

km  
Chen  
Sebastian

CC3 / AIG 170 24592

f/a3 not in list  
K  
Date / Time: 27/12/17  
Registered in Mariner: 28/12/17

XXX  
IDAC

ASSIGNMENT

Surveyor:

DOI:

27/12/17

Date / Time:

27/12/17

Registered in Mariner:

28/12/17

Pre-assign / CCU / FTE



Insured Vehicle No. : 9KT 6900E

Claim No. : 396798110259

Name of Insured : SOH KIM WENG

Policy No. : 2100338301

Insured Tel No. : HP: 82828644

Make / Model :

Excess Sec II : S\$

D.O.A : 30/11/17

Place of Accident :

Is driver the owner? (YES / ☒ NO)

Nature of Accident :

If NO, Driver Name / Age :

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

Driver Tel No. :

(V/L ☒ YES / NO)

Insured Liability : %

Final ? Yes / No

SMB 1326K



INSRS:  
WSP: Smer (Woodlands)  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time		STAGE	DATE / PIC
04/01/18 (Jes)	SMB 1326K - X : 9KT 6900E - X # OI NR - SEND FIRST LETTER TO OI.	Non-Reporting 1st (1st):	12/07/2019
18-02-19	3WKE ACCIDENT REPORT IS LOADED. A LARGE OF MORE THAN A YEAR. IF OI REFUSE TO DO SO, THEN RECOMMEND TO AIR TO CLOSE FILE FOR BREACHING TERM OF POLICY.	Non-Reporting 1st (2nd):	
		Non-Reporting 1st (Final):	
		Notification 1st (if non-pickup):	
		Call OI:	
		After call 1st to OI:	24/12/19 only
15/1/19	Non-Reporting	Documentation Check List: Handler	Typist
01/08/19	1st RA -> \$254 OI GIA Report in.	Notification 1st (if non-pickup)	
	01 Just report 19/1/2019	After call 1st to OI:	
	No video - TP (SMRT)	Authorisation To Act:	
		Release Voucher:	
		Final Repair Bill:	
		Car Rental Invoice:	
25-11-19	Based on TP SCENARIO, IT IS NOT POSSIBLE TO HAVE THAT SORT OF IMPACT BUT OUR VEHICLE IS NOT SUPPOSED TO ENTER INTO BUS BAY DURING PEAK HOUR OBSTRUCTING BUS MOVEMENT.	Towing Invoice	
		LTA / GIA:	
		Medical Bill:	
		PIR:	
15/1/2020	File pass to wk to close.	Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
		LOD	<input checked="" type="checkbox"/>
		Payment Breakdown Form:	
		Post-Repair Photos:	
		Others:	

PRELIMINARY ADVICE	Date/Time:	Sent By:	
FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	S\$ 980	( 1 days) Reduction:	31 %
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	%	(Agreed / Assessed) BOLA S/N No. :	
Repair Cost:	S\$		
Loss of Rental (LOR):	S\$	( days)	
Loss of Use (LOU):	S\$	(3 x days)	
Loss of Income (LOI):	S\$	(3 x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>		[Tick only one]	
GIA/LTA Search	S\$		
Medical:	S\$		
Disbursement:	S\$		
Legal Cost	S\$	(e.g. Tow/ Independent)	
Tow:	S\$		
		Global Sum S\$:	
		Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	S\$	Name 1:	
Payee 2: (Strike if N/A.)	S\$	Name 2:	
Payee 3: (Strike if N/A.)	S\$	Name 3:	

AIG: TO REJECT TPC CLAIM  
KOL Dispute the claim allege  
TP may end their stationary  
vehicle.

1) Claim status: Normal/☒ Private Settle  
2) Report Format:  
3) Survey fee: \$320

COPY SENT  
17/1/2020

REF:

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

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

To inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

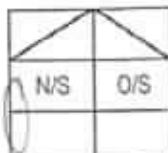
Claims No. \_\_\_\_\_

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: \_\_\_\_\_ days Res.: Yes or No

Lum Sum: \_\_\_\_\_ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Veh No: SM6 1336k Yr Regn: 28/3/2013Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: MAN 10L 320 F cc 10578Colour: Multi Colour A/C: Insured / Std / NI / NASp. Reading: 547485 T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: WMAH 2222 207001761Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Ni / S/Rim / STD A/Rim orTyre Size: F: 275/70 R22.5

R: \_\_\_\_\_

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

TOYO / YOKO or Firestone

Front: \_\_\_\_\_ Rear: \_\_\_\_\_

R/Bal. 6 mm R/Bal. 6 mmL/Bal. 6 mm L/Bal. 6 mmD.O.A. 30/11/2017 D.O.I. 29/11/2017Survey held at SMKDes. of Damages: Frt / Rear / O/S / NIS / UIC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time | Action / Instruction

CIP \$980 / Red \$431 / 31/10

Date/Time, File Pass to?

☐

Preli. Report

1)

☐

Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

) S + RS \$

) Photos

) Copies

TOTAL

Report Format :

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

Add Fee: ☐ Site Insp (\$ \_\_\_\_\_)☐ Interview (\$ \_\_\_\_\_)☐ Tech. Invs (\$ \_\_\_\_\_)☐ Weekend (\$ \_\_\_\_\_)\$2.54



# LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

AIG ASIA PACIFIC INSURANCE PTE LTD

Ref : CC3/AIG17024592/Sys3

78 SHENTON WAY #08-16  
CHARTIS BUILDING  
SINGAPORE 079120

Date : 28-12-2017



Code : AIG

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKJ 6900E	Veh. Inspected	SMB 1336K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	28/12/2017

## 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	30/11/2017	Inspection Date	27/12/2017
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		

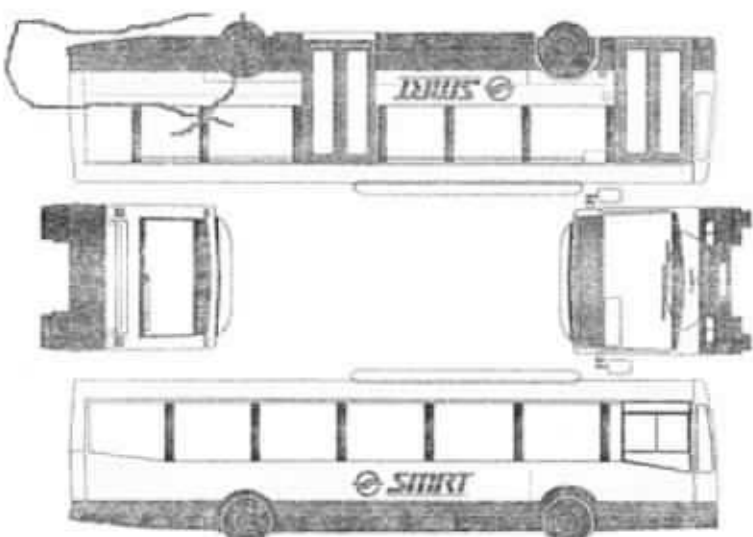
## 5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

## SMRT Accident Vehicle Repair Estimates

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

Reg. No : SMB1336K  
Ref. No : BUS/11/17/1035  
Reg. Date : 01/01/1900  
Vehicle Type : BUS -12M  
Make : MAN  
Model : MAN  
Name of Driver : Yan Chee Khean  
Type of Accident : OTHERS  
Date / Time of Accident : 30/11/2017 08:00:00 AM  
Accident Reported Date / Time : 01/12/2017 12:00:00 AM  
Surveyor is Required? : Yes  
Survey by : AIG  
Vehicle is Towed Back? : No  
Towed Back Date/Time :  
Replacement Vehicle issued? : No  
Accident Repair Job Card No :  
Special Instruction to ARC, if any :  
SMB1336K- LEFT REAR SIDE PORTION DAMAGED  
SKJ6900E(TP) RIGHT REAR SIDE DAMAGED  
Prepared Date : 01/12/2017 10:58:31 AM



Chassis No : Mileage : 0  
Work Shop : Repair Completed Date / Time :

### Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	795.00	0.00
Total Spray Painting Charges	616.00	0.00
Total Material Charges	0.00	0.00
Other Charges	0.00	0.00
<b>TOTAL</b>	<b>1,411.00</b>	<b>0.00</b>
<b>Lum Sum Total</b>	<b>1,400.00</b>	<b>0.00</b>
No. of Repair Days	2.00	0.00 1 day
Prepared / Adjusted By		
Arc / Surveyor Sing Off Date	27/12/2017 10:47:14 AM	01/01/1900 12:00:00 AM

*[Handwritten signature]*

Prepared / Adjusted Date :

Remarks :

Prepared Date : 27/12/2017 10:46:10 AM

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

Quotation No : Invoice No :  
Quotation Date : Invoice Date :  
Invoice Amount : Prepared Date :

**LXX Auto Consultants hence notify the Registrar of the following:**

- To insure any subsequent spray painting
- To display damaged part(s) during survey
- 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 re-surveyed and is subject to final approval from Insurance Company

Acknowledged by Registrar  
Signature:  
Date:

*Sebastian*  
27/12/2017  
- Lum Sum Repair  
- Photo After Paint  
90036121  
sebastianyang@lxxauto.com

**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, If applicable
TO REPAIR LH REAR PORTION	795.00	<del>70.00</del> 530
<b>Total Labour</b>	<b>795.00</b>	<b>0.00</b>

**Part 2 - Spray Painting & Panel Beating Related Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, If applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	616.00	<del>70.00</del> 450
<b>Total Spray Painting &amp; Panel Beating</b>	<b>616.00</b>	<b>0.00</b>

**Part 3 - Other Costs - Accident and Accident Repair Related Expenses**

Job Scope	Quotation from ARC	Adjusted by Surveyor, If applicable
<b>Total Other Costs</b>		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommended	Surveyor Approved	Photos Attached
-------------	---------	----------	-----------	-----	-----------------	--------------	------------------	-----------------	-------------------	-----------------

TOTAL MATERIALS

TOTAL MATERIALS(Discounted)								0.00	0.00	
-----------------------------	--	--	--	--	--	--	--	------	------	--

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

## Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	2292D
Vehicle Details	
Vehicle No.:	SMB1336K
Vehicle to be Exported:	No
Intended De-registration Date:	28 Dec 2017
Vehicle Make:	MAN
Vehicle Model:	NL320F (A22)
Primary Colour:	Multi-Colour
Manufacturing Year:	2012
Engine No.:	50333582113346
Chassis No.:	WMAA22ZZ2D7001761
Maximum Power Output:	-
Open Market Value:	\$252,433.00
Original Registration Date:	25 Mar 2013
First Registration Date:	25 Mar 2013
Transfer Count:	0
Actual ARF Paid:	\$0.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	



COE Rebate Amount:	\$0.00
--------------------	--------

<b>Total Rebate Amount:</b>	<b>\$0.00</b>
-----------------------------	---------------

The information contained herein is correct as at 28 Dec 2017

OK

## View Received Message

This mail is associated with :

**\*SMB1336K (3967981102SG)  
[SKJ6900E]**

TP  
SMRT BUSES LTD  
Nov 30 2017 8:00AM  
[Soh Kim Weng]  
SMRT Automotive Services Pte Ltd

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

**From** AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on **02/01/2018 09:50 AM**,  
**To** LKK\_HQ  
**CC** NoorMariesa.AbuKassim@aig.com  
**Subject** **NO OI GIA REPORT**

Hi

OI has not reported yet. OI details as below :

Name : Soh Kim Weng  
Address : 485 Yio Chu Kang Road Castle Green #08-09 Singapore 787058  
Mobile Phone No. : 82828644.  
Phone No. 66220413 , 64521386

Thanks  
Mariesa

### DOCUMENTS SUMMARY

There are no documents.



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG17024592/Sys3

04<sup>th</sup> January 2018

**Soh Kim Weng**  
485 Yio Chu Kang Road  
Castle Green #08-09  
Singapore 787058

Dear Sirs,

**ACCIDENT INVOLVING SKJ 6900E AND SMB 1336K ON 30/11/2017 ALONG/  
AT YIO CHU KANG STATION**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Jas Khine  
Claims  
Tel : 6841 2928  
Fax: 6741 4108  
Email : jaskhine@lkkauto.com

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



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG17024592/Sfb3

12 JULY 2019

By Registered Mail  
First Reminder

SOH KIM WENG  
485 YIO CHU KANG ROAD  
CASTLE GREEN #08-09  
SINGAPORE 787058

Dear Sir/Madam,

**ACCIDENT INVOLVING SKJ 6900E AND SMB 1336K ON 30/11/2017 ALONG/  
AT YIO CHU KANG STATION**

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG. Please note that you had been notified by our via mail by post from our office on 01/01/2018

Kindly proceed to lodge your accident report immediately, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

To enable us to look into the matter immediately, please let us hear from you within fourteen (14) days from date of this letter (by 29/07/2019).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s AIG Asia Pacific Insurance Pte Ltd reserves the right to repudiate liability.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Poh Kin, Chong  
Claims  
Tel : 6841 2132  
Fax: 6741 4108  
Email : [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)

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

## Khanchna (LKK Auto)

---

**From:** Khanchna (LKK Auto)  
**Sent:** Monday, 30 December 2019 11:45 AM  
**To:** Je ron  
**Cc:** Admin A  
**Subject:** RE: ACCIDENT INVOLVING SKJ6900E [AIG] & SMB1336K ALONG/AT YIO CHU KANG STATION ON 30/11/2017

Dear Soh Kim Weng,

We have taken note of your e-mail below.

We will review and seek instructions from AIG accordingly.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

**From:** Je ron <jeronkoh@gmail.com>

**Sent:** Thursday, 26 December 2019 11:08 AM

**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

**Subject:** Re: ACCIDENT INVOLVING SKJ6900E [AIG] & SMB1336K ALONG/AT YIO CHU KANG STATION ON 30/11/2017

Dear Khanchna

Pursuant to your email dated 24 Dec 2019.

My photos and Nissan Repair bills attached, It clearly showed that my car was hit from the back by the bus and my car was stationary. The rear bumper was **knocked inwards** indicating a collision from the bus onto my car instead of what the bus driver claimed - and it was **at the rear**. how in the world can a car knock a bus with its rear bumper? the bus clearly knocked the car instead.

When the accident occurred the driver asked for leniency and with that I pitied him and did not report the incident. By right, I am the one who should claim for the damage done to my car. My car is insured with AIG Insurance, as well.

The Nissan repair bill stated the exact repair damage of the car **on the same day**. Additionally the **timestamp of the photos taken was the exact time of the accident** that the bus knocked onto us. Please review accordingly.

Thank you.

Regards

Soh Kim Weng

On Tue, Dec 24, 2019 at 12:43 PM Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)> wrote:

Our Ref: CC3/AIG17024592/Skb3

**SOH KIM WENG**

**[POLICY HOLDER]**

Dear Sir/Madam,

**ACCIDENT INVOLVING SKJ6900E [AIG] & SMB1336K ALONG/AT YIO CHU KANG STATION ON 30/11/2017**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, **AIG Asia Pacific Insurance Pte Ltd** to deal with the third party claim against your policy.

Both parties involved have given conflict of version. Based on the circumstances of accident and both parties damage profile, there is no conclusive evidence to substantiate either's parties version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next **10 days** i.e. by **03/01/2019**, 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.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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



**AR REGISTERED**  
SMRT AUTOMOTIVE SERVICES PTE LTD  
50 Woodlands Industrial Park E4  
Singapore 757705  
Tel : 65 6866 2652  
Fax : 65 6368 7421  
www.smrt.com.sg

AIG Asia Pacific Insurance Pte LTd  
AIG Building  
78 Shenton Way #07-16  
Singapore 079120

Date : 27 MARCH 2018  
SMRT : BUS/11/17/1035/AW

VIA : LKK

Dear Sirs,

**ACCIDENT INVOLVING DOUBLE DECKER BUS SMB1336K AND SKJ6900E ON 30 NOV 2017 ALONG YIO CHU KANG STATION.**

LETTER OF CLAIM

We claim on behalf of SMRT BUSES LTD, owner/hirer of the vehicle Reg. No.: **SMB1336K**. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-


1. Cost of Repair	:	\$ 980.00
2. Loss of Use for 4 days @ S\$ 350 /day	:	\$ 1400.00
3. Loss of Rental for days @ S\$ /day	:	
4. Loss of Income for days @ S\$ /day	:	
5. Police Report/ SAS Report/ LTA Search Fee	:	\$ 5.00
6. Survey Fee	:	
7. Others	:	
Total Claims :		\$ 2385.00

We enclose the following documents :

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Repair Invoice               | <input type="checkbox"/> Letter of Authorisation      |
| <input type="checkbox"/> Survey Report                           | <input checked="" type="checkbox"/> LTA Search result |
| <input checked="" type="checkbox"/> Photographs _____ pcs        | <input type="checkbox"/> Others :                     |
| <input type="checkbox"/> Investigation results                   | 1. _____  |
| <input type="checkbox"/> Proof of Loss of Use/Rental/Income      | 2. _____  |
| <input checked="" type="checkbox"/> Police / SAS report of _____ | 3. _____  |

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD

Yours sincerely,  
SMRT AUTOMOTIVE SERVICES PTE LTD

  
Audrey Woo  
For Manager, Claims  
Claims Department





Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



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

### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV180300048  
Date : 02.03.2018  
Vehicle No. : SMB1336K  
Your Ref No. : BUS/11/17/1035  
Our Ref No. : 24093846  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
Labour						
TO REPAIR LH REAR PORTION	1.00	\$ 530.00	0.00	\$	0.00	\$ 530.00
Others						
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 450.00	0.00	\$	0.00	\$ 450.00

GRAND TOTAL \$ 980.00

Remark :

Make/Model : MAN A22  
Accident Date : 30.11.2017

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time: 01 Dec 2017 / 10:19:57

Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	SKJ6900E		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20171201101957361197

Search Date / Time: 30 Nov 2017 08:00:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)   [Back to List](#)

Bus was already at Bus-stop when SKJ6100E  
came from the right and cut to the front of  
our Smart Bus to drop off passenger.











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### POSTING RECEIPT FOR REGISTERED ARTICLE(S)

#### NOTES:

- Separate forms are to be used for Insured and Non-Insured Registered Article.
- Please provide all information required and produce this receipt for all enquiries.
- Please tick where applicable. It shall be assumed no Advice of Receipt (A/R) is required or delivery by air is requested if relevant \* is left blank.
- Please indicate the return address on the item(s) to ensure prompt return in event of non-delivery to the addressee(s).
- Please post item(s) at the post office counter according to the sequence stated below.

1. Name & Address of Addressee BS Car Rental Pte Ltd 8t Del Lane 10 #03-13 Singapore 539219 (SKC7354L)		A/R: ( ) Y ( ) N		B/*: ( ) AIR ( ) SUR
Insurance*: ( ) Y SS ( ) N		For Official Use Only (Item numbers are printed in order of posting at counter)		
2. Name & Address of Addressee SOP KIN WENG #85 410 CHU LING ROAD CASTLE GREEN #08-09 SINGAPORE 787058 (SK76900E)		A/R: ( ) Y ( ) N		B/*: ( ) AIR ( ) SUR
Insurance*: ( ) Y SS ( ) N				
Contents:				

#### Sender's Acknowledgment

I have read, understood and agreed to the terms and conditions of posting overleaf. I accept the maximum liability payable for Registered Mail Service and certify that all information provided by me is true and the item(s) does not contain any hazardous or prohibited item(s).

Name & Signature

Date

P116

09/2014

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Date: 15 Jul 2019 Time: 13:02:11

Description	Amount(S\$)	GST@7%
Ref. No: PSL01/2632/196/0068 Postage Label LOCAL 7 X 2.54	17.78	1.16

SUB TOTAL	17.78	1.16
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TOTAL AMOUNT	17.78
GST COLLECTED BY SINGPOST	1.16

MOP:CASH : \$17.78

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#Zero-rated for GST

\*Exempt

+Out of Scope

\*\*Supplier Item

Price inclusive of 7% GST where applicable  
I have checked & confirmed the product is visually good, functional & performed within expectation.

## ...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	28 Dec 2017 <a href="#">Edit Reg</a>		27 Dec 2017 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$980.00</b> <a href="#">Edit Estimates</a>	<b>\$980.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured: <b>Soh Kim Weng</b> , ID: -									
Main Claimant: <b>SMRT BUSES LTD</b> , Co. Reg. No.: 198202292D									
Vehicle Reg. No.: <b>SMB1336K</b>		Date of Loss: 30/11/2017 07:00 - :59 [56 Months and 5 Days From LTA Reg Date (Man Yr)]							
Claim Type: <b>TP / 3967981102SG</b>		Policy/Cover Note No.: 2100338301 (Comprehensive)							
Vehicle Reg. No. (Insured): <b>SKJ6900E</b>		Policy No. (Claimant): DI1027592MFBP							
		Excess:							
Repairer: <b>SMRT Automotive Services Pte Ltd (Woodlands)</b> 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628									
Handling Insurer: <b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Chan, Kian-Meng</b> ] Kianmeng.Chan1@aig.com									
Claimant's Insurer: <b>MS First Capital Insurance Ltd (HQ)</b> - Tel: 62222311									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>Sebastian Yeang Wai Keen</b> ] ... [Final Rpt due 09/01/2018]									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AIG_SG (02/01/2018): NO OI GIA REPORT</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									



## Claim Documents

\*SMB1336K (3967981102SG)  
[SKJ6900E]  
TP  
SMRT BUSES LTD  
Nov 30 2017 7:00AM  
[Soh Kim Weng]  
SMRT Automotive Services Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View <span style="float: right;">View in Browser <input type="button" value="v"/></span>	
<b>Assessment Reports</b>										1 per page <input type="button" value="v"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)						Thumbnail		Print	
1	31/07/19 16:50	<b>Accident Statement</b> <small>From: SC - Reg. No: SKJ6900E, Claimant: SOH KIM WENG</small>								Load HTM	
<b>Photos/Images</b>										3 per page <input type="button" value="v"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail		Print	
1	01/03/18 16:24	General View								Load JPG	
2	01/03/18 16:24	General View								Load JPG	
3	01/03/18 16:24	General View								Load JPG	
4	01/03/18 16:24	General View								Load JPG	
5	01/03/18 16:24	General View								Load JPG	
6	01/03/18 16:24	General View								Load JPG	
7	01/03/18 16:24	General View								Load JPG	
8	01/03/18 16:24	General View								Load JPG	
9	01/03/18 16:24	General View								Load JPG	
10	01/03/18 16:24	General View								Load JPG	
11	01/03/18 16:24	General View								Load JPG	
12	01/03/18 16:24	General View								Load JPG	
13	01/03/18 16:24	General View								Load JPG	
14	01/03/18 16:24	General View								Load JPG	
15	01/03/18 16:24	General View								Load JPG	
16	01/03/18 16:24	General View								Load JPG	
<b>Documentation</b>										1 per page <input type="button" value="v"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail		Print	
1	28/12/17 15:20	TP GIA REPORT								Load PDF	
2	28/12/17 15:20	TP ESTIMATE- MARKED								Load PDF	
3	04/01/18 11:37	SKJ 6900E - NON REPORTING LETTER								Load PDF	
4	30/12/19 13:46	Accident screenshots from TP SMRT bus								Load PDF	
5	02/01/20 15:35	EMAIL TO TP WORKSHOP REJECT CLAIM								Load PDF	
6	02/01/20 15:36	EMAIL FROM AIG TO REJECT								Load PDF	
7	15/01/20 09:21	Registered Mail Fee								Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>		Reset	Save	Print
There are no document checklists configured.				
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>				
<b>Show Remarks To:</b> <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: CC3/AIG17024592/SKA3Q2

Date: 15/01/2020

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100338301

## Claimant

Vehicle No : SMB1336K

Insured Vehicle No : SKJ6900E

Date of Loss: 30/11/2017

Nature of Claim: TP

Claim No: 3967981102SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SMB1336K

Make &amp; Model: MAN NL320F (A22), 10.5 D (M)

Engine No: 50333582113346

Reg. Date: 25/03/2013 (Man. Year: 2012)

Chassis No: WMAA22ZZ2D7001761

Colour: Multi-colour

Odometer: 547485 km

Engine Capacity: 10518 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: 275/70 R22.5

Rear Tyre Size: 275/70 R22.5

Front Left Side: Firenza 6 mm

Rear Left Side: Firenza 6 mm

Front Right Side: Firenza 6 mm

Rear Right Side: Firenza 6 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	1,411.00	980.00	431.00	30.55
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>1,411.00</b>	<b>980.00</b>	<b>431.00</b>	<b>30.55</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

## INSPECTION

Date of Assignment: 27/12/2017

Date Inspected: 27/12/2017 Inspected At:

SMRT Automotive Services Pte Ltd  
(Woodlands)  
60 Woodlands Industrial Park E4  
Singapore 757705

Estimated Period of Repair: 1.0 days

Adjuster: Sebastian Yeang Wai Keen

Manager: Khanchna Pothuraj

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 LH REAR PORTION	New	795.00	530.00
2	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	New	616.00	450.00
Gross Labour Cost (S\$)			<b>1,411.00</b>	<b>980.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >