

ISS. CASE OWNER

CC6/AIG1800 1518

LKK:

IDAC

Surveyor:

marcus

DOI:

ASSIGNMENT

Date / Time:

20/1/18

Registered in Merimen:

16/01/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SVF 3864E

Name of Insured:

LEONA KIM ONG

Insured Tel No.:

HP:

96478843

Excess Sec II :SS

D.O.A.:

18/1/18

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

2777 072236561

Policy No.:

700429792

Make / Model:

Mitsubishi

Place of Accident:

Tues 2nd Intk Tues 7B

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

SKZ 7077E



INSRS:

WSP:

Tel:

Liability:

RMKS:

Hout
wan

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

20/1/18
JMS

SKZ 7077E - Y SVF 3864E - Y

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:

12/3/18

CALL OI NO RESPONSE.
OI CALLA confirm accident details
Dimension 7P has no video.
a new no evidence to get
evidence from 7P
phone to 7P for evidence.

13/5/18

- AIG instructed to submit WP
TP INACTIVITY.
- FILE PHU TO CLP TO CLOSE

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(days)

Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Final Liability:

%

50

(Agreed / Assessed) BOLA S/N No.:

NIL

If NO or B 28, Ass. Lia:

Repair Cost:

SS

conflicting version

Loss of Rental (LOR):

SS

(days)

Loss of Use (LOU):

SS

(S

x

days)

Loss of Income (LOI):

SS

(S

x

days)

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

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/Independent)

Legal Cost:

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

WP
\$320

Total:

SS

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

SS

Name 1:

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

AUG / Y

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To inspect Vehicle No: SK27027K

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:

1 days

Res: Yes or No

Lum Sum:

1.31 %

3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Date / Time

Action / Instruction

26/1/18 Conf. and final by 400 with Har.

(Red 3400 / 50%)

Veh No:

SK27027K

Yr Regn: 1, 16

Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or CA /

Make:

mazda 3

c.c. 1496

Colour:

Blue

A/C: Insured / Std / NI / NA

Sp. Reading

20023

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

JM6BM42A860326667

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F:

R:

225/60R16

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

TOYO / YOKO or

Front

Rear

R/Bal:

7

mm

R/Bal:

7

mm

L/Bal:

7

mm

L/Bal:

7

mm

D.O.A.

28/12/17

D.O.I.

26/1/18

Survey held at

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

O/S Frt.

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

Date/Time. File Pass to?

☐

Preli. Report

1)

☐

Final Report

Date/Time. File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

Weekend (\$

Survey Fee:

Transportation:

\$ + RS. \$

Photos

Others

TOTAL

Report Format :

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



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3551 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 : CC6/AIG18001518/yb3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 25-01-2018	
Code : AIG			
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SLF 3864E	Veh. Inspected	SKZ 7027K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	25/01/2018
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	28/12/2017	Inspection Date	
Survey held at	HOCK WAH MOTOR WORKSHOP PTE LTD BLK 8 KAKI BUKIT AVENUE 4 PREMIER @ KAKI BUKIT (GATE 1) #02-54/55 SINGAPORE 415875		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

HOCK WAH MOTOR WORKSHOP PTE LTD

BLK 9006 TAMPINES ST 93 #01-204

SINGAPORE 528840

TEL: 67853933 FAX: 67883933

R.O.C No. 200104141D GST Reg No. 20-0104141-D

TO : SKZ7027K

TIEW KOK SOON

BLK 384 TAMPINES ST 32

03-33

SINGAPORE 520384

TEL : FAX :

PH : 97929457

ATTN :

ESTIMATE BILL

Number : EBK0000230

Date : 25/01/2018

Case No : ADK0000302

Vehicle No : SKZ7027K

Chassis:

Year of Mfr

Policy No

Model : MAZDA 3

Term:

Sn	DESCRIPTION	QTY	U PRICE	DISC	AMOUNT
1	FRT BUMPER RH REPAIR <i>h x</i>	1.0			
2	FRT FENDER RH REPAIR <i>h x</i>	1.0			
3	LABOUR TO REMOVE AND REFIT NECESSARY PARTS	1.0	300.00	0	300.00
4	SPRAY PAINT ON THE AFFECTED AREAS	1.0	500.00	0	500.00
Labour 1 Sub Total					800.00
<i>Not Authorized</i> <i>26/1/18</i> <i>1 day.</i> <i>p/p \$ 400</i>					
<div><p>By Reg. Consultants hence notify the repairer of the following:</p><ul style="list-style-type: none">• ensure the lowest spray painting• avoid damaged parts during resurvey• all prices are subject to confirmation• resurvey is on a "Without Prejudice" basis• resurvey (if necessary) is allowed• resurvey must be resurveyed and subject to final approval from Insurance Company<p>Acknowledged by Repairer</p><p>Signature:</p><p>Date:</p></div>					
SINGAPORE DOLLARS : EIGHT HUNDRED FIFTY-SIX AND CENTS ZERO ONLY			Less Excess		0.00
			SUBTOTAL		800.00
			GST 7.00%		56.00
			TOTAL		856.00

Date of accident : 27/12/2017 09:37 PM. Place : TUAS CUSTOM TOWARDS MALAYSIA

E. & O. E.

HOCK WAH MOTOR WORKSHOP PTE LTD

CUSTOMER SIGNATURE

AUTHORISED SIGNATURE

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 6050F

Vehicle Details

Vehicle No.: SKZ7027K
Vehicle to be Exported: No
Intended De-registration Date: 26 Jan 2018
Vehicle Make: MAZDA
Vehicle Model: MAZDA3 4-DOOR SEDAN 1.5L SP.6EAT
Primary Colour: Blue
Manufacturing Year: 2015
Engine No.: P520334992
Chassis No.: JM6BM42A8G0326667
Maximum Power Output: 88.0 kW (118 bhp)
Open Market Value: \$17,812.00
Original Registration Date: 29 Jan 2016
First Registration Date: 29 Jan 2016
Transfer Count: 0
Actual ARF Paid: \$12,812.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 28 Jan 2026
PARF Rebate Amount: \$9,609.00

Intended COE Rebate Details

COE Expiry Date: 28 Jan 2026
COE Category: A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years): 10
QP Paid: \$51,301.00
COE Rebate Amount: \$41,068.00
Total Rebate Amount: \$50,677.00

The information contained herein is correct as at 26 Jan 2018

OK



Auto
Consultants
Pte Ltd

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

Our Ref: CC6/AIG18001518/Umb3

14 MARCH 2018

LEONG CHIN ONG
BLK 10 JALAN BATU
#08-20
SINGAPORE 431010

Dear Sir/Madam,

ACCIDENT INVOLVING SLF 3864E AND SKZ 7027K ON 28/12/2017

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.

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 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 **24/03/2018**, 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,


Bevan Lim
Case Handler
DID: 6749 4274
FAX: 6741 4108
Email: bevanlim@lkkauto.com

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

Jia Le (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Tuesday, 28 May 2019 12:07 AM
To: CS A Team
Cc: Olivia Lau (LKKAuto); Hsiao Tong (LKKAuto); Admin A
Subject: RE: Our Ref: 2777032136SG-003 || Accident Involving SLF3864E / SKZ7027K on 28/12/2017

Hi LKK Team

Referring to our email dated 29/04/2019.

Kindly render us your WP report and billing for closure urgently.

Best Regards

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Tan, Bennie-WZ
Sent: Monday, April 29, 2019 4:36 PM
To: CS A Team
Cc: Olivia Lau (LKKAuto); Hsiao Tong (LKKAuto)
Subject: RE: Our Ref: 2777032136SG-003 || Accident Involving SLF3864E / SKZ7027K on 28/12/2017

Hi LKK Team

Reference to our 10days' notice email dated 30th March 2019.

We did not received any developments from TP till date. We will be closing this matter.

Kindly render us your WP report and billing for closure.

Best Regards

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Tan, Bennie-WZ
Sent: Saturday, March 30, 2019 7:53 PM
To: 'sukyl@hockwah.com.sg'
Cc: 'Olivia Lau (LKKAUTO)'; 'Hsiao Tong (LKKAUTO)'
Subject: Our Ref: 2777032136SG-003 || Accident Involving SLF3864E / SKZ7027K on 28/12/2017

Dear Sir / Mdm

We are the insurer of SLF3864E at the material time of the Accident.

We note that you are acting for TIEW KOK SOON, the owner of SKZ7027K, in their claim for Property Damages against the Auto Insurance Policy of our Insured as a result of the above Accident.

The Claim has been outstanding for more than 12 months. If we do not hear from you in writing within the next 10 working day from the date of this email, we shall proceed to close our file.

Best Regards

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.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	03 Jan 2018 Edit Reg		26 Jan 2018 00:00 Edit Adj Rpt	S\$400.00 Edit Estimates	S\$400.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: Leong Chin Ong , ID: S1655644									
Main Claimant: TIEW KOK SOON , ID: S7416050F									
Vehicle Reg. No.: SKZ7027K		Date of Loss: 28/12/2017 09:00 - :59 [22 Months and 29 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 2777032136SG		Policy/Cover Note No.: 2100479792 (Comprehensive)							
Vehicle Reg. No. (Insured): SLF3864E		Policy No. (Claimant): 5087495695							
		Excess:							
Repairer: Hock Wah Motor Workshop Pte Ltd () BLK9006 TAMPINES ST 93 #01-204, 528840 Tampines - Tel:									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Tan, Bennie-WZ - 6419 1718] Bennie-WZ.Tan@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 MARCUS CHUA] ... [Final Rpt due 05/02/2018]									
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

*SKZ7027K (2777032136SG)
[SLF3864E]
TP
TIEW KOK SOON
Dec 28 2017 9:00AM
[Leong Chin Ong]
Hock Wah Motor Workshop Pte Ltd

Upload Documents		Upload Photos	Compose New Letter	Upload Video	Upload Audio	View View in Browser	
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Assessment Reports				1 per page	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	26/01/18 09:06	Accident Statement <small>From: SC - Reg. No: SLF3864E, Claimant: LEONG CHIN ONG</small>		Load HTML	

Photos/Images				3 per page	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	26/01/18 15:36	Chassis Number		Load JPG	
2	26/01/18 15:36	General View		Load JPG	
3	26/01/18 15:36	Odometer Reading		Load JPG	
4	26/01/18 15:36	General View		Load JPG	
5	26/01/18 15:36	General View		Load JPG	
6	26/01/18 15:36	General View		Load JPG	
7	26/01/18 15:36	General View		Load JPG	
8	26/01/18 15:36	General View		Load JPG	
9	26/01/18 15:36	General View		Load JPG	
10	26/01/18 15:36	General View		Load JPG	

Documentation				1 per page	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	25/01/18 15:50	TP ESTIMATE		Load PDF	
2	25/01/18 15:50	TP GIA REPORT		Load PDF	
3	30/01/18 08:59	TP ESTIMATE- MARKED		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST		Reset	Save	Print
There are no document checklists configured.				

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)	
Show Remarks To: <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: CC6/AIG18001518/UD83Q2

Date: 18/07/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No: 2100479792

Claimant Vehicle
No : SKZ7027K

Insured Vehicle No : SLF3864E

Date of Loss: 28/12/2017

Nature of Claim: TP

Claim No: 2777032136SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKZ7027K

Make & Model: MAZDA 3, 1.5 (A)

Engine No: P520334992

Reg. Date: 29/01/2016 (Man. Year: 2015)

Chassis No: JM6BM42A8G0326667

Colour: Blue

Odometer: 20023 km

Engine Capacity: 1496 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: 205/60 R16

Rear Tyre Size: 205/60 R16

Front Left Side: Toyo 7 mm

Rear Left Side: Toyo 7 mm

Front Right Side: Toyo 7 mm

Rear Right Side: Toyo 7 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	800.00	400.00	400.00	50.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	800.00	400.00	400.00	50.00
+ GST 7.00/7.00% (S\$)	56.00	28.00	28.00	50.00
Nett Amount (S\$)	856.00	428.00	428.00	50.00
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 26/01/2018

Date Inspected: 26/01/2018 Inspected At:

Hock Wah Motor Workshop Pte Ltd
BLK9006 TAMPINES ST 93 #01-204
Singapore 528840

Estimated Period of Repair: 1.0 days

Adjuster: MARCUS CHUA

Manager: CHAN JIA LE

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		*FRT BUMPER RH (NPA)	Repair	0.00 F	*- F
2	1		*FRT FENDER RH (NPA)	Repair	0.00 F	*- F
F=Franchise part.						
Total Parts (S\$)					0.00	0.00

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	LABOUR TO REMOVE AND REFIT NECESSARY PARTS }	New	300.00	400.00
2	SPRAY PAINT ON THE AFFECTED AREAS }	New	500.00	0.00
Gross Labour Cost (\$\$)			800.00	400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >