

Accident Photo







Vic

From: Vic
Sent: Tuesday, 12 August, 2014 4:19 PM
To: Albert-XZ.Hong@aig.com
Cc: Thin Thin; Admin-A (LKK Auto); Vic; Yeo, Lincoln-ZG
Subject: RE: 22/05/2013_Your Ref: 800659121_Insured: SKF6211G

Dear Sir,

We refer to the below email.

Kindly advise further instructions.

Thank you.

Kind Regards,
Vic Alpeh
LKK Auto Consultants Pte Ltd
51 Ubi Avenue 1 #01-25
Paya Ubi Industrial Park
Singapore 408933
DID : 65- 6841 2096
Fax : 65- 6741 4108
Email: vicalpeh@lkkauto.com

Save the Earth. Print only when necessary.

From: Vic
Sent: Tuesday, 17 June, 2014 10:48 AM
To: Gnoh, Pau-Loong
Cc: Thin Thin; Admin-A (LKK Auto); Vic
Subject: RE: 22/05/2013_Your Ref: 800659121_Insured: SKF6211G

Dear Sir,

We had checked with the insured workshop M/s Sing Hwee Motor where we were informed that they did not filed a TP claim. However, they do repaired insured vehicle.

Kindly advise further instructions.

Thank you.

Kind Regards,
Vic Alpeh Sanghilan
LKK Auto Consultants Pte Ltd
51 Ubi Avenue 1 #01-25
Paya Ubi Industrial Park
Singapore 408933
DID : 65- 6841 2157
Fax : 65- 6741 4108
Email: vicalpeh@lkkauto.com

From: Gnoh, Pau-Loong [<mailto:Pau-Loong.Gnoh@aig.com>]
Sent: Wednesday, 27 November, 2013 1:18 PM
To: Vic
Cc: Manis; Team A; Leonard Khaw
Subject: RE: 22/05/2013_Your Ref: 800659121_Insured: SKF6211G

Vic

From: Vic
Sent: Tuesday, 17 June, 2014 10:48 AM
To: Gnoh, Pau-Loong
Cc: Thin Thin; Admin-A (LKK Auto); Vic
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From: Gnoh, Pau-Loong [mailto:Pau-Loong.Gnoh@aig.com]
Sent: Wednesday, 27 November, 2013 1:18 PM
To: Vic
Cc: Manis; Team A; Leonard Khaw
Subject: RE: 22/05/2013_Your Ref: 800659121_Insured: SKF6211G

Dear Vic,

Thank you for your email update on the PD matter. Please assist to check with OI on the status of their PD claim prior to deciding next course of action, thanks.

Kind regards

Gnoh Pau Loong
AIG
Claims Service Executive
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

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

pau-loong.gnoh@aig.com | www.aig.com.sg

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Joy Irene (LKK Auto)

From: Joy Irene (LKK Auto)
Sent: Friday, 15 May, 2015 4:23 PM
To: Hong, Albert-XZ
Cc: Vic
Subject: Your ref: 800659121 / DOA : 22.05.2013

Your ref : 800659121
Insured : SKF 6211G
DOA : 22.05.2013
TP : SHB 7504L (TRANS-CAB)

Dear Mr. Albert,

With reference to the above subject.

We would like to enquire if there is body injury claim settlement for this case.

Please advise.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-6051 | 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 (LKK Auto)

From: Hong, Albert-XZ <Albert-XZ.Hong@aig.com>
Sent: Friday, 15 May, 2015 4:30 PM
To: Joy Irene (LKK Auto)
Cc: Vic
Subject: RE: Your ref : 800659121 / DOA : 22.05.2013

Hi Joy,

No body injury claim settlement for this case.

Regards,

Albert Hong
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1089 | Fax +(65) 6835 7416
Albert-XZ.Hong@aig.com | www.aig.com.sg

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From: Joy Irene (LKK Auto) [mailto:JoyIrene@lkkauto.com]
Sent: Friday, May 15, 2015 4:23 PM
To: Hong, Albert-XZ
Cc: Vic
Subject: Your ref : 800659121 / DOA : 22.05.2013

Your ref : 800659121
Insured : SKF 6211G
DOA : 22.05.2013
TP : SHB 7504L (TRANS-CAB)

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Joy Irene (LKK Auto)

From: Joy Irene (LKK Auto)
Sent: Monday, 18 May, 2015 5:15 PM
To: Jasmine Tan
Cc: 'roel.c@transcabservices.com.sg'; 'zhewei.kek@transcabservices.com.sg'
Subject: FW: 2013 CASES PENDING ACCEPTANCE AND LOD
Attachments: SHD 9564P.pdf; SHD 5327J.pdf; SHD 5294U.pdf; SHC 5032P.pdf; SHB 7504L.pdf

WITHOUT PREJUDICE

Dear Ms. Jasmine,

Amended to 6 (2013) cases.

For your review, consideration and acceptance:

	OUR REFERENCE	TAXI	DOA	SETTLEMENT OFFER	STATUS
1	CC3/AIG13013807/Kjt2	SHD 9564P	28/07/2013	COR(w/GST) \$7,704.00 LOR(\$114.49 x 5.5 DAYS) \$ 629.70 LTA search fee \$ 5.35 TOTAL \$ 8,339.05 GLOBAL SUM OFFER AT 80% \$ 6,670.00	NO LOD DOCUMENT
2	CC3/AXA13014524/Kjm3	SHD 5327J	06/08/2013	COR(w/GST) \$5,029.00 LOR(\$96.30 x 7 DAYS) \$ 674.10 LOI(\$50 x 7 DAYS) \$ 350.00 LTA search fee \$ 5.35 TOTAL \$ 6,058.45 GLOBAL SUM OFFER AT 50% \$ 3,025.00	NO LOD DOCUMENT
3	CC3/AXA13022346/Kjy3	SHD 5294U	22/11/2013	COR(w/GST) \$5,136.00 LOR(\$96.30 x 7.5 DAYS) \$ 722.25 LTA search fee \$ 5.35 TOTAL \$ 5,863.60 GLOBAL SUM OFFER AT 80% \$ 4,690.00	NO LOD DOCUMENT
4	CC3/AXA13023824/Kjy3	SHC 5032P	13/12/2013	COR(w/GST) \$3,693.14 LOR(\$133.75 x 4 DAYS) \$ 535.00 LOI(\$50 x 4 DAYS) \$ 200.00 LTA search fee \$ 5.35 TOTAL \$ 4,433.49 GLOBAL SUM OFFER AT 80% \$ 3,500.00	NO LOD DOCUMENT
5	CC3/AXA13023825/Kjy3	SHD 9173J	25/11/2013	COR(w/GST) \$1,337.50 LOR(\$115.56 x 2 DAYS) \$ 231.12 LTA search fee \$ 5.35 TOTAL \$ 1,573.97 GLOBAL SUM OFFER AT 100% \$ 1,500.00	NO LOD DOCUMENT
6	CC3/AIG13009648/Kht2	SHB 7504L	22/5/2013	COR(w/GST) \$1,444.50 LOR(\$114.49 x 2.5 DAYS) \$ 286.23	NO LOD DOCUMENT

LOI(\$50 x 2.5 DAYS)	\$ 125.00
LTA search fee	\$ 5.35
TOTAL	\$ 1,861.08
GLOBAL SUM OFFER AT 50%	\$ 930.54

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-6051 | 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 (LKK Auto)

Sent: Monday, 18 May, 2015 3:44 PM

To: Jasmine Tan

Cc: 'roel.c@transcabservices.com.sg'; 'zhewei.kek@transcabservices.com.sg'

Subject: 2013 CASES PENDING ACCEPTANCE AND LOD

WITHOUT PREJUDICE

Dear Ms. Jasmine,

Kindly review the following offer settlement of these (5) **2013 cases** for your consideration and acceptance:

	OUR REFERENCE	TAXI	DOA	SETTLEMENT OFFER	
1	CC3/AIG13013807/Kjt2	SHD 9564P	28/07/2013	COR(w/GST) \$7,704.00 LOR(\$114.49 x 5.5 DAYS) \$ 629.70 LTA search fee \$ 5.35 TOTAL \$ 8,339.05 GLOBAL SUM OFFER AT 80% \$ 6,670.00	NO L
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				LOR(\$115.56 x 2 DAYS)	\$ 231.12	
				LTA search fee	\$ 5.35	
				TOTAL	\$ 1,573.97	
				GLOBAL SUM OFFER AT 100% \$ 1,500.00		

Please revert.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-6051 | email: joyirene@lkkauto.com | fax: 6741-4108

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

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

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Joy Irene (LKK Auto)

From: Joy Irene (LKK Auto)
Sent: Monday, 8 June, 2015 11:24 AM
To: Hong, Albert-XZ
Cc: Vic
Subject: Your ref: 800659121 / SKF 6211G / DOA: 22.05.2013

Dear Mr. Albert,

We refer to the above-subject.

OI strongly disputed liability on this case.

Due to small quantum of claim and circumstance of the accident, we had your instruction on 01/04/15 to settle the matter at best.

We have made an initial offer of 50% to TP Trans-Cab on the same day after your mandate and have made follow-ups on their reply, however to date, no response from their side.

Our last reminder was sent on 18/5/15 and still no response from them.

In view of no further development from TP, we would like to submit our report to your good-office on wp.

Kindly advise if we may proceed to close this 2013 case.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-6051 | 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 (LKK Auto)

From: Wong, Justin <Justin.Wong@aig.com>
Sent: Monday, 8 June, 2015 11:41 AM
To: Joy Irene (LKK Auto)
Cc: Vic; Hong, Albert-XZ
Subject: #800659121B#023# AIG Ref; / SKF 6211G / DOA: 22.05.2013

On behalf of Albert,

Dear Joy,

Please proceed as submit the report for WP closure.

Thank you.

Best Regards,

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1880 | Fax +(65) 6835 7416
Justin.Wong@aig.com | www.aig.com.sg

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From: Joy Irene (LKK Auto) [<mailto:JoyIrene@lkkauto.com>]
Sent: Monday, June 08, 2015 11:29 AM
To: Wong, Justin
Cc: Vic
Subject: FW: Your ref: 800659121 / SKF 6211G / DOA: 22.05.2013

Dear Mr. Justin,

We understand that Mr. Albert in on reservist until 23/06/15.

With reference to our e-mail below.

We would like to seek for your kind assistance for an approval to submit report on wp for closure.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-6051 | email: joyirene@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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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/AIG13009648/Kh2t2

14 NOVEMBER 2014

CHAN CHIAN POH
BLOCK 71D JALAN SENANG
SINGAPORE 418363

Dear Sir/Madam,

ACCIDENT INVOLVING SKF 6211G AND SHB 7504L ON 22/05/2013

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.

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.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 5 days from the date of this letter.

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,


Vic Alpeh Sanghian
Case Handler
DID: 6841 2157
FAX: 6741 4108
Email: vicalpeh@lkkauto.com

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

...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
Main	04 Jun 2013 Edit Reg		27 May 2013 00:00 Edit Adj Rpt	S\$1,350.00 Edit Estimates	S\$1,350.00 View Rpt	
						Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS			[Created by adjuster]						
Insured: Chan Chian Poh, NRIC: S6815450B									
Main Claimant: TRANS-CAB SERVICES PTE LTD, NRIC: 200303878K									
Vehicle Reg. No.: SHB7504L		Date of Loss: 22/05/2013 14:00 - :59							
Claim Type: TP / 800659121		Policy/Cover Note No.: 2100308315 (Comprehensive) Coverage: 18/07/2012 - 17/07/2013							
Vehicle Reg. No. (Insured): SKF6211G		Policy No. (Claimant): D-12047359MFSH							
Repairer: Trans Cab Auto Services Pte Ltd (HQ) No 58 Defu Lane 1, 539498 Defu Lane - Tel:									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Gnoh, Pau-Loong - 64191753]									
Claimant's Insurer: First Capital Insurance Ltd (HQ) - Tel: 62222311									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 07/06/2013]									
ASSOCIATED MAIL RECEIVED			View All Compose Case Mail						
• AIG_SG (30/07/2014): CLAIM STATUS FOR CLAIM NO: 800659121 (SHB 7504L)									
ALL ASSOCIATED TASKS									
<div> View All Search Tasks Create New Task Complete </div>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SHB7504L (800659121)
[SKF6211G]
TP
TRANS-CAB SERVICES PTE LTD
May 22 2013 2:00PM
[Chan Chian Poh]
Trans Cab Auto Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			View Use Viewer		
Photos/Images						3 per page					
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)					Thumbnail			Print	
1	29/05/13 14:37	General View					Load JPG				
2	29/05/13 14:37	General View					Load JPG				
3	29/05/13 14:37	General View					Load JPG				
4	29/05/13 14:37	General View					Load JPG				
5	29/05/13 14:37	General View					Load JPG				
6	29/05/13 14:37	General View					Load JPG				
7	29/05/13 14:37	General View					Load JPG				
8	29/05/13 14:37	General View					Load JPG				
9	29/05/13 14:37	Odometer Reading					Load JPG				
10	29/05/13 14:37	Chassis Number					Load JPG				
Documentation						1 per page					
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)					Thumbnail			Print	
1	29/05/13 14:37	TP GIA REPORT					Load PDF				
2	29/05/13 14:37	TP WORKSHOP ESTIMATE					Load PDF				
3	08/06/15 12:12	APPROVAL TO WP REPORT					Load PDF				
4	09/06/15 11:06	SHB7504L 22.05.2013 - witness statement					Load PDF				
5	10/06/15 13:32	LETTER TO OI					Load PDF				
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)					Thumbnail			Print	
1	30/05/13 10:17	OI GIA REPORT					Load PDF				

Documents Checklist

DOCUMENTS CHECKLIST	Reset Save Print
There are no document checklists configured.	
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)	
<div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div> Show Remarks To: <input checked="" type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small> </div> <div style="text-align: right;">▲ ▼</div> </div>	

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: account@lkkauto.com;sur@lkkauto.com;assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG13009648/KJA3Q2
Date: 10/06/2015

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. **Policy No:** 2100308315
Claimant Vehicle No : SHB7504L **Insured Vehicle No :** SKF6211G
Date of Loss: 22/05/2013 **Nature of Claim:** TP **Claim No:** 800659121

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SHB7504L **Engine No:** Z20S1448821K
Make & Model: CHEVROLET EPICA, 2.0 (A) **Chassis No:** KL1LA69RJBB076818
Reg. Date: 13/03/2012 (Man. Year: 2011) **Odometer:** 166516 km
Colour: Red/White
Engine Capacity: 1991 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: 195/65 R15 **Rear Tyre Size:** 195/65 R15
Front Left Side: West Lake 4 mm **Rear Left Side:** West Lake 3 mm
Front Right Side: West Lake 4 mm **Rear Right Side:** West Lake 3 mm
The above values represent the remaining tyre treads depth

COST OF CLAIMS

	Repairer's	Adjuster's	Difference	Diff %
Parts	2,539.95	688.20	1,851.75	72.90
Miscellaneous Items	0.00	0.00	0.00	
Labour	0.00	0.00	0.00	
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	2,539.95	688.20	1,851.75	72.90
Approved Total (Overridden) (S\$)		1,350.00		
(S\$)	2,539.95	1,350.00	1,189.95	46.85
+ GST 7.00/7.00% (S\$)	177.80	94.50	83.30	46.85
Nett Amount (S\$)	2,717.75	1,444.50	1,273.25	46.85
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 27/05/2013
Date Inspected: 27/05/2013 **Inspected At:** Trans Cab Auto Services Pte Ltd (HQ)
Estimated Period of Repair: 2.5 days No 58 Defu Lane 1
Singapore 539498

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

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER (BUMPER A-FRT)	Repair	1,202.00 FL	*- FL
2	1		*FRONT BUMPER RETAINER RH	Serviceable	102.00 FL	*- FL
3	1		*FRONT FENDER RH	Bent	837.60 FL	*837.60 FL
4	1		*FRONT DOOR LH (PANEL A-FRT DR LH)	Repair	1,133.00 FL	*- FL
5	1		*SET FRONT BUMPER FASTENER CLIP	Not Necessary	24.00 FS	*- FS
6	1		*FRONT DOOR STICKER TRANS-CAB	Necessary	60.00 FS	*60.00 FS
F=Franchise part. S=SpcNett. L=ListItemDisc.						
				Sub Total (\$\$)	3,358.60	897.60
- List Item Discount on L Items 25.00/25.00% (\$\$)					818.65	209.40
				Total Parts (\$\$)	2,539.95	688.20

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

There are no labour items selected.

Report was unsubmitted during this print-out.

< END OF ESTIMATES >