km
 Engine Capacity: 1798 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: Yes

CONDITION OF TYRES

Front Tyre Size: 195/65 R15 Rear Tyre Size: 195/65 R15
 Front Left Side: Falken 5 mm Rear Left Side: Falken 5 mm
 Front Right Side: Falken 5 mm Rear Right Side: Falken 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,264.80	463.95	800.85	63.32
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,146.00	500.00	646.00	56.37
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Nett Amount (S\$)	2,410.80	963.95	1,446.85	60.02
+ Car Rental (3.0 x S\$118.24/day) (S\$)		354.72		
+ Doc/Search Fee (S\$)		5.00		
		1,323.67		
		1,300.00		

INSPECTION

Date of Assignment: 20/11/2017
 Date Inspected: 20/11/2017 Inspected At: SMRT Automotive Services Pte Ltd
 (Woodlands)
 60 Woodlands Industrial Park E4
 Singapore 757705
 Estimated Period of Repair: 2.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

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 REAR (DISC 25%)	Deformed	458.60 F	*343.95 F
2	2		*PIXEL STICKER (SN)	Necessary	120.00 F	*120.00 F
3	1		*BUMPER REINFORCEMENT REAR	Serviceable	205.70 F	*- F
4	1		*ARM SUB-ASSY,RR BUMPER LH	Serviceable	205.70 F	*- F
5	1		*SENSOR REVERSE	Serviceable	180.00 F	*- F
6	1		*BUMPER SIDE RETAINER RR/LH	Serviceable	94.80 F	*- F
Total Parts (S\$)					1,264.80	463.95

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
Labour Items				
1	PANEL BEATING & BODY WORK	New	338.00	200.00
2	SPRAY PAINT	New	558.00	200.00
3	TO CHECK WIRING AND SYSTEM FUNCTION	New	80.00	40.00
4	TO REPLACE SUNDRY PARTS	New	110.00	20.00
5	TO WASH AND VACUUM	New	60.00	40.00
			Gross Labour Cost (S\$)	500.00
			1,146.00	

Report was unsubmitted during this print-out.

< END OF ESTIMATES >