

INS CASE OWNER:

Surveyor:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II : \$5

Is driver the owner?

If NO, Driver Name / Age:

Driver Tel No.:

(YES / NO)

Nature of Accident:

(V/L: YES / NO)

ASSIGNMENT

DOI:

Date / Time:

Registered in Merimen:

LKK:

IDAC:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

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: WP LETTER

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: \$5 (days) Reduction: % Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time: X

Confirm with X

Email ☐ Call ☐

Final Liability: % (Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost: \$5 X

Loss of Rental (LOR): \$5 X (days)

Loss of Use (LOU): \$5 X (\$ x days)

Loss of Income (LOI): \$5 X (\$ x days)

LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search: \$5 X

Medical: \$5 X

Disbursement: \$5 X (e.g. Tow/ Independent)

Legal Cost: \$5 X

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total: \$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1: \$5 X

Name 1:

Payee 2: (Strike if N.A.) \$5 X

Name 2:

Payee 3: (Strike if N.A.) \$5 X

Name 3:

WP - IF NOT PURSUING TP CLAIM

\$250.00

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. _____

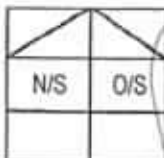
Claims No. _____

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

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SLL 3813X Yr Regn: 1Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Sports van C.C. _____Colour: Grey A/C: Insured / Std / NI / NASp. Reading: 11786 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WVWZZZ1H1ZGWS22304Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 225/45 R17

R: _____

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

TOYO / YOKO or Bridge Stone

Front

Rear

R/Bal. 7 mm R/Bal. 7 mmL/Bal. 7 mm L/Bal. 7 mmD.O.A. _____ D.O.I. 8/1/18Survey held at Volkswagen TrgsDes. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

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

Date / Time | Action / Instruction

8/1/18 No G/A

(WP)

P/p \$15,771.91 / 11 DAYS
? - \$512.49

RED (\$4,581.51/22%)

Date/Time, File Pass to?

☐

Preli. Report

☐

Final Report

1)

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee:

Transportation:

Add Fee: ☐ Site Insp (\$ _____)

) \$ + RS \$ _____

☐ Interview (\$ _____)

) Photos

☐ Tech. Invs (\$ _____)

) Quotes

☐ Weekend (\$ _____)

)

Report Format :

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

TOTAL



Service Order Confirmation

SERVICE ORDER NO.: 17IP3506

CUSTOMER NO.: VWSING

CUSTOMER NAME: Company VOLKSWAGEN SINGAPORE

TELEPHONE NO.:

ADDRESS: 247 Alexandra Road

Singapore

VEH No.: SLL3813X

Order Date: 12/26/17

Reg Date: 02/02/17

KM: 10,145

VIN NO.: WWWZZZAUZGW522304

ENGINE NO:

SA: Ong Germaine

MODEL: SPORTSVAN 1.4 TSI CL

MODEL NO.: AM13H2

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	280		280 ✓
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
3	B&P WHEEL ALIGNMENT B&P WHEEL ALIGNMENT NETT	1	TU	360		360 ?
4	B&P MACP LABOUR TFR DOOR MECH	2	UNIT	840		1680 540
5	B&P MACP LABOUR LABOUR	6	UNIT	840		5040 4200
6	B&P MACP PAINT SPRAY PAINT	7	UNIT	800		5600 4400
7	EXT00037 Top SVC Quality Recovery Services	1	UNIT	0		0
Item						
8	510831056Q RHF DOOR ✓ DT	1	PCS	2,095.75		2,095.75
9	D 378500A2 RHF DOOR INSULATOR ✓ NEC.	1	PCS	53.34		53.34
10	510837652C RHF DOOR SEAL ✓ NEC	1	PCS	117.02		117.02
11	510833056N RHR DOOR ✓ DT	1	PCS	2,136.51		2,136.51
12	D 378500A2 RHR DOOR INSULATOR ✓ NEC.	1	PCS	53.34		53.34
13	510839700D RHR DOOR SEAL LOWER ✓ NEC.	1	PCS	142.91		142.91
14	510839434C 5AP RHR DOOR SEAL SIDE ✓ NEC.	1	PCS	199.27		199.27
15	518857508H 8B8 RH WING HOUSING ✓ CRK	1	PCS	575.73		575.73
16	510857536A GRU RH WING COVER ✓ CRK	1	PCS	121.83		121.83
17	510857522A RH WING MIRROR ?	1	PCS	152.49		152.49
18	510837478C 5AP RHR FRT DOOR TOP MLDG ✓ NEC.	1	PCS	76.21		76.21
19				76.21		76.21

Service Order Confirmation

SERVICE ORDER NO.: 17IP3506
CUSTOMER NO.: VWSING
CUSTOMER NAME: Company VOLKSWAGEN SINGAPORE
TELEPHONE NO.:
ADDRESS: 247 Alexandra Road
Singapore

VEH No.: SLL3813X

Order Date: 12/26/17
Reg Date: 02/22/17 KM: 10 145
VIN NO.: WWWZZZAUZGW52304 ENGINE NO.:
MODEL: SPORTSVAN 1.4 TSI CL MODEL NO.: AM13H2

SA: Ong Germane

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC. %	AMOUNT
-----	-------------	-----	-----	------------	---------	--------

Sebastian.
8/1/15.
- Part by part repair.
- Photo Before Paint
- Question mark Inter
Photo.
90036121

Sebastianyang@lkkauto.com

11 days.

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:

TOTAL	19,164.40
GST AMOUNT	1,341.51
TOTAL AMOUNT	20,505.91



Authorized Signature

Certified Goods/Service received:

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Tuesday, 9 January 2018 11:35 AM
To: 'Insurance LCR SG'
Cc: Admin A
Subject: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Our Ref: CC3/LCR18000354/ja3

Your Vehicle : **SLF 7265H**
Third-Party : SLL 3813X
Date of Accident : 25 Dec 2017
Time of Accident : 21:30
Location of Accident : Kallang Bahru Junction

Dear Sirs/Madam,

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 SLL 3813X against your insurance policy.

Based on the information on hand, we are of the opinion that liability may be equally shared between both parties due to conflicting versions.

In the absence concrete evidence such as video, independent witness or scene photographs, we will proceed to negotiate for an amicable settlement with the third-party claimant.

Should you however wish to further discuss on the matter or provide an evidence on your hand 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.

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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Joy Irene (LKKAUTO)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Wednesday, 7 February 2018 8:57 AM
To: Joy Irene (LKKAUTO)
Cc: Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 ***
LKK REF: CC3/LCR18000354/ja3

Hi,

Please close the case, we are not pursuing the TP claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]
Sent: Tuesday, 6 February, 2018 5:25 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

We refer to our e-mail correspondence below.

We would like to confirm if your client is pursuing third-party claim.

Please advise.

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: Joy Irene (LKKAuto)

Sent: Wednesday, 10 January 2018 4:56 PM

To: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

Kindly forward to us your evidence such as video or independent witness details/statement (if any) to support your client's report.

Please hold hands as we seek instruction from our principal M/s AIG.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Wednesday, 10 January 2018 4:37 PM

To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

Dear Irene,

Based on the report and drawing given by both drivers, immediately we could conclude the liability that our customer's statement is consistent to the damage. I have attached 2 scenario drawing for your reconsideration.

1st scenario

Your insured encroached and changed lane into our customer's right of way. Your insured will definitely jammed brake seeing that our customer could not brake in time. Our customer at that accident material time couldn't react in time and continued to drive past your insured vehicle resulting damage to the entire right hand side of our customer vehicle and the frontal left front side of your insured vehicle.

2nd scenario

Our customer encroached and changed lane into your insured right of way. The end result will be our customer seeing that your insured could not brake in time and hit into our customer vehicle. Our customer car will be in a tilted position with the right front portion slightly in your insured lane. This resulted damage to your insured entire left hand side of the vehicle and our customer damage should be only on the frontal right hand side of the vehicle.

Scenario 2 does not constitute to the actual damage on both cars. Scenario 2 should not be taken into consideration.

As this vehicle is registered under Volkswagen, we will engage legal to recover the cost of repair if the direct settlement failed.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Wednesday, 10 January, 2018 1:15 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Admin A; CS A Team
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

We would like to update you that our insured disputed liability.

As such, we are unable to clear liability at the moment.

Kindly hold hands as we further investigate and verify the circumstances of the accident.

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: Joy Irene (LKKAuto)
Sent: Tuesday, 9 January 2018 11:12 AM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

WITHOUT PREJUDICE

Dear Shu Shi,

We refer to the subject of this e-mail.

If there is no conclusive evidence to substantiate either party's version such video or independent witness, we will conclude that this is a case of conflicting versions.

Attached is a copy of our insured's accident report for your reference.

Meanwhile, please forward to us your evidence (if any) to support your client's report.

Kindly hold hands as we further investigate and verify the circumstances of the accident.

In the event that newly evidence is furnished by either party, we will review and re-assess the liability and will revert to your good-office.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 9 January 2018 8:41 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

Hi Joy,

Vehicle had been survey,

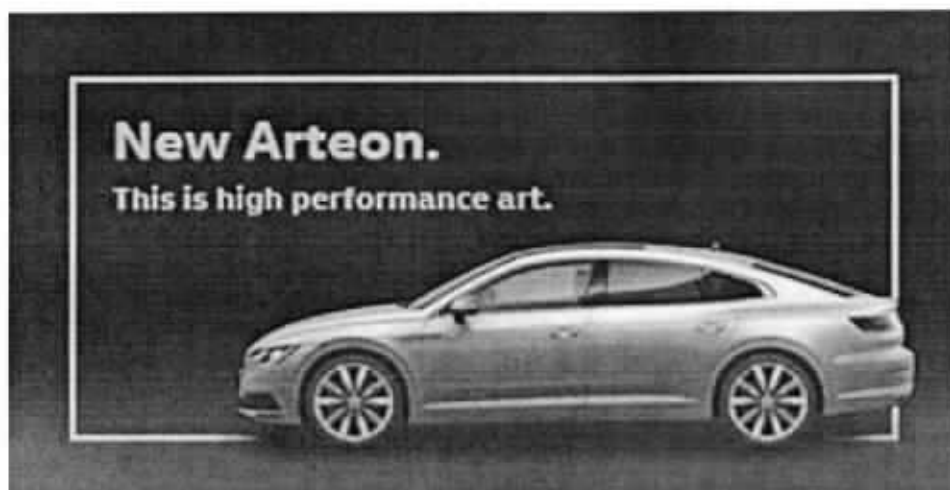
Please let us know if can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Monday, 8 January, 2018 9:04 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: assignments; Admin A; Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore); Joy Irene (LKKAuto); Vivian Lau (LKKAuto)

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017 *** LKK REF: CC3/LCR18000354/ja3

Dear Shu Shi,

We refer to the below email.

Please be informed that we are currently **pending for our insured's report.**

Kindly note that for liability, claim negotiation and settlement, please contact Joy at 6749 5792.

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

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

"Wishing you a Happy New Year 2018"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto)

Sent: Friday, 5 January, 2018 4:36 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'Ong, Germaine (VWG Singapore)' <Germaine.ong@vw.com.sg>; Aikseong.Oh@vw.com.sg

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017

Dear Shu Shi,

Appointment confirmed.

"Wishes you a Happy New Year 2018"

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Friday, 5 January, 2018 2:02 PM

To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>

Subject: REQUEST DIRECT SETTLEMENT FOR SLL3813X & SLF7265H ON 25/12/2017

Dear Claims,

Please arrange the vehicle to be survey at 17 Tuas Ave 9, Singapore 639197.

Please arrange survey on 08/01/2017, vehicle in workshop.

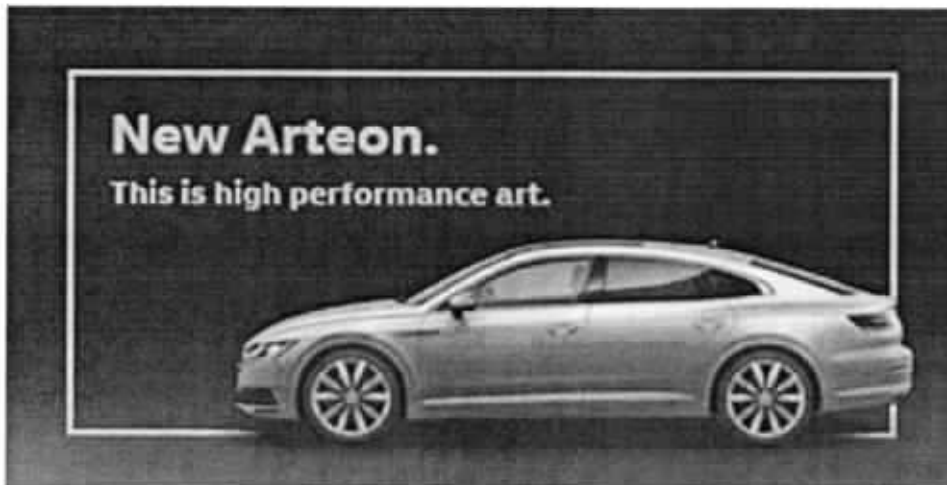
Please let us know if can proceed with direct settlement.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [<mailto:shushi.tang@vw.com.sg>]

Sent: Friday, 5 January, 2018 2:00 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Wednesday, 7 February 2018 9:01 AM
To: 'Tan, Wilson-KL'; 'Tee, Chee-Wah'
Cc: 'Khoo, Kay-Eng'; 'Eileen, May Hwee Yap'; Admin A; Vivian Lau (LKKAuto)
Subject: RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION
Attachments: FROM TP.pdf

Dear Wilson,

TP had confirmed not pursuing TP claim.

We will close file on our end 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: Joy Irene (LKKAuto)
Sent: Tuesday, 6 February 2018 5:23 PM
To: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>; Tee, Chee-Wah <Chee-Wah.Tee@aig.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Eileen, May Hwee Yap <eyap@lioncityrentals.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear Wilson,

Please hold as we wait for TP's confirmation.

We will revert as soon as we receive their reply.

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: Tan, Wilson-KL [<mailto:Wilson-KL.Tan@aig.com>]

Sent: Tuesday, 6 February 2018 5:19 PM

To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Tee, Chee-Wah <Chee-Wah.Tee@aig.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Eileen, May Hwee Yap <eyap@lioncityrentals.com.sg>

Subject: RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

AIG REF: 0714633656SG003

Dear Joy

Refer to this matter.

Can you confirm that Volkswagen (vehicle owner SLL3813X) has agreed and will not pursue their claim against Our Insured (aka LCR vehicle) for this accident?

Please reply as we need to decide whether to delete the reserve set for this claim.

Thank you.

Wilson Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

Wilson-KL.Tan@aig.com | **www.aig.com.sg**

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From: Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]

Sent: Wednesday, January 10, 2018 4:53 PM

To: Tee, Chee-Wah

Cc: Tan, Wilson-KL; Khoo, Kay-Eng; Eileen, May Hwee Yap

Subject: RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear Sirs,

We would like to update you that TP claimant M/s Volkswagen is chasing for clearance of liability.

- TP had informed us that they will engage legal to recover the cost of repair if the direct settlement fails.
- Kindly advise further instruction for us to revert to TP.

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: Joy Irene (LKKAuto)
Sent: Wednesday, 10 January 2018 1:08 PM
To: 'Khoo, Kay-Eng' <Kay-Eng.Khoo@aig.com>; Eileen, May Hwee Yap <eyap@lioncityrentals.com.sg>; Tee, Chee-Wah <Chee-Wah.Tee@aig.com>
Cc: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>; Tan, Wilson-KL <Wilson-KL.Tan@aig.com>
Subject: RE: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Dear All,

Noted.

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: Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]
Sent: Wednesday, 10 January 2018 11:54 AM
To: Eileen, May Hwee Yap <eyap@lioncityrentals.com.sg>; Tee, Chee-Wah <Chee-Wah.Tee@aig.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>; Tan, Wilson-KL <Wilson-KL.Tan@aig.com>
Subject: FW: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Our Ref: 0714633656SG003

Dear Eileen,

Noted on the matter.

Dear Joy,

Please note my colleague Wilson is handling the matter but as he is on leave, please liaise with my colleague Mr Tee for this case.

Dear Tee,

Wilson case and kindly note LCR's advice on the matter for your review please. Thank you.

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1026 | Fax +(65) 6835 7416

kay-eng.khoo@aig.com | www.aig.com.sg

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From: Eileen, May Hwee Yap [<mailto:eyap@lioncityrentals.com.sg>]

Sent: Wednesday, January 10, 2018 11:44 AM

To: Ng, Hai-Chuan; Khoo, Kay-Eng

Cc: Insurance LCR SG; Admin A; joyirene@lkkauto.com

Subject: Fwd: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

Hi Hai Chuan/Kay Eng

Please be advised that our workshop, Ding Auto is claiming against the other party. Their insurer, Allied World mentioned they have policy coverage issue with their insured (SLL3813X).

Meanwhile, please do not settle their claim and would appreciate if you can keep us updated on your next course of action.

Eileen, May Hwee Yap <eyap@lioncityrentals.com.sg>

> > Lee Joanne, evelyn@lees Insurance, Bernard >

Hi Ladies,

ACCIDENT INVOLVING SLF7265H & SLL3813X DOA 25 DEC 2017 AT/ALONG KALLANG BAHRU JUNCTION

Please be advised that our workshop, Ding Auto Pte Ltd is claiming against SLL3813X, insured by Allied World. Allied World have refused to arrange for survey even on a without prejudice basis due to policy coverage issue. Our workshop suggested to have vehicle examined by an independent surveyor but was told that the surveyor fees not claimable. A lady, Catherine from AON have contacted Ding Auto and said they will handle this case and will give a reply by today.

Without prejudice

Dear Joanne,

Dear Bernard,

As mentioned, we are claiming cash/claim to confirm any policy coverage and as such, we cannot submit any claim without a proper pattern and surveying report.

We will provide you with a report as soon as possible.

Thank you.

Regards,

Kim Wong

General Manager (Insurance), LCR

60 Anson Road #11-01

Singapore 077914

Please see attached email from Allied World which states that they will not pay for the claim as they consider the claim to be a claim for the loss of the vehicle.

LCR Singapore have called me and they will give us a reply by tomorrow.

Thank you for email.

Best Regards,

Kim Wong

Thanks & Regards

Ms Eileen Yap

Email: eyap@lioncityrentals.com.sg



Main Office (*New*)

60 Anson Road

#11-01 Mapletree Anson

S077914

Branch @ Parklane Shopping Mall

35 Selegie Road

#10-24 S188307

Branch @ Textile Centre

200 Jalan Sultan

#03-33 S199018

Branch @ Big Box

1 Venture Ave

Big Box #02-12U

Singapore 608521

Office : (+65) 3158 4255

Web : www.lioncityrentals.com.sg

----- Forwarded message -----

From: **Joy Irene (LKKAuto)** <JoyIrene@lkkauto.com>

Date: Tue, Jan 9, 2018 at 11:35 AM

Subject: ACCIDENT INVOLVING LCRF SLF 7265H ON 25/12/2017 (12:30 HOURS) AND SLL 3813X ALONG KALLANG BAHRU JUNCTION

To: Insurance LCR SG <insurance@lioncityrentals.com.sg>

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

Our Ref: CC3/LCR18000354/ja3

Your Vehicle : **SLF 7265H**
Third-Party : SLL 3813X
Date of Accident : 25 Dec 2017
Time of Accident : 21:30
Location of Accident : Kallang Bahru Junction

Dear Sirs/Madam,

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 SLL 3813X against your insurance policy.

Based on the information on hand, we are of the opinion that liability may be equally shared between both parties due to conflicting versions.

In the absence concrete evidence such as video, independent witness or scene photographs, we will proceed to negotiate for an amicable settlement with the third-party claimant.

Should you however wish to further discuss on the matter or provide an evidence on your hand 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.

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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...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	05 Jan 2018 Edit Reg		08 Jan 2018 00:00 Edit Adj Rpt	S\$15,771.91 Edit Estimates	S\$15,771.91 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LCRF PTE LTD, Co. Reg. No.: 201624597K								
Main Claimant:	VOLKSWAGEN GROUP SINGAPORE PTE LTD, Co. Reg. No.: 53103069E								
Vehicle Reg. No.:	SLL3813X	Date of Loss:	25/12/2017 20:00 - :59						
Claim Type:	TP / 0714633656SG	Policy/Cover Note No.:	0999995035						
Vehicle Reg. No. (Insured):	SLF7265H	Policy No. (Claimant):	BVMTSB0001751707						
	Excess:								
Repairer:	Volkswagen Centre Singapore (Alexandra) 247 Alexandra Road, 159934 Alexandra - Tel: 64748288								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Tan, Wilson-KL]								
Claimant's Insurer:	Allied World Assurance Company, Ltd (HQ) - Tel: 62201188								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by Sebastian Yeang Wai Keen] ... [Final Rpt due 16/01/2018]								
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

***SLL3813X (0714633656SG)**
[SLF7265H]
TP
VOLKSWAGEN GROUP SINGAPORE PTE LTD
Dec 25 2017 8:00PM
[LCRF PTE LTD]
Volkswagen Centre Singapore

Upload Documents	Upload Photos	Compose New Letter	Upload Video	Upload Audio	View View in Browser
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Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	08/01/18 11:54	Accident Statement From: SC - Reg. No: SLF7265H, Claimant: LCRF PTE LTD		Load HTM	

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	05/01/18 18:04	NOTIFICATION FROM WORKSHOP + TP ESTIMATE + TP GIA REPORT		Load PDF	
2	09/01/18 11:46	LETTER TO INSURED		Load PDF	
3	10/01/18 09:43	TP ESTIMATE - MARKED		Load PDF	
4	07/02/18 09:24	EMAIL TO AIG-WP		Load PDF	
5	07/02/18 09:24	EMAIL FROM TP		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
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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, 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/LCR18000354/SJA3Q2

Date: 13/02/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999995035
 Claimant Vehicle No: SLL3813X Insured Vehicle No: SLF7265H
 Date of Loss: 25/12/2017 Nature of Claim: TP Claim No: 0714633656SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLL3813X
 Make & Model: VOLKSWAGEN SPORTSVAN, 1.4 (A) Engine No: HIDDEN
 Reg. Date: 22/02/2017 (Man. Year: 2017) Chassis No: WWWZZAUZGW522304
 Colour: Grey Odometer: 11786 km
 Engine Capacity: 0 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: 225/45 R17 Rear Tyre Size: 225/45 R17
 Front Left Side: Bridgestone 7 mm Rear Left Side: Bridgestone 7 mm
 Front Right Side: Bridgestone 7 mm Rear Right Side: Bridgestone 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,724.40	5,571.91	152.49	2.66
Miscellaneous Items	0.00	0.00	0.00	
Labour	13,440.00	10,200.00	3,240.00	24.11
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	19,164.40	15,771.91	3,392.49	17.70
+ GST 7.00/7.00% (S\$)	1,341.51	1,104.03	237.48	17.70
Nett Amount (S\$)	20,505.91	16,875.94	3,629.97	17.70
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 08/01/2018
 Date Inspected: 08/01/2018 Inspected At: Volkswagen Centre Singapore (Alexandra)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 11.0 days

Adjuster: Sebastian Yeang Wai Keen

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

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RHF DOOR	Dented	2,095.75 FS	*2,095.75 FS
2	1		*RHF DOOR INSULATOR	Necessary	53.34 FS	*53.34 FS
3	1		*RHF DOOR SEAL	Necessary	117.02 FS	*117.02 FS
4	1		*RHR DOOR	Dented	2,136.51 FS	*2,136.51 FS
5	1		*RHR DOOR INSULATOR	Necessary	53.34 FS	*53.34 FS
6	1		*RHR DOOR SEAL LOWER	Necessary	142.91 FS	*142.91 FS
7	1		*RHR DOOR SEAL SIDE	Necessary	199.27 FS	*199.27 FS
8	1		*RH WING HOUSING	Cracked	575.73 FS	*575.73 FS
9	1		*RH WING COVER	Cut	121.83 FS	*121.83 FS
10	1		*RH WING MIRROR	*Check	152.49 FS	*- FS
11	1		*RHS FRT DOOR TOP MLDG	Necessary	76.21 FS	*76.21 FS
Total Parts (S\$)					5,724.40	5,571.91

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
Labour Items				
1	ELECT WIRING & MECH COMPONENT	New	280.00	280.00
2	PROGRAMMING & CALIBRATION	New	480.00	480.00
3	B&P WHEEL ALIGNMENT (*Check)	New	360.00	0.00
4	TFR DOOR MECH	New	1,680.00	840.00
5	LABOUR	New	5,040.00	4,200.00
6	SPRAY PAINT	New	5,600.00	4,400.00
Gross Labour Cost (\$\$)			13,440.00	10,200.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >