

15/0/2019

INS. CASE OWNER:

CC 4/AIG1702

4525, K 803

LKK:

IDAC:

Surveyor:

KEMARU

DOI:

20/1/18

Date / Time:

20/1/18

Registered in Merimen:

20/1/18

Pre-assign / CCU / FTE

Insured Vehicle No.:

SDE 82970

Claim No.:

206872664354

Name of Insured:

WOK HORMA GEE

Policy No.:

Insured Tel No.:

HP:

97055864

Make / Model:

VOLVO

Excess Sec II :S\$

D.O.A.:

20/1/18

Place of Accident:

ORCHARD TMS & RBS ANSAH

Is driver the owner?

(YES) / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

%

Final ? Yes / No

SKE 44682

INSRS:

WSP:

Tel:

Liability:

RMKS:

City Auto



INSRS:

WSP:

Tel:

Liability:

RMKS:

Mandy 9770-4368
6264-7137

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

DATE / PIC

20/1/18

SKE 44682-X

SDE 82970-X

STAGE

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

9-1-18

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:

3-1-18

12 NOON

NO ANSWER.

4-1-18

4:02 PM

NO ANSWER.

9-1-18

2:26

OI NO ANSWER

13-1-18

OI EMAILED - DISPUTED 50%

IF CLAIM @ VOLVO

MANDY 97704368

26-6-18

w/ MRS QUAK OF CITY AUTO,
THEY WILL WITHDRAW CLAIM.

RECEIVED 05 JUL 2018

PRELIMINARY ADVICE Date/Time:

Sent By:

REALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Liability:

%

(Agreed / Assessed)

BOLA S/N No.:

NIL

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

of Rental (LOR):

S\$

(

days)

of Use (LOU):

S\$

(\$

x

days)

of Income (LOI):

S\$

(\$

x

days)

only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

A/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Fee 1:

S\$

Name 1:

Fee 2: (Strike if N.A.)

S\$

Name 2:

Fee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

#320

3) Survey fee:

COPY SENT

WP-TP WITHDRAW
CLAIM



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

AIG Asia Pacific Insurance Pte. Ltd.

Chartis Building

78 Shenton Way #07-16 239058

Singapore 079120

Attention : Motor Claim Department

Contact : 18004193000 Fax No. : 68357416

Estimate : ES004956

Date : 26/12/2017

Vehicle Num. : SKK 4468U

Make/Model : Nissan Almera

Chassis/Eng# : MNTBBAN17Z0000515

Accident Date : 25/12/2017

Claim No. : TP AIG

Reference : -

Policy No. : 5092405649

*Not withaw
Penny after 1 day*

S/N Quantity Particular

Unit Price Amount S\$

LABOUR :

*To repair and respray front bumper

3201
350.00

Labour Total S\$:

350.00

LKK Auto Consultants hence notify
the Repairer of the following:

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

Acknowledged by Repairer:

Signature:

Date:

E. & O.E.

Total S\$:

350.00

=====

for CITY AUTO PTE LTD



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC4/AIG17024535/Kjb3

09 JANUARY 2018

LOK HORNG GEE
1 St. Michael's Road
#23-01
SINGAPORE 328006

Dear Sir,

ACCIDENT INVOLVING SDE8397D AND SKK 4468U ON 25/12/2017

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.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

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 20/01/2018, 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 note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,


Joy Irene
Case Handler
DID: 6749 5792
FAX: 6741 4108
Email: joyirene@lkkauto.com

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

Joy Irene (LKKAuto)

From: city auto <cityauto@singnet.com.sg>
Sent: Tuesday, 26 June 2018 12:52 PM
To: Joy Irene (LKKAuto)
Subject: RE: Liability for SKK4468U Your ref: SDE8397D Our ref: SKK4468U D.O.A: 25/12/2017 *****LKK REF:CC4/AIG17024535/Kjb3

Dear Irene,

As spoken, since 50/50 case, shall we withdraw the claim and repair by their own.
Kindly revert.

Best Regards,

Mrs. Quak
City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate
#01-58/60/62 Singapore 575643
Tel: +65-6453 1235 (6 Line)
Fax: +65-6453 7944
Email: cityauto@singnet.com.sg

From: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Sent: Tuesday, June 26, 2018 11:46 AM
To: City Auto <cityauto@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: Liability for SKK4468U Your ref: SDE8397D Our ref: SKK4468U D.O.A: 25/12/2017 *****LKK REF:CC4/AIG17024535/Kjb3

WITHOUT PREJUDICE

Dear Mrs. Quak,

As spoken earlier, re –sending our insured's statement.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Joy Irene (LKKAuto)
Sent: Wednesday, 10 January 2018 10:59 AM
To: 'City Auto' <cityauto@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Tuesday, 3 July 2018 1:23 PM
To: Lee, Ming-Yao
Cc: Admin A; CS A Team
Subject: RE: Our Ref : 2668136643SG-003 | Accident Involving SDE8397D & SKK4458U on 25 December 2017 ****LKK REF:CC4/AIG17024535/KJB3

Hi George,

We would like to update you that TP repairer has withdrawn TP claim and informed us that their client would repair on his own.

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

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]
Sent: Wednesday, 31 January 2018 3:07 PM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: Our Ref : 2668136643SG-003 | Accident Involving SDE8397D & SKK4458U on 25 December 2017
****LKK REF:CC4/AIG17024535/KJB3

Hi Joy,

Noted on this. Please let us know if there are any update.

Regards,
George Lee
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

Ming-Yao.Lee@aig.com | www.aig.com.sg

From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: 31 January 2018 09:09
To: Lee, Ming-Yao
Cc: Admin A; Vivian Lau (LKKAuto)
Subject: RE: Our Ref : 2668136643SG-003 | Accident Involving SDE8397D & SKK4458U on 25 December 2017
****LKK REF:CC4/AIG17024535/KJB3

Dear George,

Status is pending finalisation of COR and update from Ms. Mandy of Volvo with regards to OI's TP claim.

The scene photos we had are those attached to OI's GIA only.

Liability is on hold as we note of OI's dispute even at 50:50.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6749-5792 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Shu Pei (LKKAuto)
Sent: Wednesday, 31 January 2018 8:44 AM
To: Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: Our Ref : 2668136643SG-003 | Accident Involving SDE8397D & SKK4458U on 25 December 2017
****LKK REF:CC4/AIG17024535/KJB3

Dear George,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Joy,

For your information and necessary action please,

To check availability of the case handler, you may contact the undersigned.

Best Regards,
Shu Pei | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]

Sent: Tuesday, 30 January 2018 6:07 PM

To: Admin A <admin-a@lkkauto.com>

Subject: Our Ref : 2668136643SG-003 | Accident Involving SDE8397D & SKK4458U on 25 December 2017

Hi LKK,

Insured is filing TP claim against third party but Insured wrote in to express unwillingness to accept 50% for this case. May I check with you latest status of TP Claim.

Besides that, please let us have any video footages or accident scene photo if any to us.

Regards,

George Lee

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

Ming-Yao.Lee@aig.com | www.aig.com.sg

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	27 Dec 2017 Edit Reg		27 Dec 2017 00:00 Edit Adj Rpt	S\$320.00 Edit Estimates	S\$320.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LOK HORNG GEE, ID: -								
Main Claimant:	LAM KAM HONG @ NG KAM HONG, ID: S0269445Z								
Vehicle Reg. No.:	SKK4468U	Date of Loss:	25/12/2017 14:00 - :59 [53 Months and 8 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 2668136643SG	Policy/Cover Note No.:	2100369213 (Comprehensive)						
Vehicle Reg. No. (Insured):	SDE8397D	Policy No. (Claimant):	5092405649						
		Excess:							
Repairer:	City Auto Pte Ltd (Sin Ming) (HQ) Block 8 Sin Ming Road #01-58/60/62 Sin Ming Est, 575643 Sin Ming - Tel: 64531235								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@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 KENNETH KONG] ... [Final Rpt due 08/01/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AIG_SG (02/01/2018): Re: Confirmation of OI vehicle number AIG_SG (28/12/2017): Confirmation of OI vehicle number 									
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

***SKK4468U (2668136643SG)**
[SDE8397D]
TP
LAM KAM HONG @ NG KAM HONG
Dec 25 2017 2:00PM
[LOK HORNG GEE]
City Auto Pte Ltd (Sin Ming)

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Assessment Reports			1 per page <input type="checkbox"/> <input checked="" type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	02/01/18 11:35	Accident Statement <small>From: SC - Reg. No: SDE8397D, Claimant: LOK HORNG GEE</small>	Load HTM	<input type="checkbox"/>
Photos/Images			3 per page <input type="checkbox"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
2	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
3	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
4	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
5	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
6	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
7	05/07/18 11:43	General View	Load JPG	<input checked="" type="checkbox"/>
8	05/07/18 11:43	Odometer Reading	Load JPG	<input checked="" type="checkbox"/>
9	05/07/18 11:43	Chassis Number	Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page <input type="checkbox"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	27/12/17 19:12	EMAIL FROM AIG DD 27122017	Load PDF	<input type="checkbox"/>
2	27/12/17 19:12	TP ESTIMATE	Load PDF	<input type="checkbox"/>
3	02/01/18 08:37	TP GIA REPORT	Load PDF	<input type="checkbox"/>
4	02/01/18 17:55	TP ESTIMATE- MARKED	Load PDF	<input type="checkbox"/>
5	03/07/18 13:47	EMAIL TO WP - WSP WITHDRAW CLAIM	Load PDF	<input type="checkbox"/>
6	03/07/18 13:48	EMAIL WITHDRAWAL FROM WSP	Load PDF	<input type="checkbox"/>
7	03/07/18 13:49	EMAIL FROM OI	Load PDF	<input type="checkbox"/>

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; margin-top: 5px;"></div>		
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>		

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: CC4/AIG17024535/KJB3Q2

Date: 06/07/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100369213
Claimant Vehicle No : SKK4468U **Insured Vehicle No :** SDE8397D
 Date of Loss: 25/12/2017 Nature of Claim: TP Claim No: 2668136643SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKK4468U**
 Make & Model: NISSAN ALMERA, 1.5 (A) Engine No: HR15920234B
 Reg. Date: 17/07/2013 (Man. Year: 2012) Chassis No: MNTBBAN17Z0000515
 Colour: Metallic Grey Odometer: 25138 km
 Engine Capacity: 1498 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: 195/55 R16 Rear Tyre Size: 195/55 R16
 Front Left Side: Falken 3 mm Rear Left Side: Falken 5 mm
 Front Right Side: Falken 3 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	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	350.00	320.00	30.00	8.57
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	350.00	320.00	30.00	8.57
+ GST 7.00/7.00% (S\$)	24.50	22.40	2.10	8.57
Nett Amount (S\$)	374.50	342.40	32.10	8.57
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 27/12/2017
 Date Inspected: 29/12/2017 Inspected At: City Auto Pte Ltd (Sin Ming) (HQ)
 Block 8 Sin Ming Road #01-58/60/62 Sin Ming Est
 Singapore 575643
 Estimated Period of Repair: 1.0 days

Adjuster: KENNETH KONG

Manager: Joy Irene Bascao

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

There are no new parts selected.

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	TO REPAIR AND RESPRAY FRONT BUMPER	New	350.00	320.00
Gross Labour Cost (\$\$)			350.00	320.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >