

INS. CASE OWNER:

CC 6 <sup>UR</sup> /AIG1702 3212, U <sup>pr</sup>

LKK:

IDAC

Surveyor:

Marius

DOI:

ASSIGNMENT

8/11/18

Date / Time:

6/11/18

Registered in Merimen:

6/11/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SUF 4129G

Name of Insured:

LRF

Insured Tel No.:

HP:

Excess Sec II :\$5

D.O.A:

27/11/18

Claim No.:

1031845072571

Policy No.:

9999999999

Make / Model:

Honda

Place of Accident:

MORON WEST ST 424

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

PATTY MATHAN 510 PATTY MATHAN

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

Driver Tel No.:

(V/L: YES / NO)

Insured Liability:

=

Final ? Yes / No

YN 8457T



INSRS:

WSP:

Tel:

Liability:

RMKS:

LIN  
WRO

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

8/11/18  
MT

YN 8457T-4

SUF 4129G-7

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:

8/11/18 - Request OI video from IVY  
- Potential Reject.

11/11/18 - OI video uploaded on merimen

26-03-18 BASED ON 1/2 CCTV WHICH IS SUFFICIENT TO DENY TP CLAIM. THE  
SCENARIO IS NOT CONFLICTING, NOT NECESSARY TO GIVE THEM FOOTAGE

19/3/18 - File pass to SHIPAT to close (Reject)

RECEIVED 19 MAR 2018

Hsiao Tony  
Ver  
12-03-18

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

LOU only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$320 + \$20.

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

Siprius m...  
Siprius m...

REF:

A16/ p

## ASSIGNMENT

From: Date:

Estimated Cost:

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

To inspect Vehicle No: YN 84577

at Workshop m/s 10530

of

Insured: SLF 47296

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Rpt: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

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

Lum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: YN 84577 Yr Regn: 7.15

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

Truck / Trailer or CM /

Make: m.f. center C.C. 2998

Colour: white A/C: Insured / Std / NI / NA

Sp. Reading: 100762 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: FEB21EA10215

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size: F: 195 / 80 R15

R:

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

TOYO / YOKO or

Front

R/Bal. 6 mm

L/Bal. 6 mm

D.O.A. 22/11/17

Survey held at

Rear

R/Bal. 6/6 mm

L/Bal. 6/6 mm

D.O.I. 8/12/17

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

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

Date/Time Action / Instruction

11/12/17 Confirmed L/S \$1600 with Subar.

Date/Time. File Pass to?

☐: Prel. Report

1)

☐: Final Report

Date/Time. File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Add Fee: ☐: Site Insp. (\$)☐: Interview (\$)☐: Tech. Insp. (\$)☐: Weekend (\$)

) \$ + RS \$

) Photos

) Other

Report Format:

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

TOTAL



# 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/LCR17023212/pb3

78 SHENTON WAY #08-16  
CHARTIS BUILDINGS SINGAPORE 079120

Date : 06-12-2017



Code : LCR

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLF 4729G	Veh. Inspected	YN 8457T
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	06/12/2017

## 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	
Survey held at	LIU'S BROTHER AUTO ENGINEERING WORKSHOP 1 KAKI BUKIT AVENUE 6 #01-01 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.
---

**LIU'S BROTHER AUTO ENGINEERING WORKSHOP**

No. 1 E&amp;M Road, A-frame 6, 901 01, Auto Bay 12, E&amp;M Road, Singapore 117001

MOB: 9744 5700, TEL: 6744 4700, FAX: 6744 5700, Email: lbrother@gmail.com

Invoice/Ref No: YN8457T171122

**Estimate****Customer**

Name: AIG Asia Pacific Insurance Pte Ltd  
 Address: Motor Claims Department  
 78 Shenton Way #07-16  
 AIG Building Singapore 079120

Date: 06-12-17  
 Vehicle No: YN8457T  
 Model/Make: Mitsubishi Canter  
 FEH21ER4SDEB (CBU)

Item No.	Descriptions Of Parts	Original Quotation / Estimation	Revised Quotation / Cost Of Repair
1	Rear Rh Tailgate Outer Fibers Panel	\$ 600.00	SN
2	Pillar Outer Fibers	\$ 400.00	SN
3	Tail Lamp	\$ 245.00	X
	Remove and refix rear tailgate components & wiper mechanism	\$ 120.00	X
	To check all wiring & electrical component for proper function	\$ 30.00	20
	Labor for Panel Beating, Cut, Weld, Straighten & Replacing Parts Etc	\$ 800.00	600
	To putty & spray painting & including touch up paint on accident affected areas	\$ 600.00	400

Total Parts &amp; Labour of estimate for damaged vehicle

\$ 2,795.00

Total amount in Lump Sum Basis for repaired vehicle

\$ -

SDLS:

not Agent  
 rule



M/s Liu's Brother Auto Engrg Wks

Lump Sum \$ 1600

3 day.

when photo after repair

8/12/17

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 dem(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	Company
Owner ID	3585C

### Vehicle Details

Vehicle No.	YN8457T
Vehicle to be Exported	No
Intended De-registration Date	05 Dec 2017
Vehicle Make	MITSUBISHI
Vehicle Model	CANTER FEB21ER4SDEB (CBU)
Primary Colour	White
Manufacturing Year	2015
Engine No.	4P10B72457
Chassis No.	FEB21EA10215
Maximum Power Output	-
Open Market Value	\$28,550.00
Original Registration Date	08 Jul 2015
First Registration Date	08 Jul 2015
Transfer Count	0
Actual ARF Paid	\$1,428.00

### Intended PARF Rebate Details

PARF Eligibility	No
PARF Eligibility Expiry Date	-
PARF Rebate Amount	\$0.00

### Intended COE Rebate Details

COE Expiry Date	07 Jul 2025
COE Category	C - Goods Vehicle & Bus
COE Period(Years)	10
QP Paid	\$50,502.00
COE Rebate Amount	\$38,324.00
<b>Total Rebate Amount</b>	<b>\$38,324.00</b>

The information contained herein is correct as at 05 Dec 2017

## **Hsiao Tong (LKKAUTO)**

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Friday, 8 December, 2017 3:42 PM  
**To:** Yong, Ivy-AV (Ivy-AV.Yong@aig.com)  
**Subject:** 1071845072SG

Your ref: **1071845072SG**  
Our Ref: CC6/LCR17023212/pb3

Dear Sirs,

### **ACCIDENT INVOLVING SLF 4729G(OI-LCR) & YN 8457T(TP) ON 22/11/2017**

We refer to the above matter.

Kindly assist to upload OI video in Merimen for our viewing.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

## Hsiao Tong (LKKAuto)

---

**From:** Wong, Justin <Justin.Wong@aig.com>  
**Sent:** Friday, 22 December, 2017 9:22 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Yong, Ivy-AV  
**Subject:** RE: 1071845072SG

On behalf of Ivy

Dear Hsiao Tong,

Please proceed to reject third-party PD claims as per BOLA scenario 24.

Thank you.

 Best Regards,

Justin Wong  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416  
[Justin.Wong@aig.com](mailto:Justin.Wong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAuto) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]  
**Sent:** Thursday, December 21, 2017 5:41 PM  
**To:** Wong, Justin  
**Cc:** Yong, Ivy-AV  
**Subject:** FW: 1071845072SG

Hi Justin,

Understand that Ivy is on leave.

Kindly assist.

*"Wishes you a Merry Christmas & Happy New Year 2018"*

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Thursday, 21 December, 2017 5:39 PM

**To:** 'Yong, Ivy-AV' <[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com)>

**Subject:** RE: 1071845072SG

Hi Ivy,

We refer to the above matter.

From our insured car video footage, it shows that third party reversed and hit onto our insured who was passing by third party.

We are intending to reject third party claim under BOLA scenario 24.

For your approval/comments please.

*"Wishes you a Merry Christmas & Happy New Year 2018"*

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Yong, Ivy-AV [<mailto:Ivy-AV.Yong@aig.com>]

**Sent:** Monday, 11 December, 2017 9:42 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: 1071845072SG

Hi Hsiao Tong

Uploaded.

Ivy Yong

AIG

Complex Claims Examiner



Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +64191637 | Fax +68357416  
[Ivy-AV.Yong@aig.com](mailto:Ivy-AV.Yong@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Friday, December 08, 2017 3:42 PM  
**To:** Yong, Ivy-AV  
**Subject:** 1071845072SG

Your ref: **1071845072SG**  
Our Ref: CC6/LCR17023212/pb3

Dear Sirs,

**ACCIDENT INVOLVING SLF 4729G(OI-LCR) & YN 8457T(TP) ON 22/11/2017**

We refer to the above matter.

Kindly assist to upload OI video in Merimen for our viewing.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 23 December, 2017 3:20 PM  
**To:** 'Susan Low'  
**Subject:** <REJECTION> Your Ref: YN 8457T \*Our Ref: CC6/LCR17023212/Upb3 [ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017]

Your Ref: YN 8457T  
Our Ref: CC6/LCR17023212/Upb3

**Without Prejudice**

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017**

We refer to the above matter.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client who reversed and hit onto our insured vehicle. BOLA scenario 24 is applicable.  
Kindly refer to our insured police report for your easy reference.

#### **Brief Details.**

On the 22/11/2017 at about 1640hrs, I was driving my vehicle, SLF4729G, in the carpark of B/53 B/541 along Jurong West St 42 to pick up my second passenger. As I was approaching the shelf was a lorry, YN8457T, parked stationary at the side of the road which suddenly reverse and side both my left front and rear door. The impact caused both my doors on the left to be seriously dan and not able to open.

I wish to state that I have an in-car camera which recorded the incident. I also wish to state that I aware and the lorry suddenly reverse. I also wish to state that I already have a passenger in the the incident happened but I did not manage to get her particular.

In view of this, we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

*"Wishes you a Merry Christmas & Happy New Year 2018"*

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

## Hsiao Tong (LKKAUTO)

**From:** Susan Low <liusbro@gmail.com>  
**Sent:** Saturday, 20 January 2018 6:21 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** Re: <REJECTION> Your Ref: YN 8457T \*Our Ref: CC6/LCR17023212/Upb3 [ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017]

We refer to your insured statement.

Kindly assist to let us have the accident photographs showing the vehicles involved and/or VVTV/In-car camera video footages of the accident, final police investigation result and/or other evidence to support your client's claim

Thank.

Best Regards,

Susan Low  
M/s Liu's Brother Auto Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 67411730 Fax: 67445746

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**To:** Susan Low <liusbro@gmail.com>  
**Sent:** Saturday, 23 December 2017, 15:19  
**Subject:** <REJECTION> Your Ref: YN 8457T \*Our Ref: CC6/LCR17023212/Upb3 [ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017]

Your Ref: YN 8457T  
Our Ref: CC6/LCR17023212/Upb3

Without Prejudice

Dear Sirs/Madam,

### ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017

We refer to the above matter.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client who reversed and hit onto our insured vehicle. BOLA scenario 24 is applicable.  
Kindly refer to our insured police report for your easy reference.

#### Brief Details.

On the 22/11/2017 at about 1640hrs, I was driving my vehicle, SLF4729G, in the carpark of B/53 B/541 along Jurong West St 42 to pick up my second passenger. As I was approaching the shelf was a lorry, YN8457T, parked stationary at the side of the road which suddenly reverse and side both my left front and rear door. The impact caused both my doors on the left to be seriously dan and not able to open.

I wish to state that I have an in-car camera which recorded the incident. I also wish to state that I aware and the lorry suddenly reverse. I also wish to state that I already have a passenger in the the incident happened but I did not manage to get her particular.

*Can I give U's vehicle  
help?*

*NOT NECESSARY AS ACCIDENT SCENARIO IS  
SUFFICIENT TO DENY T/P CLAIM.*

*1) T/P LORRY JUST PULLED OVER ALONG LEFT SIDE OF  
DRIVING WAY AND SWITCHED ON HAZARD LIGHT  
IMMEDIATELY WITHOUT ASCERTAINING TRAFFIC FLOW  
ON RIGHT RIGHT AND STARTED TO REVERSING.*

*2) 1/2 VEHICLE WAS BEHIND, NOT KNOWING THAT T/P  
HAZARD LIGHT WAS MEANT FOR REVERSING, WHILE  
DRIVING PASS ON THE RIGHT SIDE, HIT BY T/P WHO  
WAS REVERSING.*

*3) UNDER NO CIRCUMSTANCE VEHICLE SHOULD  
PROCEED WITH REVERSING IMMEDIATELY WITH HAZARD  
LIGHT WHENEVER THERE IS A VEHICLE FOLLOWING  
BEHIND. NO ONE WOULD EXPECT HIS HASTY ACT.*

In view of this, we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

*"Wishes you a Merry Christmas & Happy New Year 2018"*

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Saturday, 10 March 2018 4:04 PM  
**To:** 'Susan Low'  
**Subject:** RE: <REJECTION> Your Ref: YN 8457T \*Our Ref: CC6/LCR17023212/Upb3 [ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017]  
**Attachments:** YN 8457T vs SLF 4729G - OI VIDEO-0.mp4

Without prejudice

Hi Susan,

We attached here with a copy of video footage for your easy reference.

We are of the opinion that your client is liable for cause the accident. Your client should check before he reversed his lorry. Under BOLA scenario 24, vehicle reversing in/ out of parking lot should exercise greater caution.

We regret to inform you that we are unable to look into your client claim.

*Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.*

"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](mailto:chewht@lkkauto.com) | fax: 6741-4168

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

**From:** Susan Low [mailto:[liusbro@gmail.com](mailto:liusbro@gmail.com)]  
**Sent:** Saturday, 20 January 2018 6:21 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Re: <REJECTION> Your Ref: YN 8457T \*Our Ref: CC6/LCR17023212/Upb3 [ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017]

We refer to your insured statement.

Kindly assist to let us have the accident photographs showing the vehicles involved and/or VVTV/In-car camera video footages of the accident, final police investigation result and/or other evidence to support your client's claim

Thank.

Best Regards,

Susan Low  
M/s Liu's Brother Auto Workshop  
No. 1 Kaki Bukit Avenue 6 #01-01  
AutoBay @ Kaki Bukit  
Singapore 417883  
Tel: 67411730 Fax: 67445746

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**To:** Susan Low <[liusbro@ymail.com](mailto:liusbro@ymail.com)>  
**Sent:** Saturday, 23 December 2017, 15:19  
**Subject:** <REJECTION> Your Ref: YN 8457T \*Our Ref: CC6/LCR17023212/Upb3 [ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017]

Your Ref: **YN 8457T** **Without Prejudice**  
Our Ref: CC6/LCR17023212/Upb3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SLF 4729G(AIG) & YN 8457T ON 22/11/2017**

We refer to the above matter.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client who reversed and hit onto our insured vehicle. BOLA scenario 24 is applicable.  
Kindly refer to our insured police report for your easy reference.

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**Brief Details.**

On the 22/11/2017 at about 1640hrs, I was driving my vehicle, SLF4729G, in the carpark of B/53 B/541 along Jurong West St 42 to pick up my second passenger. As I was approaching the shelt was a lorry, YN8457T, parked stationary at the side of the road which suddenly reverse and side both my left front and rear door. The impact caused both my doors on the left to be seriously dan and not able to open.

I wish to state that I have an in-car camera which recorded the incident. I also wish to state that I aware and the lorry suddenly reverse. I also wish to state that I already have a passenger in the the incident happened but I did not manage to get her particular.

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In view of this, we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

*Wishes you a Merry Christmas & Happy New Year 2018!*

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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





### ...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	06 Dec 2017 <a href="#">Edit Reg</a>		08 Dec 2017 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$1,600.00</b> <a href="#">Edit Estimates</a>	<b>S\$1,600.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

<b>Main</b>	<b>Reference</b>	<b>Claim Details</b>	<b>Documents</b>	<a href="#">Show All</a>
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**CLAIM SUBFOLDER DETAILS** [Created by adjuster]

Insured:	LCRF PTE LTD, Co. Reg. No.: 201624597K		
Main Claimant:	STVE PTE LTD, Co. Reg. No.: 198703585C		
Vehicle Reg. No.:	YN8457T	Date of Loss:	22/11/2017 16:00 - :59
Claim Type:	TP / 1071845072SG	Policy/Cover Note No.:	0999995041
Vehicle Reg. No. (Insured):	SLF4729G	Policy No. (Claimant):	D-17087422MFCV
	Excess:		
Repairer:	Liu's Brother Auto Engineering Workshop (HQ) BLK 1 KAKI BUKIT AVE 6, #01-01 AUTO BAY @ KAKI BUKIT, 417883 Kaki Bukit - Tel:		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Yong, Ivy-AV] Ivy-VA.Yong@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 MARCUS CHUA] ... [Final Rpt due 15/12/2017]		

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

There are no mail for this case.

**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

**\*YN8457T (1071845072SG)**  
**[SLF4729G]**

**TP**

**STVE PTE LTD**

**Nov 22 2017 4:00PM**

**[LCRF PTE LTD]**

**Liu's Brother Auto Engineering Workshop**

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Video															1 per page		<input checked="" type="checkbox"/>			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	11/12/17 09:44	Video - Accident													Load MP4					
Assessment Reports															1 per page		<input checked="" type="checkbox"/>			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	07/12/17 11:04	Accident Statement From: SC - Reg. No: SLF4729G, Claimant: LCRF PTE LTD													Load HTM					
Photos/Images															3 per page		<input checked="" type="checkbox"/>			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
2	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
3	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
4	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
5	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
6	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
7	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
8	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
9	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
10	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
11	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
12	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
13	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
14	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
15	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
16	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
17	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
18	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
19	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
20	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
21	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
22	08/12/17 18:03	General View													Load JPG	<input checked="" type="checkbox"/>				
23	08/12/17 18:03	Odometer Reading													Load JPG	<input checked="" type="checkbox"/>				
24	08/12/17 18:03	Chassis Number													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	06/12/17 18:06	TP GIA REPORT													Load PDF					
2	11/12/17 18:57	TP ESTIMATE- MARKED													Load PDF					

3	23/12/17 15:20	Email from AIG dd 221217		Load PDF	
4	23/12/17 15:20	Email to TP_REJECT dd 231217		Load PDF	

## Documents Checklist

### DOCUMENTS CHECKLIST

[Reset](#)[Save](#)[Print](#)

There are no document checklists configured.

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

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v

Show Remarks To: ☐ Handling Insurer

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

## 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: CC6/LCR17023212/UPB3Q2

Date: 20/03/2018

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999995041  
 Claimant Vehicle No: YN8457T Insured Vehicle No: SLF4729G  
 Date of Loss: 22/11/2017 Nature of Claim: TP Claim No: 1071845072SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: YN8457T  
 Make & Model: MITSUBISHI CANTER, 3.0 D FEB21ER4SDEB (CBU) (M) Engine No: 4P10B72457  
 Reg. Date: 08/07/2015 (Man. Year: 2015) Chassis No: FEB21EA10215  
 Colour: White Odometer: 100762 km  
 Engine Capacity: 2998 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

## CONDITION OF TYRES

Front Tyre Size: 195/85 R15 Rear Tyre Size: 195/85 R15 (D)  
 Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6/6 mm  
 Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6/6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,245.00	1,000.00	245.00	19.68
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,550.00	1,020.00	530.00	34.19
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>2,795.00</b>	<b>2,020.00</b>	<b>775.00</b>	<b>27.73</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>1,600.00</b>		
<b>Nett Amount (S\$)</b>	<b>2,795.00</b>	<b>1,600.00</b>	<b>1,195.00</b>	<b>42.75</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

## INSPECTION

Date of Assignment: 08/12/2017  
 Date Inspected: 08/12/2017 Inspected At: Liu's Brother Auto Engineering Workshop (HQ)  
 BLK 1 KAKI BUKIT AVE 6, #01-01 AUTO BAY @ KAKI BUKIT  
 Singapore 417883  
 Estimated Period of Repair: 3.0 days

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**Adjuster:** MARCUS CHUA**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		*REAR RH TAILGATE OUTER FIBERS PANEL	Cracked	600.00 FS	*600.00 FS
2	1		*REAR RH PILLAR OUTER FIBERS	Cracked	400.00 FS	*400.00 FS
3	1		*REAR RH TAIL LAMP (CRACKED)	Not Consistent With The Impact	245.00 F	*- F
					<b>Total Parts (S\$)</b>	<b>1,245.00    1,000.00</b>

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	REMOVE AND REFIX REAR TAILGATE COMPONENTS & WIPER MECHANISM	New	120.00	0.00
2	TO CHECK ALL WIRING & ELECTRICAL COMPONENT FOR PROPER FUNCTION	New	30.00	20.00
3	LABOR FOR PANEL BEATING ,CUT,WELD ,STRAIGHTEN & REPLACING PARTS ETCS	New	800.00	600.00
4	TO PUTTY & SPRAY PAINTING & INCLUDING TOUCH UP PAINT ON ACCIDENT AFFECTED AREAS	New	600.00	400.00
Gross Labour Cost (\$\$)			1,550.00	1,020.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >