

INS. CASE OWNER:

Surveyor:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

If NO, Driver Name / Age:

Driver Tel No.:

(YES / NO)

Nature of Accident:

(V/L: YES / NO)

CC 6 / AIG170

ASSIGNMENT

DOI:

Date / Time:

Registered in Merimen:

LKK:

IDAC:

ADRIAN

28/11/17

28/11/17

30/11/17

ST 8080K

704 Mai Lin Lynda manie

HP:

D.O.A:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

75363 5579256

200505/65

Subaru Forester

AFTER Junction Cantonment Rd & Keppel Rd

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

Insured Liability: % Final ? Yes / No

SGV 8172K



INSRS:

WSP:

Tel:

Liability:

RMKS:

NH1



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

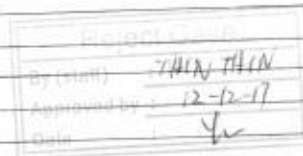
1/12

17/11

SGV 8172K, NH1/AIG170222346/24 : D.O.A: 22/11/17

ST 8080K

Based on footage from OI, IP encroached into o/s lane.



STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

SS

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

SS

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

(\$

x

days)

Loss of Income (LOI):

SS

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

Legal Cost

SS

Total:

SS

Global Sum SS:

Email

Call

FINAL PAYMENT

Date/Time:

Confirm with:

Payee 1:

SS

Name 1:

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$320.00

COPIED 12/12/17



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 : CC6/AIG17022786/Aua3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120			Date : 30-11-2017	
			Code : AIG	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	ST 8080K	Veh. Inspected	SGV 8172K	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	30/11/2017	
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 Damages				
5. General Information				
Accident Date	22/11/2017	Inspection Date	28/11/2017	
Survey held at	NEW HOCK TECK MOTOR PTE LTD 1 KAKI BUKIT AVENUE 6 #01-43 AUTOBAY @ KAKI BUKIT SINGAPORE 417883			
5a. Remarks				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



LKK Admin - AIG
新福德車廠私人有限公司

NEW HOCK TECK MOTOR PTE. LTD.

1 Kaki Bukit Ave 6, Blk C #01-43 Autobay@Kaki Bukit, Singapore 417883

Email: admin@nhtmotor.com Website: www.nhtmotor.com

Tel: 6747 9241 Fax: 6741 7276

UEN: 201718370K

ALIAS B BUANG

27/11/2017

Blk 1 Kaki Bukit Ave 6

01-43

Singapore 417883

TP A14

min 7min

Accident date: 22/11/2017

Estimated repair cost for vehicle no: SGV8172K TOYOTA WISH 1.8 A '07

S/n	Qty	Items	U/price	Amount
1	1	Front R/H Head Lamp <i>ht</i>		\$781.45 -
2	1	Front R/H Fender Vvti Logo <i>m</i>		\$38.00 -
3	1	Front Bumper <i>del</i>		\$481.90 -
4	8	Front Bumper Clip <i>n</i>	\$6.50	\$52.00 -
5	1	Front R/H Bumper Side Retainer <i>n</i>		\$131.25 -
6	1	Front R/H Door Side Mirror Assy <i>Ryis</i>		\$987.40 -
7	1	Front R/H Tyre <i>m</i>		\$350.00 +
8	1	Front R/H Rim <i>ht</i>		\$680.00 400(SW)
9	1	Front R/H Lower Arm <i>for</i>		\$371.45 +
10	1	Front R/H Knuckle Arm <i>for</i>		\$281.90 +
11	1	Front R/H Knuckle Arm Bearing <i>new</i>		\$191.60 +
12	1	Front R/H Shock Absorber <i>2</i>		\$374.45 +
13	1	Front R/H Drive Shaft <i>for</i>		\$1,712.40 +
14	1	Front Steering Rack <i>for</i>		\$1,718.50 +

Subtotal :- \$8,152.30

1484.6

300.400

1113.45

Labour charges

To remove & refit front R/H undercarriage		\$380.00 80
To remove & refit front R/H drive shaft & steering rack		\$450.00 +
To check wheel alignment		\$150.00 80
To check wiring		\$80.00 30
Tuff kote		\$150.00 +
Panel beating	790	\$750.00 200
Spray painting		\$750.00 400

Subtotal :- \$2,710.00

Total:- \$10,862.30

L/S Adrian Lj
28/11/17.

03 Pays.

total: 2303.45

L/S: 1.8K.

KK 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:

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type	Singapore NRIC
Owner ID	3168Z

Vehicle Details

Vehicle No.	SGV8172K
Vehicle to be Exported	No
Intended De-registration Date	23 Nov 2017
Vehicle Make	TOYOTA
Vehicle Model	WISH 1.8 A
Primary Colour	Grey
Manufacturing Year	2007
Engine No.	1ZZ2933258
Chassis No.	ZNE100372096
Maximum Power Output	97.0 kW (130 bhp)
Open Market Value	\$17,878.00
Original Registration Date	27 Jun 2007
First Registration Date	27 Jun 2007
Transfer Count	0
Actual ARF Paid	\$19,666.00

Intended PARF Rebate Details

PARF Eligibility	Forfeited
PARF Eligibility Expiry Date	-
PARF Rebate Amount	\$0.00

Intended COE Rebate Details

COE Expiry Date	31 Mar 2022
COE Category	B - Car (1601cc & above)
COE Period(Years)	5
PQP Paid	\$25,174.00
COE Rebate Amount	\$21,925.00
Total Rebate Amount	\$21,925.00

Message

Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

Thin Thin (LKKAUTO)

From: Thin Thin (LKKAUTO)
Sent: Tuesday, 12 December, 2017 1:21 PM
To: Admin .
Cc: Chloe; Jas Khine (LKKAUTO); Admin A; Mei Kwan (LKKAUTO)
Subject: RE: REQUEST FOR TP GIA REPORT - SGU8172K *** LKK REF: CC6/AIG17022786/Aua3
Attachments: 20171122_152427_ER (online-video-cutter.com).mp4

Dear Sukyi,

We refer to the below matter.

Our insured has reiterated that the accident was caused due to the negligence of your client who encroached into our insured lane while making a left turn.

Please see the attached video footage for your perusal.

Under such a circumstances, our principal has given the instruction to inform you that we are to reject your client claim and deny the liability.

Best Regards,
Thin Thin Hlaing | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 30 November, 2017 2:40 PM
To: Admin . <admin@nhtmotor.com>
Cc: Chloe <chloe@nhtmotor.com>; Thin Thin (LKKAUTO) <thinthin@lkkauto.com>; Jas Khine (LKKAUTO) <jaskhine@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST FOR TP GIA REPORT - SGU8172K *** LKK REF: CC6/AIG17022786/Aua3

Dear Sukyi,

We refer to your below email and the contents were duly noted.

Our case handler in-charge, Thin Thin will check and revert to you in due course.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin . [<mailto:admin@nhtmotor.com>]
Sent: Thursday, 30 November, 2017 12:22 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Chloe <chloe@nhtmotor.com>

Subject: REQUEST FOR TP GIA REPORT - SGU8172K

Hi Mei Kwan

Enclosed GIA as per your request.

Btw, please let us have your insured video footage, thanks.

Best Regards,

Sukyi

NEW HOCK TECK MOTOR PTE. LTD.

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay@Kaki Bukit S(417883)
Tel: 6747 9241 Fax: 6741 7276

On November 30, 2017 at 8:56 AM "Mei Kwan (LKKAuto)" <Meikwan@lkkauto.com> wrote:

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us your client's GIA report

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Thin Thin (LKKAUTO)

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Wednesday, 6 December, 2017 4:54 PM
To: Thin Thin (LKKAUTO)
Subject: RE: Your Ref: 7536355792SG; Our Ref: CC6/AIG17022786/Aua3 [ACCIDENT ON 22/11/2017 INVOLVING VEHICLES ST 8080K AND SGV 8172K]

Dear Thin Thin,

Please proceed to reject the claim as TP has encroached into Ol's lane according to the video footage.

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 | Fax +(65) 6835 7416

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Thin Thin (LKKAUTO) [mailto:thinthin@lkkauto.com]
Sent: Wednesday, December 06, 2017 2:38 PM
To: Ler, Bernard-JQ
Subject: Your Ref: 7536355792SG; Our Ref: CC6/AIG17022786/Aua3 [ACCIDENT ON 22/11/2017 INVOLVING VEHICLES ST 8080K AND SGV 8172K]

Your Ref: 7536355792SG
Our Ref: CC6/AIG17022786/Aua3

Dear Bernard,

ACCIDENT ON 22/11/2017 INVOLVING VEHICLES ST 8080K AND SGV 8172K

We refer to the above matter.

We have spoken to OI and he mention that while both vehicle making left turn, TP vehicle encroached into his lane and collided onto his vehicle. Enclosed herewith CCTV footage for your perusal.

As such, we intend to reject the claim and kindly let us have your instruction / approval please.

Best Regards,

Thin Thin Hlaing | Case Handler
LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@lkkauto.com | fax: 6741-4108

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	01 Dec 2017 Edit Reg		28 Nov 2017 00:00 Edit Adj Rpt	S\$1,800.00 Edit Estimates	S\$1,800.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
----------------------	---------------------------	-------------------------------	---------------------------	--------------------------

CLAIM SUBFOLDER DETAILS

Insured:	TOH MEI LIN LYNDIA MARIE, ID: S1746533C			[Created by adjuster]
Main Claimant:	ALIAS B BUANG, ID: S0063168Z			
Vehicle Reg. No.:	SGV8172K	Date of Loss:	22/11/2017 15:00 - :59	
Claim Type:	TP / 7536355792SG	Policy/Cover Note No.:	(Comprehensive)	
Vehicle Reg. No. (Insured):	ST8080K	Policy No. (Claimant):	5050645867-06	
		Excess:		
Repairer:	New Hock Teck Motor Pte Ltd (HQ) 1 Kaki Bukit Ave 6, Blk C #01-43 Autobay@Kaki Bukit, 417883 Kaki Bukit - Tel: 6747 9241			
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Ler, Bernard-JQ] BernardJiQian.Ler@aig.com			
Claimant's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:			
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 11/12/2017]			

ASSOCIATED MAIL RECEIVED

There are no mail for this case.

[View All](#)
[Compose Case Mail](#)


ALL ASSOCIATED TASKS

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

[View All](#)
[Search Tasks](#)
[Create New Task](#)
[Complete](#)

Claim Documents

*SGV8172K (7536355792SG)
[ST8080K]
TP
ALIAS B BUANG
Nov 22 2017 3:00PM
[TOH MEI LIN LYNDIA MARIE]
New Hock Teck Motor Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View		Use Viewer	
Video										1 per page		☒	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)								Thumbnail		Print	
1	06/12/17 15:04	Video - Front										Load MP4	
2	06/12/17 15:05	Video - Rear										Load MP4	
Photos/Images										3 per page		☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)								Thumbnail		Print	
1	12/12/17 10:21	General View										☒	
2	12/12/17 10:21	Chassis Number										☒	
3	12/12/17 10:21	General View										☒	
4	12/12/17 10:21	General View										☒	
5	12/12/17 10:21	General View										☒	
6	12/12/17 10:21	General View										☒	
7	12/12/17 10:21	General View										☒	
8	12/12/17 10:21	General View										☒	
9	12/12/17 10:21	General View										☒	
10	12/12/17 10:21	General View										☒	
11	12/12/17 10:21	General View										☒	
12	12/12/17 10:21	General View										☒	
13	12/12/17 10:21	General View										☒	
14	12/12/17 10:21	General View										☒	
15	12/12/17 10:21	General View										☒	
16	12/12/17 10:21	General View										☒	
17	12/12/17 10:21	General View										☒	
18	12/12/17 10:21	General View										☒	
19	12/12/17 10:21	General View										☒	
20	12/12/17 10:21	General View										☒	
Documentation										1 per page		☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)								Thumbnail		Print	
1	30/11/17 14:37	TP GIA REPORT										Load PDF	
2	12/12/17 13:53	Instruction from AIG										Load PDF	
3	12/12/17 13:53	Reject email to TP										Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)								Thumbnail		Print	
1	01/12/17 11:14	OI 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)			

Show Remarks To: ☐ Handling Insurer

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

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: CC6/AIG17022786/AUA3Q2
Date: 13/12/2017

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No:
Claimant: Vehicle No : SGV8172K Insured Vehicle No : ST8080K
Date of Loss: 22/11/2017 Nature of Claim: TP Claim No: 7536355792SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SGV8172K
Make & Model: TOYOTA WISH, 1.8 (A)
Reg. Date: 27/06/2007 (Man. Year: 2007)
Colour: Silver
Engine Capacity: 1794 cc
Market Value/New Car Price: N/A
Sum Insured (S\$): Market Value/New Car Price
Engine No: 1ZZ2933258
Chassis No: ZNE100372096
Odometer: 321189 km

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: 205/55 R16 Rear Tyre Size: 205/55 R16
Front Left Side: Goodyear 6 mm Rear Left Side: Goodyear 6 mm
Front Right Side: Goodyear 6 mm Rear Right Side: Goodyear 6 mm
The above values represent the remaining tyre treads depth

COST OF CLAIMS

	Repairer's	Adjuster's	Difference	Diff %
Parts	8,152.30	1,513.45	6,638.85	81.44
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,710.00	790.00	1,920.00	70.85
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	10,862.30	2,303.45	8,558.85	78.79
Approved Total (Overridden) (S\$)		1,800.00		
Nett Amount (S\$)	10,862.30	1,800.00	9,062.30	83.43
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 28/11/2017
Date Inspected: 28/11/2017 Inspected At:

New Hock Teck Motor Pte Ltd (HQ)
1 Kaki Bukit Ave 6, Blk C #01-43
Autobay@Kaki Bukit
Singapore 417883

Estimated Period of Repair: 3.0 days

Adjuster: ADRIAN LING

Manager: THIN THIN HLAING

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		*FRONT R/H HEAD LAMP	Cut	781.45 F	*781.45 FL
2	1		*FRONT R/H FENDER VVTI LOGO	Necessary	38.00 F	*38.00 FL
3	1		*FRONT BUMPER	Deformed	481.90 F	*481.90 FL
4	8		*FRONT BUMPER CLIP	Necessary	52.00 F	*52.00 FL
5	1		*FRONT R/H BUMPER SIDE RETAINER	Necessary	131.25 F	*131.25 FL
6	1		*FRONT R/H DOOR SIDE MIRROR ASSY	Repair	987.40 F	*- FL
7	1		*FRONT R/H TYRE	Not Necessary	350.00 F	*- FL
8	1		*FRONT R/H RIM	Cut	680.00 FS	*400.00 FS
9	1		*FRONT R/H LOWER ARM	Not Necessary	371.45 F	*- FL
10	1		*FRONT R/H KNUCKLE ARM	Not Necessary	281.90 F	*- FL
11	1		*FRONT R/H KNUCKLE ARM BEARING	Not Necessary	191.60 F	*- FL
12	1		*FRONT R/H SHOCK ABSORBER	Not Necessary	374.45 F	*- FL
13	1		*FRONT R/H DRIVE SHAFT	Not Necessary	1,712.40 F	*- FL
14	1		*FRONT STEERING RACK	Not Necessary	1,718.50 F	*- FL

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

Sub Total (\$\$)	8,152.30	1,884.60
- List Item Discount on L Items 0.00/25.00% (\$\$)	0.00	371.15
Total Parts (\$\$)	8,152.30	1,513.45

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	TO REMOVE & REFIT FRONT R/H UNDERCARRIAGE	New	380.00	80.00
2	TO REMOVE & REFIT FRONT R/H DRIVE SHAFT & STEERING RACK	New	450.00	0.00
3	TO CHECK WHEEL ALIGNMENT	New	150.00	80.00
4	TO CHECK WIRING	New	80.00	30.00
5	TUFF KOTE	New	150.00	0.00
6	PANEL BEATING	New	750.00	200.00
7	SPRAY PAINTING	New	750.00	400.00
Gross Labour Cost (S\$)			2,710.00	790.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >