

ASS. REC. BY:

REF:

C/AIG18001638/Nc

Special Instructions:

Surveyor:

ASSIGNMENT (Office)

From (Person): Priscilla Sim

of

HIC

Date/Time: 16/1/2018

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SLB9121Y

Insured:

at Workshop m/s

Tel:

of

Policy No:

Claim No:

180116492936

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A

1/1/2018

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement

Date/Time:

Person Contacted:

Vehicle IN/OUT

Date/Time

Action/Instruction () Estimate

SLB9121Y-X.

\$350

AIG Claim No: 1801164929SG ; SLB 9121Y D.O.A. 1/1/2018 (OD Engine Damage Claim Case)

Naz (LKKAuto)

Thu 18/1/2018 12:34 PM

Sent Items

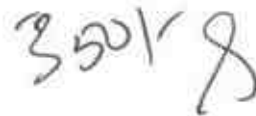
To: Priscilla-LK.Sim@aig.com <Priscilla-LK.Sim@aig.com>;

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>;

Dear Ms Priscilla,

I have received the assignment and will proceed with the investigation.

Thank you.



Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Bryan Ang (LKKAuto)

Sent: Tuesday, 16 January 2018 7:13 PM

To: Naz (LKKAuto)

Subject: Fwd: SLB9121Y OD / 1801164929SG - Engine Damage not payable

Bryan Ang

LKK Auto Consultants Pte Ltd

Begin forwarded message:

From: "Sim, Priscilla-LK" <Priscilla-LK.Sim@aig.com>

Date: 16 January 2018 at 14:28:02 GMT+8

To: "Bryan Ang (bryanang@lkkauto.com)" <bryanang@lkkauto.com>

Subject: FW: SLB9121Y OD / 1801164929SG - Engine Damage not payable

Hi Bryan

We need LKK's involvement i.e. obtained detailed accident report and engine damage consequential losses

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report 05/01/2018 11:32
Date Of Accident 01/01/2018 17:00
Exact Location Of Accident JUNCTION TAMPINES ST 91 & TAMPINES AVE 4
Country/State of Loss SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number SLB9121Y
Insured/Policyholder
Name Of Registered Owner TAN SHAW WAH
NRIC No S1419655B
Email Address NOEMAIL
Mobile Phone No (LOCAL) +65-96758047
Alternative Phone No Office-96758047

Vehicle Particulars

Manufacturer MERCEDES-BENZ
Model A200

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? YES

If No, Please state action to be taken

Vehicle Category PRIVATE CAR

Insurance Company

Name of Insurance Company AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage COMPREHENSIVE
Fleet Policy NO
Policy Number 2100462500-00000
Cover Note Number

Driver

Name of Driver GOH ZHONG QUAN SHAWN
NRIC No S9029504G
Date Of Birth 25/07/1990
Occupation INDOOR
Date Of Driving Pass 30/12/2008
Driving Experience 9 YEARS AND 0 MONTHS
Gender MALE

Mobile Number	(LOCAL) +65-96408650
Fax Number	
Contact Number	
E-Mail Address	NOEMAIL
Address	BLK 935 TAMPINES STREET 91 #09-341
Postcode	520935
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	CHILDREN
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	CHAIN COLLISION
Weather Conditions	RAINING
Road Surface	WET

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	0
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO ATTACHED.

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorized Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repeal policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated; or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature
Date & Time 05/01/2018 1023

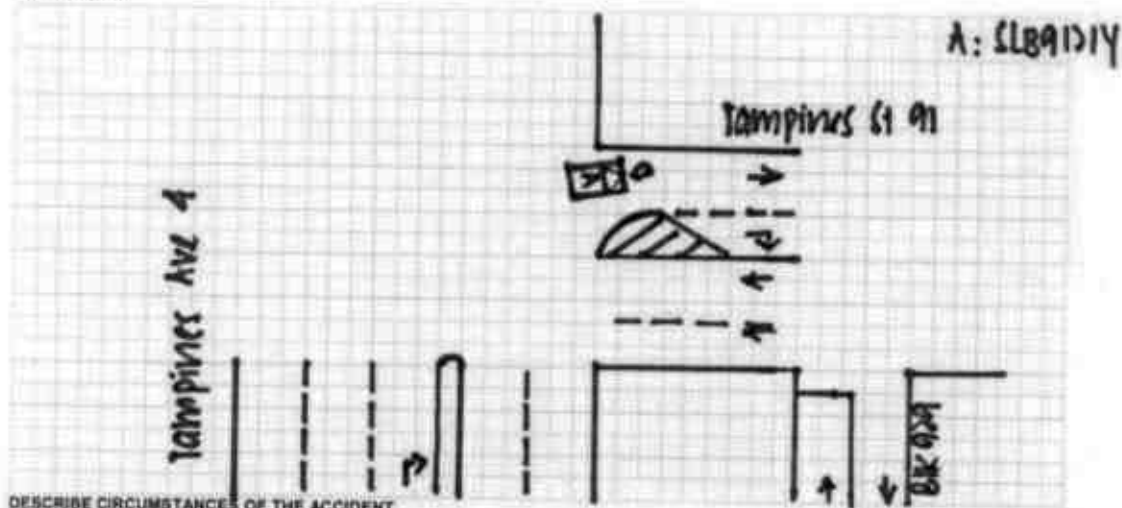
Driver's Signature
(If driver is not the policyholder)
Date & Time 05/01/2018 1023

Kerlyn Ong Kai Li
DID: 6771 4420 HP: 9186 5113
Email: kerlyn.ong@cyclecarriage.com.sg
Cycle & Carriage Industries Pte Ltd
Customer Service Centre - Pandan Loop

Reporting Centre Personnel's
Name: KERLYN
NRIC/FIN No.:

Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I WAS DRIVING MY CAR (SLB9121Y) ALONG TAMPINES AVE 4 TOWARD TAMPINES ST 91. AS I WAS TURNING RIGHT FROM TAMPINES AVE 4 TOWARD TAMPINES ST 91, I SUDDENLY FELT AN IMPACT FROM MY UNDERCARRIAGE.

THE ROAD WAS CONGESTED AND IT WAS RAINING HEAVILY SO I HAD TO TURN RIGHT INTO BLK 930 TAMPINES STREET 91 IMMEDIATELY TO CHECK ON MY VEHICLE. I DID NOT SEE MUCH AS IT WAS RAINING HEAVILY AND I HAD WALKED HOME.

AS IT WAS A PUBLIC HOLIDAY, WE HAD THEN LEFT THE VEHICLE AT THE PARKING LOT TILL 02/01/2018 MORNING AND CALLED C&C TO TOW THE VEHICLE. WE INFORMED THE TOW TRUCK THE LOCATION BASED ON OUR HOME ADDRESS, THE BLOCK IS JUST BEHIND BLK 930 TAMPINES STREET 91.

THERE WAS CONSTRUCTION AROUND THE AREA OF TAMPINES AVE 4 & TAMPINES ST 91.

DECLARATION

We declare the foregoing particulars are true in every respect.

Please note that you have 14 calendar days to revert and file the claim under your own policy. Failing to do so, your insurance company will not allow nor accept the claim.

(Please contact your insurance company for any further details)

Policyholder's Signature

Date & Time 05/01/2018 1023

Driver's Signature

(If driver is not the policyholder)

Date & Time 05/01/2018 1023

Kerlyn Ong Kai Li

DID : 6771-4420 HP : 9186 5113

Email : kerlyn.ong@cyclearrangement.com.sg

Cycle & Carriage Industries Pte Ltd

Customer Support Centre - Pandan Loop

Name: KERLYN

NRIC/FIN No.:

Sketch Plan #3



HOTLINE TEL: (65) 6415-3000
FAX: (65) 6415-3723

CERTIFICATE OF INSURANCE

MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT/CHAPTER 189
MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) RULES, 1969
ROAD TRANSPORT ACT, 1987 (MALAYSIA)
MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1989 (MALAYSIA)

MLI

MERCEDES-BENZ MOTOR INSURANCE

CERTIFICATE NO. 2100462500-00000

OWN DAMAGE EXCESS S\$800.00 (1)

WINDSCREEN EXCESS S\$100.00

(for policies with effect from 1st November 2002)

SUM INSURED Market Value
INSURING WITH COE/PARF Yes

SLB9121Y

Tan Shaw Wah

27 Apr 2016

26 Apr 2017

- 1) VEHICLE REGISTRATION NO.
- 2) NAME OF INSURED
- 3) EFFECTIVE DATE OF THE COMMENCEMENT OF INSURANCE FOR THE PURPOSES OF THE ACT
- 4) DATE OF EXPIRY OF INSURANCE
- 5) PERSON OR CLASSES OF PERSONS ENTITLED TO DRIVE*
SUBJECT TO AGE CONDITION: All Age Condition

a) The Insured

b) Any other person who is driving on the Insured's order or with his permission.

This policy will indemnify the insured or any authorised driver only if he/she meets the age conditions.

A Young and/or Inexperienced Driver Excess ("YIDRE") of S\$3,000.00, in addition to the

Policy Excess, applies to You and any Authorised Driver (named or unnamed) if You are or the said

Authorised Driver is below the age of 23 and/or has less than 2 years' driving experience.

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6) LIMITATION AS TO USE *

Use only for social, domestic and pleasure purposes and for the Insured's business. The Policy does not cover use for hire or for rewards, tuition, driving test, racing, pace-making, reliability trial speed testing the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

APPROVED REPORTING CENTRES / MERCEDES-BENZ AUTHORISED REPAIRERS

1. Cycle & Carriage Pandan Loop Service Centre - 188 Pandan Loop (Tel: 6777 5388)

APPROVED REPORTING CENTRES / AIG AUTHORISED REPAIRERS (FOR CLAIMS-RELATED REPAIRS)

2. ComfortDelGro Expt - 205 Braddish Rd (Tel: 63437118) 3. Tishor - 30 Bukit Merah Road (Tel: 66547777)

4. Glass-Fix - 42 Ubi Ave 3 (Tel: 62780887) - For windscreen only 5. Kim Fook Sing Motor - 61 Defu Lane 12 (Tel: 67479569)

6. Lai Hui (Meng Kay) Motor - 21 Sui Ming Rd (Tel: 64538110) 7. Nova Automotive - 1008 Bukit Merah Lane 3 (Tel: 67233897)

8. Progressive Automotive - 3022A Ubi Rd 1 (Tel: 67413316) 9. SMI Motor - 1 Koo Bukit Ara 5 Bld D (Tel: 67476106)

LOSS OF USE 15 Days Replacement Car only for repairs at C & C. Refer to policy wordings for details.

NAMED DRIVER NA

HIRE PURCHASE COMPANY / EMPLOYER'S LOAN MERCEDES-BENZ FINANCIAL SERVICES (S) LTD

* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Section 25 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

I / We hereby Certify that the policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia).

Issued At Singapore 3 May 2016

AIG Asia Pacific Insurance Pte. Ltd.

39430-240
CYCLE & CARRIAGE - NL
219 ALEXANDRA ROAD SINGAPORE 11955

AUTHORISED REPRESENTATIVE

Sketch Plan #4



FOR C&C USE ONLY

FOR C&C USE ONLY



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1419655B



TAN SHAW WAH

陈素华

Race

CHINESE

Date of Birth

09-06-1960

Sex

F

Country of Birth

SINGAPORE

FOR C&C USE ONLY

FOR C&C USE ONLY



1059988

S1419655B



Blood Group

O+

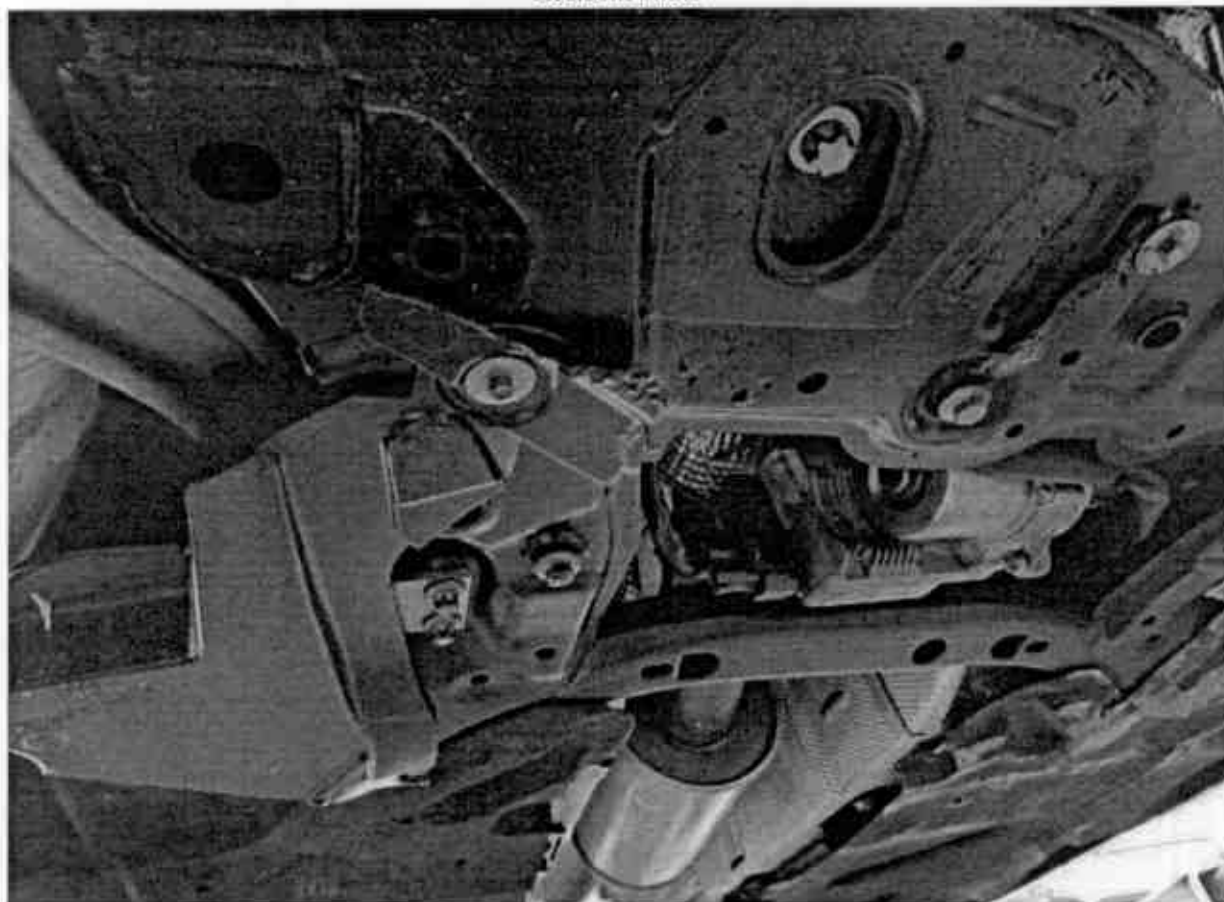
Date of Issue

05-02-1994

Address

APT BLK 935 TAMPINES STREET 91
#09-341
SINGAPORE 1852

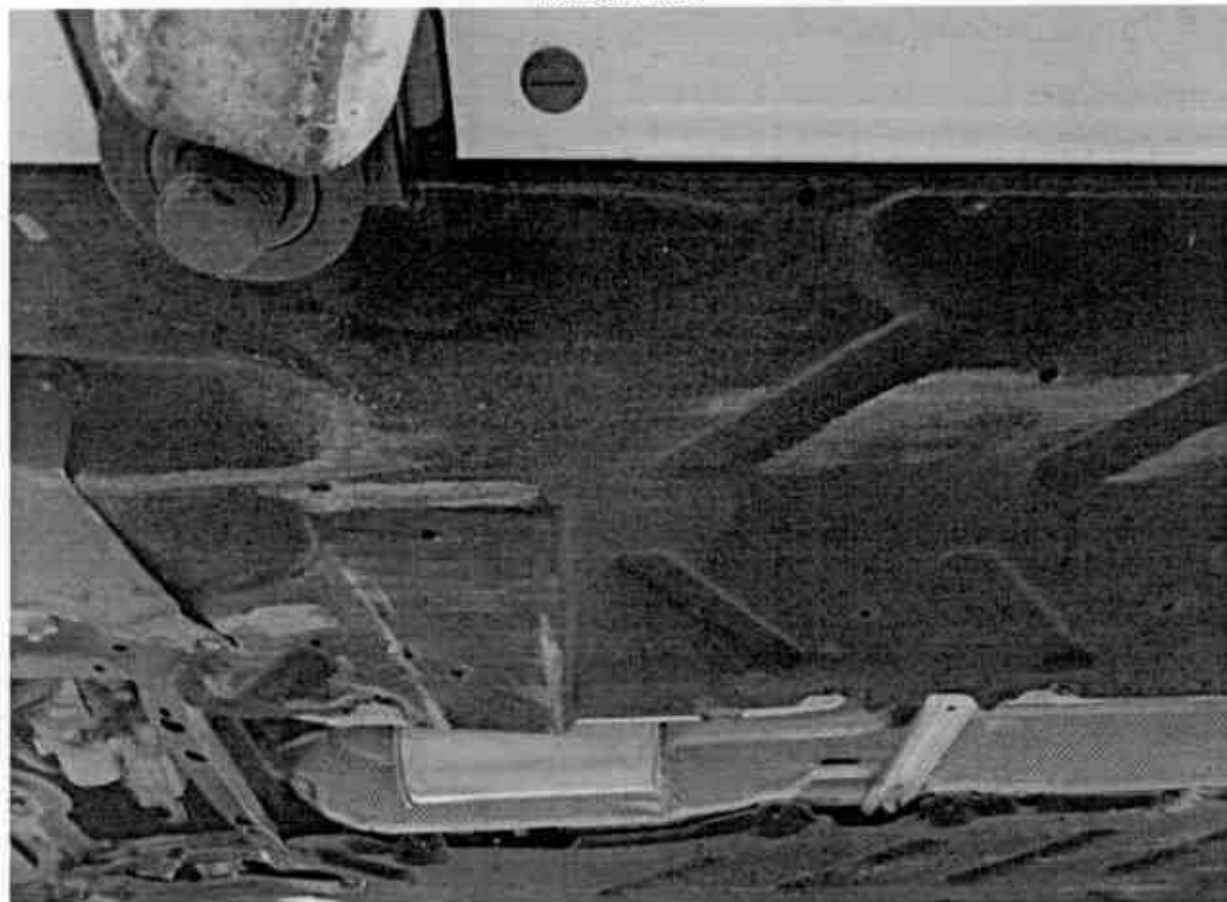
Accident Photo



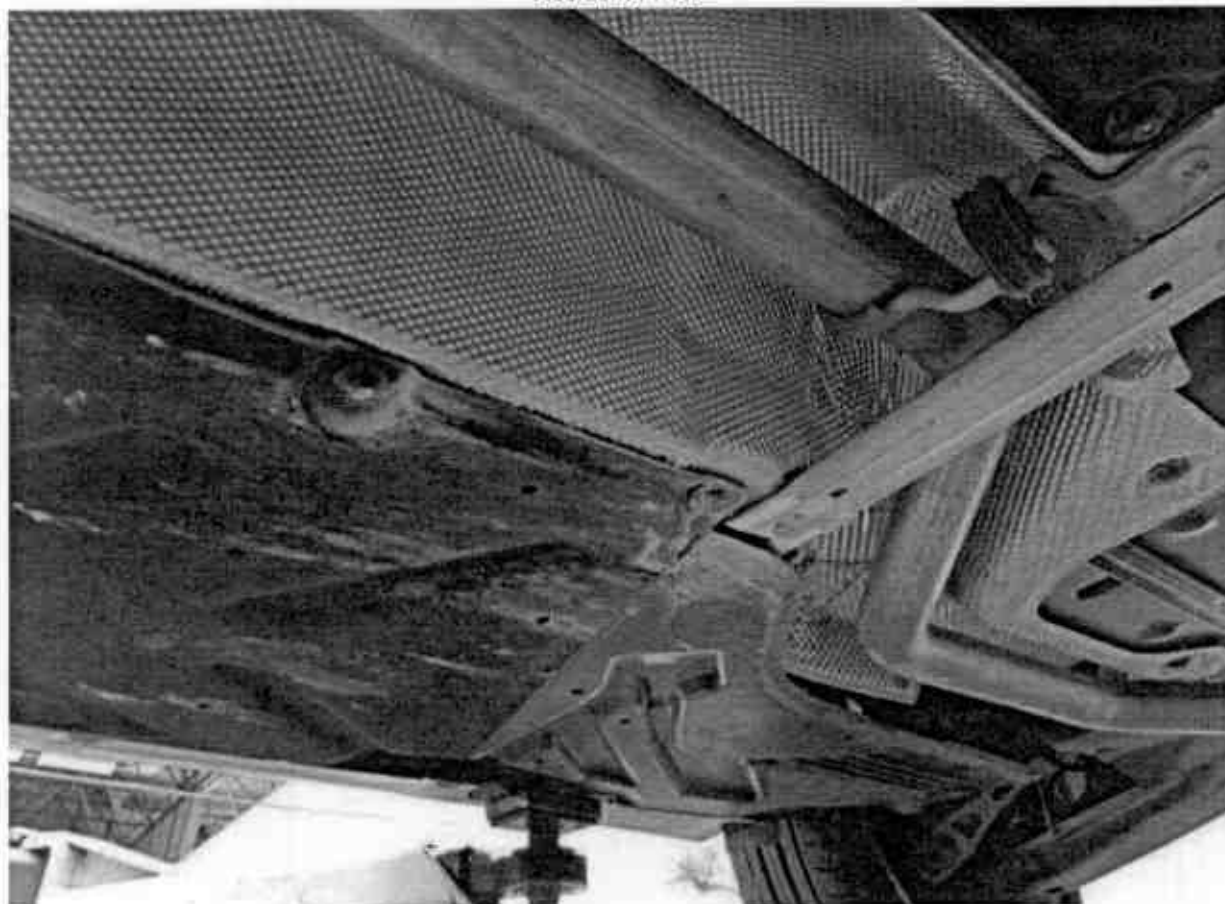
Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



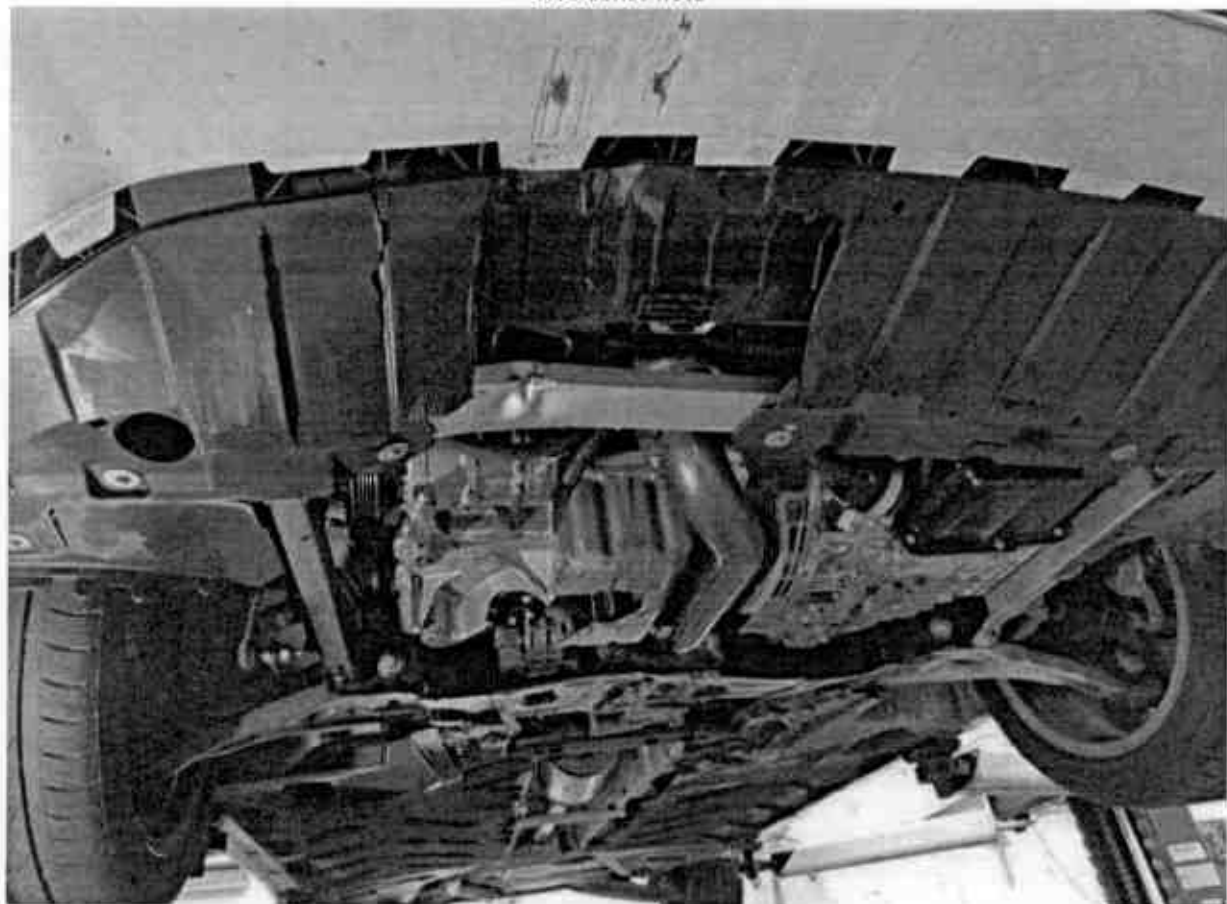
Accident Photo



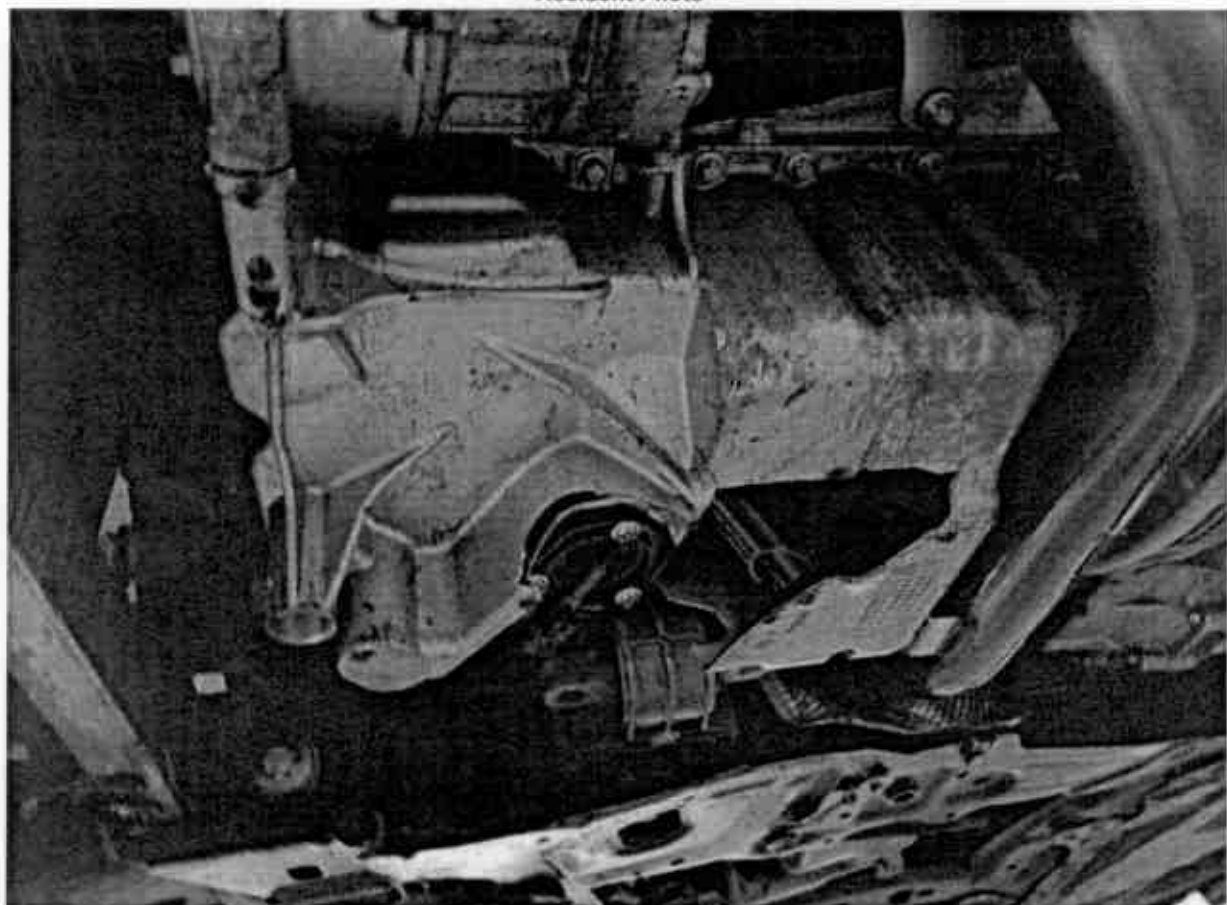
Accident Photo



Accident Photo



Accident Photo



Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	9655B
Vehicle Details	
Vehicle No.:	SLB9121Y
Vehicle to be Exported:	No
Intended De-registration Date:	25 Jan 2018
Vehicle Make:	MERCEDES BENZ
Vehicle Model:	A200 FL STYLE (R17 HLG)
Primary Colour:	White
Manufacturing Year:	2016
Engine No.:	27091030925067
Chassis No.:	WDD1760432J450276
Maximum Power Output:	115.0 kW (154 bhp)
Open Market Value:	\$24,273.00
Original Registration Date:	27 Apr 2016
First Registration Date:	27 Apr 2016
Transfer Count:	0
Actual ARF Paid:	\$20,983.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	26 Apr 2026
PARF Rebate Amount:	\$15,737.00
Intended COE Rebate Details	

COE Expiry Date:	26 Apr 2026
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$47,604.00
COE Rebate Amount:	\$39,286.00
Total Rebate Amount:	\$55,023.00

The information contained herein is correct as at 25 Jan 2018

OK

Enquiry on Vehicle Recall - Vehicle Specific

* ONLY INFORMATION ON VEHICLE RECALLS SUBMITTED FROM 9 APRIL 2007 IS AVAILABLE

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	9655B
Vehicle Details	
Vehicle Registration number:	SLB9121Y
Make:	MERCEDES BENZ
Vehicle Model:	A200 FL STYLE (R17 HLG)
Engine No.:	27091030925067
Chassis No.:	WDD1760432J450276
Recall Details	
1	Recall No.: R2017100444
	Manufacturer Recall Date: 15 Aug 2017
	Estimated Completion Year of Recall: 2018
	Brief Description (As Provided by Motor Dealer): The starting current limiter could be overloaded during the starting procedure under certain conditions. If the starter was blocked due to previous damage (e.g. engine damage due to water ingestion damage), an extremely high electric current would flow through the starting current limiter during the next starting procedure

Date Rectified: -

For more details, contact DAIMLER SOUTH EAST ASIA PTE. LTD.

Hotline Information: CYCLE & CARRIAGE
CUSTOMER
ASSISTANCE
CENTRE at 6471
9111

OK



Auto
Consultants
Pte Ltd

STATEMENT

PARTICULARS

Name : GOH ZHONG RUAN SHAWN
NRIC / Passport No. : S9029504G
Address : BLK 135 TAMMINE STREET 91 #01-341
51520935)
Telephone : (R) 67823549 (O) -
(HP) 96408650
Sex / Age : M / 27
Occupation / Name of Company : CONSULTANT / TELSTRA TELSTRA
Nationality : S'POREAN

Recorded By : MUHD NAZAIL Date : 17/01/18 Time: 1620
Place Recorded: AS ABOVE
Language Spoken: ENGLISH Interpreted By: N/A

FACTS OF CASE:

I am the insured driver of the vehicle number SLB 9121Y at the incident date, location and time. The car belongs to my mother, Mrs Tan Shaw Wai. I was driving alone from Bedok 85 (near Bedok North NPC) after getting some food and was heading home. I was travelling along Bedok South of Eastview Road. The traffic was moderate but slow moving. It was raining very heavily and the road surface was very wet. It was after the cross junction when I turned right into Tampines St 91 that I felt a huge impact at my undercarriage. Visibility was very poor due to the heavy rain. After I felt the impact, I realised my steering felt mark my way into my house carpark and parked in front of block 930 Tampines St 91. I did not feel any difference while driving the car after the impact. I left the car overnight at the carpark. The following day 02/01/18 at 0900am I went down to check on the car for any damages. I did not do so on the incident date as the rain was too heavy. From the front view, I could not see any damages. I also could not see any oil leakage on the ground.

Signed:

S9029504G

Recorded by:



Auto
Consultants
Private Ltd

STATEMENT

I started the engine. It could operate however I heard a loud noise (rumbling) of the engine. Then the indicator on the speedometer displayed ~~a 'please check the oil'~~ then I saw a message being displayed on the speedometer panel. I ~~cannot~~ saw a 'See Owner's manual' message. I switched off the engine and called my mother. My mother made towing arrangements. The tow truck arrived after noon. The tow truck driver started the engine and saw the same message displayed on the speedometer panel. He tried to drive the car to position it to be towed but it could only move a short distance before it stopped moving. The car was lifted from the front. It was then that the tow truck driver told me that there is a small gap between the right front panel and the front bonnet. When the car was lifted, I took some pictures of the undercarriage from the front of the car. I saw a dent, a crack and a part that was chipped off from the oil pan. The oil pan looked wet but I was unable to ascertain if it was because of an oil leak or dirt as it had been raining the day before.

The car was towed to Cycle & Carriage at Pardon Loop on 02/01/18. I got a call from C & C on that evening saying they have received the car. C & C called my mother on 03/01/18 in the evening, informing her that they found certain issues with the car. My mother told me on 04/01/18 to make an insurance report. I could not make it on that day due to ~~my~~ work commitments. I made the insurance report at C & C, Pardon Loop on 05/01/18 at 1132 hours with my mother. The service personnel told us to prepare for the worst. The last servicing for the car before this incident was done in ~~May~~ 2017. I wish to state that after the impact till the point I reached the car park, which was about 100 metres away, there were no warning lights or messages displayed.

I wish to state that I did not consume any alcohol or take any medication that may cause drowsiness and could impair my ability to drive at the time of incident.

I wish to affirm the above statement is true and correct at the time it was written.

Signed:

5903950461

Recorded by: MUTHU NARAYAN

100 Auto Consultants