24 00000				7	**
*INS CASE OWN	Hai Chuan	CC 3 / LCR170 2	2/1.	// / IXX:	7
1 ING CHAR OWN	na chuan	TO STREET CO.	2555 C C	Klpa3/ IDAC:	
	1	ASSIGNN		Date / Time : 12/, 2/, Registered in Merimen: (3	
Surveyor	KALVIN	DOI:/ 2	112/17	Date / Time: 12/12/1	7
Proposition I CV	TI / Pres			Registered in Merimen:	112/17
Pre-assign / CC					
Insured Vehicle	No. SLQ 53	400	Claim No.	34055328835	G
Name of Insured			Policy No.	0999999	Va
Insured Tel No.		· · · · · · · · · · · · · · · · · · ·		- Oliverida La	4
Excess Sec II :S		HP: 9424 4257	Make / Model	THE TELLE TITLE	
Is driver the own		D.O.A: 11/12/17	Place of Accid	ent: ALONG HOUGANG I	OVE 8 TO ALE
		Nature of Accident :			
If NO, Driver N	Name / Age: NG CHONGT	Long	OI GIA REPO	RT S / NO ; TP GIA REPORT	Bs/NO
Driver T	el No.: 9424 4257	(V/L:XES)/NO)	Insured Liabili	ty: % Final? Yes/No	1
SHC 213	42	-			
INSRS:	12.00		A CONTRACTOR A		
WSP:CDGE C	(Lugary) WSP WSP	// 1	INSRS: WSP:	INSRS:	
H Tel	H Tel:	D-0	Tel:	WSP: Tel:	
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	J- NS	1100 no 15345/HIE Oct JENC 1600 2704 /HIELE 2	2 2/09/11	Non-Reporting ltr (1st):	
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20/12/17 (HT)				Notification ltr (if non-pickup):	
27/14/12 -	Olo contract	- L = 10			An/A
1,110	Cent lother -	of This email		After call lir to OIF	יל ווויא
	20 0 . 4	V OT MA CITAIT		Documentation Check List Handler	Typist
- boto				Notification ltr (if non-pickup)  After call ltr to Ol:	
JULIA IT	- Thurspe (cos	(E) called m. OI have	d private	Authorisation To Act:	
1 1	siell the ma	IE) called in OI has	1	Release Voucher:	
41111				Final Repair Bill:	
7110 -	- CANIMI -40 MIG	n: TI' K OI pravde si	ette.	Car Rental Invoice:	
4110	Sto Micho	AN MUAN IN OLUM	(15)	Towing Invoice	
-110	- Tralled Th	resi buran to cluse (	191	LTA/GIA:	
	Alla	Luna JAHANNER ANI	d' te Clain	PIR:	
4 1/15	- Email to AIC	n ac above. Huizhi	um.	Mandate/Reject Instruction:	
0.114	INMHICTEN TO V	neid.		LOD	
87:118	- Reachemin the	im Harchua: PU subr	nil man	Payment Breakdown Form:	
PRELIMINARY AbVICE	E Date/Time:	Sent By:		Post-Repair Photos:	
ETNIA I FRATTONI		RECEIVEDO	1 FEET 2049	Others:	
FINALIZATION  Dennis Cost	Date/Time:	Confirm with:		Confirm by:	
Repair Cost. FINAL SETTLEMENT	S\$ ( Date/Time:	days) Reduction:	96	Email Call	
Final Liability:		Confirm with		Email Call	
Repair Cost:	S\$ (Agreed	I / A selsed) BOLA S/N No.: 27		If NO or B 28, Ass. Lia:	
loss of Rental (LOR):	S\$ (	days)		COURT OF SHEET	
Loss of Use (LOU):	SS (S x			08110	
Loss of Income (LOI):	5\$ (\$ x	C 1000		01118	
OR only LOU only		LOR + LOI [Tick only one]			
GIA/LTA Search	SS				
Medical: Disbursement:	S\$	On the second of the second		1) Claim status: Normal/Reject/Priva	te Settle
Legal Cost	S\$	(e.g. Tow/ Independent	)	2) Report Format:	m.
Fotal:	SS	Global Sum SS:		3) Survey fee: \$250 4.	PN
FINAL PAYMENT	Date/Time:	Confirm with:		Email Call	
rayee 1:	5\$	Name 1:			
'nyee 2: (Strike if N.A.)	8\$	Name 2:	6)	11/2	
tayoe 3: (Strike if N.A.)	S\$	Name 3:			

Kalvin



## 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 Inte	rnationale Des Experts En Auton	
AIG /	ASIA PACIFIC INS	URANCE PTE LTD	Ref : CC3/LCR1702	3661/K1pa3
78 SI	HENTON WAY #08	8-16 NGAPORE 079120	Date: 13-12-2017	
W1.10.11	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Code: LCR	
1.		Policy Particu	ulars :- THIRD PARTY CLA	IM
	Insured Veh.	SLQ 5340D	Veh. Inspected	SHC 2134Z
	Policy No.		Coverage (\$)	0.00
	Claim No.		Excess (\$)	0.00
	Assign From		Assign Date	13/12/2017
2.	2 7 7	Vehicle	Particulars & Condition	
	Make & Model		c.c	0
	Engine No.	HIDDEN	Year of Reg.	
	Chassis No.		Colour	
	Odometer		Steering	
	Brakes		Modification	
	General			
3.		C	onditions 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.	A LANGE	Des	cription of Damages	THE PERMIT
5.		G	eneral Information	
	Accident Pate	11/12/2017	Inspection Date	12/12/2017
	Survey held at	COMFORTDELGRO ENG		
	ourrey neid at	59 LOYANG DRIVE SINGAPORE 508969		
_			Remarks	

## 14 OMFORTDELGRO ENGINEERING

COMFORTURE /

key u fexi

Date/Time: 12.12.2017 13:53

Page : 1

am:	TN	APC	Repair	TP/(	11.8011
CHILL	2.01	THIN	Trans-	40 17	-110013

JOB CARD Sales Order: 3789474

JC NO.305097201

TOMER COMFORT TRANSPORTATION PTE LTD AS. 7010045 TOMER NO. 383 SIN MING DRIVE RESS ' Singapore SINGAPORE 575717

65508755 (FI)

(P) OUNT CARD NO. (O)

REGN NO. SHC2134Z MILEAGE FUEL HYUNDAI MODEL SONATA 11 YR OF MANU 4. 2011 TARGET DATE

CHASSIS CODE KMHET41VMBA810204

COMPLETION DATE/TIME:

JOB DESCRIPTION

ccident Date: 11.12.2017 ATURE: 3P 11.12.2017

00010

of Service Advisor

returned to Service Reception upon collection

LABOR CODE

23-01

DESCRIPTION TOWING FEE

Date

CKED & PASSED OUT BY:				
SERVICE ADVISOR		cus	TOMER'S SIGNATURE	
wledgement Slip	Exit Pass			
SHC2134Z LKE/KALVIN	Vehicle No.:	SHC2134Z		

Name of Service Advisor

To be kept by Security Guard

Signature/Date

## . COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE\*

VEHICLE NO: SHC 2134Z

MAKE

MODEL : HYUNDAI SONATA

DATE 12/12/2017 14:15

AIG

Qty	Parts Description/ Labour	Type	Un	it Price		Amount
	Boot Lid				S	1,349.50
	Boot Lid Rubber ×				S	110.90
	Boot Lid Lock Upper ×				5	132.10
	Boot Lid Lock Lower ≻				S	30.30
	Boot Lid Sonata Plate				S	43.60
	Boot Lid Hyundai Plate -				5	24.20
	Boot Lid 'H' Emblem /				S	26.10
	Boot Lid CRDI Plate				S	22.70
	Boot Lid Lamp (LH/RH) LHV RHY		\$	230.20	S	460.40
	Boot Lid Trimboard		(**	200	S	165.40
	Boot Lid Trimboard Clips (10pcs) ✓				s	10.00
	Rear Bumper				S	578.40
	Rear Bumper Reinforcement ?				5	483.30
	Rear Bumper Clip				s	22.00
	Rear Bumper Sponge ?				S	137.40
	Rear Bumper Under Cover 2				5	185.80
	Rear Bumper Protector (LH/RH)		\$	38.00	S	76.00
	Tail Lamp (LH/RH)		s	344.00	S	688.00
	Rear Panel X 14 5 17			20,000,000	5	391.80
	Rear Panel Garnish 2				s	95.80
	SUB TOTAL				5	5,033.70
	LESS 20%				S	1,006.74
	DISCOUNTED TOTAL				s	4,026.96
	Boot Lid Comfort Logo & Tel No. Sticker				s	30.00
	Rear No.Plate				s	25.00
	Rear Bumper Reverse Sensor				\$	135.70
	Rear Bumper Advertisement Logo				\$	50.00
	Labour Charge Panel Beating Spray Painting Charge Wiring Charge	CK1	l ,		s	240.70
	Labour Charge	12/01	505 4			1
	Panel Beating	0971			\$	850.00
	Spray Painting Charge 4	5		11	\$	600.00
	Wiring Charge	ter Re	part p	4	5	59.00
	Tuff Kote	2 2 0	- 22		5	59.00
	Towing Fees ( Not be frag accompany)	nsultante he	non matifu		5	50.00
	Damana/DaCa Damana Canana Ine Repairer	of the Johnw	000		5	120.00
	*To deputy be	Probabler sprag	parting	.	3	
	TOTAL LABOUR	ENDYRCE TO CO	nerticon.		s	1,720.00
	• No Darty sur	TOTAL SERVICE	out Primatio	e" basis		
	ESTIMATÉ TOTAL	11 must b		and Company	S	5,987.66
	This is an initial estimate based on a visual inspection of the	ie above ve	hicle. The	final repair o	uant	um will
	be prepared after the vehicle is surveyed by a motor Survey					



A member of COMFORTDILLOIG

ComfortDelGro Engineering Ptc Ltd





JOE	REQUISITION FOR BREAK	DOWN / TOWING SER	RVICE
Job Requisition			
2. New SPARK	Kakis ZT	e Type: rivate axi (CTPL/CCPL) leet TK (Boon Lay)	4. Type of Towing:  Normal Tow  King Dolly  Flat Bed  Crane-up
TOTAL CONTRACTOR OF THE PARTY O	· / Yest IMme DI	e of Service: umpstart ecovery hange Tyre / Battery	Parts Replaced/Remarks:
9. Preferred Workshop:  Braddell Loyang  Sin Ming Sungel Kar		Smo	Tow - In Workshop: oky Exhaust
10. Odometer Reading :	1/4 1/2 3/4 E	11. Radio / CD Player  OK Faulty Not tested	
Job Attended			
12. Tow Truck / Recovery Van :  Name of Driver :  Vehicle No. :  Time Dispatch :  Time of Arrival :  Time Completed :	VRS DO C STD E TZ SORT YH28/14 22/15 22/10	☐ IRS ☐ OTHERS	#: Cracked X: Dented /: Scatched O: Missing Signature of Customer
Cash Invoice Details (if applicab	le)		
13. Cash Invoice No. :			
Customer Acknowledgement			
I have been advised to remove all valual cash cards, speciacles, pen, etc.     I understand that any items left behind a c. Surcharge: Towing fee will be levied if the content of the content of the content of the content of the cards are content of the con	are at my own risk and SPARK Car Care <sup>TM</sup>	will not be held liable for such	compact disk, thumbdrive, carpark coupor losses. K Car Care <sup>TM</sup> .
Date	Time	S	ignature of Customer
14. WORKSHOP			
Name of Attending Staff/Count	Date & Time of Arrival	Sinnat	ure of Attending Staff/Guard
Name of Attending Staff/Guard	Date of Time of Arrival	Oig/ idi	WORKSHOP CO

COMFORTDELGRO ENGINEERING

Jur Jo	r Job Ref No. 305097201						
ate	tate 14/12/17				59 Loy	tDelGro Engineering Pte Ltd ang Drive Singapore 50896 46 8156	
INAL	IZAT	ION FORM				PAE 90	46 6136
o	31		LKK			Fax:	
ttn	: M	lr	KALVIN AN	NG			
/ehicl	e Reg	No. S	HC2134Z	CTPL		_	11.12.17
he s	urvey	and estimate	s of the repairs of	the above-men	tioned vehicle a	re as follows:-	
	The	repair job sha	ill bill to:		AIG	-	SLQ5340D
	The finalized amount shall be:						
	(a)		s after List discoun	ít			
	(b)	Labour Cha					
	100		art-By-Part Repa	ir Cost			
	(C.)	Total for Lu	Repair (if applicable Impsum repair cos psum Repair cos	t after Less:	20%	<u> </u>	\$3,500.00 \$3,500.00
i.	We s	hall treat the	period for repairs: e above amount	as Correct an	ron- 11 0/0	there is no re	ply from you within
	We s	hall treat the	THE STATE OF THE S	as Correct and	d Confirmed if		25.   15
ko.	We s 7 wo Than	hall treat the	e above amount	as Correct and	d Confirmed if W	there is no rep	timates and
ko.	We s 7 wo Than	shall treat the rking days ok you for you ature :	e above amount	as Correct and	d Confirmed if	there is no rep e confirm the es alized amount	timates and
	We s 7 wo Than	chall treat the rking days  ok you for you ature:	ur assistance.	as Correct and	d Confirmed if W fin	there is no re e confirm the es alized amount gnature :	timates and
	We s 7 wo Than Signa	thall treat the rking days to you for you the sture:	e above amount ar assistance.	as Correct and	d Confirmed if W fin	e confirm the es alized amount gnature :	timates and
i.	We so 7 wo Than Signa Name Tel Fax	thall treat the rking days to you for you the sture:	e above amount ar assistance.  KWOK ENG 48316	as Correct and	d Confirmed if W fin	e confirm the es alized amount gnature :	timates and
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Rec. Lo	We s 7 wo Than Signin Nam Tel Fax Ffficial	thall treat the rking days  ik you for you ature:  ie : LIM I iii 6214  ii 6546  I Use Only  Item  Rate P/Day Income Paid Fees arch Fee Fees (on beh if applicable	kwok eng 48316 68156	4	Document Attached Yes or No	there is no regarded amount confirm the establishment confirm by Confirm By	I(Alini

15

## COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE\*

VEHICLE NO: SHC 2134Z :

MAKE

1Aun AlG

EL Qty	: HYUNDAI SONATA Parts Description/ Labour	Type	Unit Price	A	mount
4.7	Boot Lid   Parl			S	1,349.50
	Boot Lid Rubber × 500			\$	110.90
	Boot Lid Lock Upper × 547			S	132.10
	Boot Lid Lock Lower × 5			5	30.30
	Boot Lid Sonata Plate			5	43.60
	Boot Lid Hyundai Plate - 🛰			\$	24.20
	Boot Lid 'H' Emblem			5	26.10
	Boot Lid CRDI Plate			S	22.70
	Boot Lid Lamp (LH/RH) LH LH RHY 54		\$ 230.20	·s	460.40
	Boot Lid Trimboard ×		-	S	165.40
	Boot Lid Trimboard Clips (10pcs)			5	10.00
	Rear Bumper / LL			S	578.40
				S	483.30
	Rear Bumper Reinforcement			S	22.00
	Rear Bumper Clip			S	137.40
	Rear Bumper Sponge			S	185.80
	Rear Bumper Under Cover		\$ 38.00	CITE	76.00
	Rear Bumper Protector (LH/RH)		\$ 344.00		688.00
	Tail Lamp (LH/RH)		344.00	S	391.80
	Rear Panel XH			S	95.80
	Rear Panel Garnish V 🗸			3	93.00
	SUB TOTAL			s	5,033.70
	LESS 20%			\$	1,006.74
	DISCOUNTED TOTAL			\$	4,026.96
	Boot Lid Comfort Logo & Tel No. Sticker			S	30.00
	Rear No.Plate			5	25.00
	Rear No.Plate  Rear Bumper Reverse Sensor			S	135.70
	Rear Bumper Advertisement Logo		egar p LL	S	50.00
	Ke han 1	KK		s	240.70
	1 12	112/0	1505 60	3	240.70
	Labour Charge	Dazi			600
	Panel Beating	4/ *		S	850.00
	Spray Painting Charge	15	0 - 4	S	600.00
	Wiring Charge	Aler R	efait p	5	50.00
	Tuff Kote			\$	59.00
	Towing Fees ( Not be from aciding scene)	-		\$	50.00
	Remove/Refix Reverse Sensor the Page		notify	5	120.00
	* To Arri in		Tro		
	TOTAL LABOUR		The day of the say	S	1,720.00
	• These are	Sines Au	The second second		
	ESTIMATE TOTAL	I Tholsen	Town	S	5,987.66
	1 6 4 6	to him azon	Community and		
	This is an initial estimate based on a visual inspection of	he above	vehicle. The final repair	quan	tum will
	be prepared after the vehicle is surveyed by a motor Surve				

#### Hsiao Tong (LKKAuto)

From:

Hsiao Tong (LKKAuto)

Sent:

Thursday, 4 January, 2018 8:48 AM

To:

'hai-chuan.ng@aig.com'

Subject:

Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT

INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017]

Your Ref: 3405532883SG

Our Ref: CC3/LCR17023661/K1pa3

Dear Sirs.

#### ACCIDENT INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017

We refer to the above matter.

We were informed by third party repairer(CDGE) that OI had private settle the matter with them.

In view of this, we will proceed to close file and submit our survey report to your good office.

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: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

#### Hsiao Tong (LKKAuto)

From:

Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Sent:

Monday, 8 January 2018 9:09 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT

INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017]

Hi Hsiao Tong,

We have resolved the matter directly with Comfort.

Please close file and submit your invoice in Merimen.

Thank you.

Regards,

#### Ng Hai Chuan

AIG

Senior Complex Claims Examiner Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994| Fax +68357416

Hai-Chuan.Ng@aig.com | www.aig.com.sg

#### IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or 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 AIG for any loss or damage arising in any way from its use.

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

Sent: Thursday, January 04, 2018 4:43 PM

To: Ng, Hai-Chuan

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI)

& SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Contents noted.

"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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ng, Hai-Chuan [mailto:Hai-Chuan.Ng@aig.com]

Sent: Thursday, 4 January, 2018 4:02 PM

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

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Please hold first.

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

Sent: Thursday, January 04, 2018 3:49 PM

To: Ng, Hai-Chuan

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI)

& SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Further to our below email.

Third party repairer just called in and informed us that the private settlement failed. OI asked them to submit claim against insurance.

In view of the above, we will deal with third party repairer for direct settlement.

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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 4 January, 2018 10:57 AM
To: 'Ng, Hai-Chuan' < Hai-Chuan.Ng@aig.com >

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 (ACCIDENT INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Yes. Our survey fee \$250.00(before GST).

"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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ng, Hai-Chuan [mailto:Hai-Chuan.Ng@aig.com]

Sent: Thursday, 4 January, 2018 10:53 AM

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

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 (ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Any bill for this case?

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

Sent: Thursday, January 04, 2018 8:48 AM

To: Ng, Hai-Chuan

Subject: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Your Ref: 3405532883SG

Our Ref: CC3/LCR17023661/K1pa3

Dear Sirs,

#### ACCIDENT INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017

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We were informed by third party repairer (CDGE) that OI had private settle the matter with them.

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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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

#### IMPORTANT NOTICE:

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#### Hsiao Tong (LKKAuto)

From:

Hsiao Tong (LKKAuto)

Sent:

Monday, 8 January 2018 11:08 AM

To:

'Ng, Hai-Chuan'

Subject:

RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT

INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Contents noted.

We will proceed to close file and submit invoice thru Merimen.

"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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ng, Hai-Chuan [mailto:Hai-Chuan.Ng@aig.com]

Sent: Monday, 8 January 2018 9:09 AM

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

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Hi Hsiao Tong,

We have resolved the matter directly with Comfort.

Please close file and submit your invoice in Merimen.

Thank you.

Regards,

Ng Hai Chuan

AIG

Senior Complex Claims Examiner Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65)6419 1994| Fax +68357416

Hai-Chuan.Ng@aig.com | www.aig.com.sg

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

Sent: Thursday, January 04, 2018 4:43 PM

To: Ng, Hai-Chuan

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI)

& SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Contents noted.

"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: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ng, Hai-Chuan [mailto:Hai-Chuan.Ng@aig.com]

Sent: Thursday, 4 January, 2018 4:02 PM

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

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Please hold first.

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

Sent: Thursday, January 04, 2018 3:49 PM

To: Ng, Hai-Chuan

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI)

& SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Further to our below email.

Third party repairer just called in and informed us that the private settlement failed. OI asked them to submit claim against insurance.

In view of the above, we will deal with third party repairer for direct settlement.

#### 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: <u>chewht@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 4 January, 2018 10:57 AM
To: 'Ng, Hai-Chuan' < Hai-Chuan Ng@aig.com >

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Hi Mr Ng.

Yes. Our survey fee \$250.00(before GST).

"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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ng, Hai-Chuan [mailto:Hai-Chuan.Ng@aig.com]

Sent: Thursday, 4 January, 2018 10:53 AM

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

Subject: RE: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Any bill for this case?

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

Sent: Thursday, January 04, 2018 8:48 AM

To: Ng, Hai-Chuan

Subject: Your Ref: 3405532883SG \*Our Ref: CC3/LCR17023661/K1pa3 [ACCIDENT INVOLVING SLQ 5340D(OI) &

SHC 2134Z(TP) ON 11/12/2017]

Your Ref: 3405532883SG

Our Ref: CC3/LCR17023661/K1pa3

Dear Sirs,

#### ACCIDENT INVOLVING SLQ 5340D(OI) & SHC 2134Z(TP) ON 11/12/2017

We refer to the above matter.

We were informed by third party repairer(CDGE) that OI had private settle the matter with them.

In view of this, we will proceed to close file and submit our survey report to your good office.

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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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#### Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 27 December, 2017 5:10 PM

To: 'Eileen, May Hwee Yap'

Subject: ACCIDENT INVOLVING SLQ 5340D(AIG) & SHC 2134Z ON 11/12/2017

Your Ref: SLQ 5340D

Our Ref: CC3/LCR17023661/K1pa3

Dear Sirs/Madam,

#### ACCIDENT INVOLVING SLQ 5340D(AIG) & SHC 2134Z ON 11/12/2017

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 2134Z against your insurance policy.

Based on the information on hand, we are of the opinion that liability is not in our favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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

Please call us if you have further queries.

"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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933) Merimen e-Claims

# ...CLAIM SUBFOLDER...(Pending for Survey Report) Revoked / No settlement

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status		
Main	13 Dec 2017 Edit Reg		12 Dec 2017 00:00 Edit Adj Rpt	S\$3,500.00 Edit Estimates	\$\$3,500.00 View Rpt		Pending for Survey Report Cancel Case		
	Main	Refere	ence	Claim Details	D	ocuments	Show All		
CLAIM SI	BFOLDER DET	ILS				[Created by ad	juster]		
Insured:		LION CITY R	ENTALS PTE LTD	, Co. Reg. No.: 201	504621K				
Main Claim	ant:	COMFORT TO	RANSPORTATION	PTE LTD, Co. Reg	. No.: 199303821	R			
Vehicle Re	g, Na.;	SHC2134Z	SHC2134Z		Date of Loss: 11/		11/12/2017 17:00 - :59		
Claim Type	11	TP / 34055328835G		Policy/Cover	Policy/Cover Note No.:		0999995072		
Vehicle Re	g. No. (Insured):	SLQ5340D		Policy No. (C	Policy No. (Claimant): M		4COM0016		
				Excess:					
Repairer:		ComfortDelG	iro Engineering P	te Ltd (Loyang) 59	Loyang Drive, 508	969 Loyang - Tel:	6214 8300		
Handling I	nsurer:	AIG Asia Pac Chuan.Ng@ai		e. Ltd. (Express) -	Tel: 65-6419-3000	[Handled by M	ig, Hai-Chuan] Hai-		
Claimant's	Insurer:	India Intern	ational Insurance	e Pte Ltd (HQ) - Tel	: 63476100				
Adjuster:		Rpt due 22		(HQ) - Tel: 6256-3	561 [Handled by	KALVIN ANG W	EI KUN ] [Final		
ASSOCIA	TED MAIL RECE	IVED				View All	Compose Case Mail		
There are	no mail for this ca	se.							
ALL ASS	OCIATED TASKS	E		Vie	w All   Search To	asks   Create Ne	w Task   Complete		
						The second second second	Contract to the second second		

Merimen e-Claims Page 1 of 2

#### Claim Documents

\*SHC2134Z (3405532883SG) [SLQ5340D] COMFORT TRANSPORTATION PTE LTD Dec 11 2017 5:00PM [LION CITY RENTALS PTE LTD] ComfortDelGro Engineering Pte Ltd

Ass	essment Reports		1 pe	r page 🔍	V
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	14/12/17 12:00	Accident Statement From: SC - Reg. No: SLQ5340D, Claimant: LION CITY RENTALS FTE LTD	0	Load HTM	
Pho	tos/Images		3 pe	r page 🔍	V
Nο	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	13/12/17 17:21	General View	0	Load JPG	$\mathbf{Z}$
2	13/12/17 17:21	General View	0	Load JPG	$\overline{\mathbf{v}}$
3	13/12/17 17:21	General View	0	Load JPG	☑
4	13/12/17 17:21	General View	0	Load JPG	✓
5	13/12/17 17:21	General View	0	Load JPG	Z
6	13/12/17 17:21	General View	0	Load JPG	V
7	13/12/17 17:21	General View	0	Load JPG	V
8	13/12/17 17:21	General View	0	Load JPG	$\square$
9	13/12/17 17:21	General View	0	Load JPG	V
10	13/12/17 17:21	General View	0	Load JPG	V
11	13/12/17 17:21	General View	0	Load JPG	₹
12	13/12/17 17:21	General View	0	Load JPG	V
13	13/12/17 17:21	General View	0	Load JPG	3
14	13/12/17 17:21	General View	0	Load JPG	₩.
15	13/12/17 17:21	General View	0	Load JPG	V
16	13/12/17 17:21	General View	0	Load JPG	$\mathbf{Z}$
17	13/12/17 17:21	General View	0	Load JPG	V
18	13/12/17 17:21	General View	0	Load JPG	₽.
19	13/12/17 17:21	General View	0	Load JPG	~
20	13/12/17 17:21	General View	0	Load JPG	<b>V</b>
21	13/12/17 17:21	General View	0	Load JPG	V
22	13/12/17 17:21	General View	0	Load JPG	<b>W</b>
23	13/12/17 17:21	General View	0	Load JPG	☑
24	13/12/17 17:21	General View	0	Load JPG	V
25	13/12/17 17:21	General View	6	Load JPG	5
26	13/12/17 17:21	General View	0	Load JPG	N.
27	13/12/17 17:48	Reinspection Photo	0	Load JPG	$\overline{\mathbf{v}}$
28	13/12/17 17:48	Reinspection Photo	0	Load JPG	<b>V</b>
29	13/12/17 17:48	Reinspection Photo	0	Load JPG	<b>W</b>
30	14/12/17 17:03	Reinspection Photo	0	Load JPG	52
31	14/12/17 17:03	Reinspection Photo	0	Load JPG	V

Merimen e-Claims Page 2 of 2

32	14/12/17 17:03	Reinspection Photo	0	Load JPG	8
33	14/12/17 17:03	Reinspection Photo	0	Load JPG	$\overline{\mathbf{Z}}$
Doc	imentation		1 pe	r page 🔻	V
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	13/12/17 15:21	TP GIA REPORT	0	Load PDF	
2	13/12/17 15:21	TP ESTIMATE- MARKED + TOWING	0	Load PDF	
3	04/01/18 08:48	Email to AIG dd 040118	0	Load PDF	
4	04/01/18 15:52	Email to AIG dd 040118	0	Load PDF	
5	08/01/18 11:59	Email from AIG dd 080118	0	Load PDF	
6	12/01/18 09:00	LETTER TO OI	0	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. 199607198R)

51 Ubi Ave 1 #01-25, Pava 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/LCR17023661/K1PA3Q2

Date:

12/01/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

0999995072

Claimant Vehicle SHC2134Z No:

Insured Vehicle No:

SLQ5340D

Date of Loss:

11/12/2017

Nature of Claim:

TP

Claim No: 3405532883SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:

SHC2134Z

Make & Model:

HYUNDAI SONATA NF. 2.0 2.0 CRDI AT ABS 2WD 4DR

Engine No: D4EAA929641

Odometer: 328494 km

TURBO (A)

Chassis No:

KMHET41VMBA810204

Reg. Date: Colour:

Engine Capacity:

1991 cc

Market Value/New Car

Price:

N/A

Sum Insured (S\$):

Market Value/New Car Price

30/04/2011 (Man. Year: 2011)

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:

Steering (Serviceable):

Yes Engine Modification:

Footbrake (Serviceable):

Pre-accident Condition:

Yes

Handbrake (Serviceable): CONDITION OF TYRES

Front Tyre Size:

215/60 R16

Rear Tyre Size:

215/60 R16

Front Left Side:

Maxxis 7 mm

Rear Left Side:

Maxxis 7 mm

Front Right Side:

Maxxis 7 mm

Rear Right Side:

Maxxis 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,267.66	3,176.66	1,091.00	25.56
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,720.00	1,200.00	520.00	30.23
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	5,987.66	4,376.66	1,611.00	26.91
Approved Total (Overridden) (S\$)		3,500.00		
(S\$)	5,987.66	3,500.00	2,487.66	41.55
+ GST 7.00/7.00% (S\$)	419.14	245.00	174.14	41.55
Nett Amount (S\$)	6,406.80	3,745.00	2,661.80	41.55
Global Sum S	Settlement (S\$)	0.00		

INSPECTION

Date of Assignment:

12/12/2017

Date Inspected:

12/12/2017 Inspected At:

ComfortDelGro Engineering Pte Ltd.

(Loyang)

Adjuster Report Page 2 of 4

59 Loyang Drive Singapore 508969

Estimated Period of Repair:

4.0 days

Adjuster: KALVIN ANG WEI KUN 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.

Adjuster Report Page 3 of 4

## REPAIR DETAILS

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BOOT LID	Dented	1,349.50 FL	*1,349.50 FL
2	1		*BOOT LID RUBBER	Serviceable	110.90 FL	*-FL
3	1		*BOOT LID LOCK UPPER	Serviceable	132.10 FL	*-FL
4	1		*BOOT LID LOCK LOWER	Serviceable	30.30 FL	*-FL
5	1		*BOOT LID SONATA PLATE	Necessary	43.60 FL	*43.60 FL
6	1		*BOOT LID HYUNDAI PLATE	Necessary	24.20 FL	*24.20 FL
7	1		*BOOT LID H EMBLEM	Necessary	26.10 FL	*26.10 FL
8	1		*BOOT LID CRDI PLATE	Necessary	22.70 FL	*22.70FL
9	1		*BOOT LID LAMP (LH/RH)	N/S Cracked / O/S Serviceable	460.40 FL	*230.20 FL
10	1		*BOOT LID TRIMBOARD	Serviceable	165.40 FL	*-FL
11	10		*BOOT LID TRIMBOARD CLIPS	Not Necessary	10.00 FL	*-FL
12	1		*REAR BUMPER	Deformed	578.40 FL	*578.40 FL
13	1		*REAR BUMPER REINFORCEMENT	Cracked	483.30 FL	*483.30 FL
14	1		*REAR BUMPER CLIP	Necessary	22.00 FL	*22.00 FL
15	1		*REAR BUMPER SPONGE	Torn	137.40 FL	*137.40 FL
16	1		*REAR BUMPER UNDER COVER	Serviceable	185.80 FL	*-FL
17	2		*REAR BUMPER PROTECTOR (LH/RH)	Repair	76.00 FL	*-FL
18	2		*TAIL LAMP (LH/RH)	Cracked	688.00 FL	*688.00 FL
19	1		*REAR PANEL	Repair	391.80 FL	*-FL
20	1		*REAR PANEL GARNISH	Cracked	95.80 FL	*95.80 FL
21	1		*BOOT LID COMFORT LOGO & TEL NO.STICKER	Necessary 30.00		*30.00 FS
22	1		*REAR NO.PLATE	Serviceable	25.00 FS	*-FS
23	1		*REAR BUMPER REVERSE SENSOR	Shorted	135.70 FS	*135.70 FS
24	1		*REAR BUMPER ADVERTISEMENT LOGO	Necessary	50.00 FS	*50.00 FS
F=Franchise part. S=SpcNett. L=ListItemDisc.  Sub Total (S\$) - List Item Discount on L Items 20.00/20.00% (S\$)				<b>5,274.40</b> 1,006.74	3,916.90 740.24	
				Total Parts (S\$)	4,267.66	3,176.66

Report was unsubmitted during this print-out.

Adjuster Report Page 4 of 4

### Recommended Miscellaneous Items

There are no new miscellaneous items selected.

### Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Lab	our Items			
1	PANEL BEATING	New	850.00	600.00
2	SPRAY PAINTING CHARGE	New	600.00	540.00
3	WIRING CHARGE	New	50.00	20.00
4	TUFF KOTE	New	50.00	20.00
5	TOWING FEES	New	50.00	0.00
6 REM	REMOVE/REFIX REVERSE SENSOR	New	120.00	20.00
		Gross Labour Cost (S\$)	1,720.00	1,200.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >