

INS. CASE OWNER:

Ming Yao

CC 6 / AIG1800

2053, TI plb3

LKK:
IDAC:

Surveyor:

Taufik

DOI:

ASSIGNMENT

6/2/18

Date / Time:

11/2/18

Registered in Merimen:

1/2/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SFX 1688L

Name of Insured:

PANG MENG HUEN

Insured Tel No.:

HP:

A1700705

Excess Sec II :\$S

D.O.A.:

26/01/18

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

279570583254

Policy No.:

Make / Model:

Mitsubishi

Place of Accident:

En Town sem ST

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

SKM 7007L



INSRS:

WSP:

Tel:

Liability:

RMKS:

Charm customer



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time	STAGE	DATE / PIC	
6/2/18	Non-Reporting ltr (1st):		
6/2/18	Non-Reporting ltr (2nd):		
6/2/18	Non-Reporting ltr (Final):		
7/2/18	Notification ltr (if non-pickup):		
7/2/18	Call OI:		
7/2/18	After call ltr to OI:		
7/2/18	Documentation Check List:	Handler: Typist	
7/2/18	Notification ltr (if non-pickup):		
7/2/18	After call ltr to OI:		
7/2/18	Authorisation To Act:		
7/2/18	Release Voucher:		
7/2/18	Final Repair Bill:		
7/2/18	Car Rental Invoice:		
7/2/18	Towing Invoice:		
7/2/18	LTA / GIA:		
7/2/18	Medical Bill:		
7/2/18	PIR:		
7/2/18	Mandate/Reject Instruction:		
7/2/18	LOD:		
7/2/18	Payment Breakdown Form:		
7/2/18	Post-Repair Photos:		
7/2/18	Others:		
7/2/18	TP made U-turn. Old drove straight.		
21/5/18 @ 3.51pm	called OI, Mr Pang. No response.		
21/6/18 @ 2.20pm	called OI, Mr Pang. He said that TP was using hp. TP did not see his car. His way clear cut that TP called out onto his car.		
28/6/18	Email to TP. Reject claim.		
18/7/18	Final pass to SHU Pet to close (Reject).		
RECEIVED	9 JUL 2018		
PRELIMINARY ADVICE	Date/Time:	Sent By:	
FINALIZATION	Date/Time:	Confirm with:	
Repair Cost:	\$S	(days) Reduction: %	
FINAL SETTLEMENT	Date/Time:	Confirm with:	
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.:	
Repair Cost:	\$S		
Loss of Rental (LOR):	\$S	(days)	
Loss of Use (LOU):	\$S	(\$ x days)	
Loss of Income (LOI):	\$S	(\$ 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	(e.g. Tow/ Independent)	
Legal Cost:	\$S		
Total:	\$S	Global Sum \$S:	
FINAL PAYMENT	Date/Time:	Confirm with:	
Payee 1:	\$S	Name 1:	
Payee 2: (Strike if N.A.)	\$S	Name 2:	
Payee 3: (Strike if N.A.)	\$S	Name 3:	

Tan JH

REF: ALH

P

ASSIGNMENT

CoE2022 March

2007 March

From: Date: 06022018
Estimated Cost:
QD TP WS TP RES / CD RES / EVA / INV / MV
To inspect Vehicle for: SKM 7007L
at Workshop no: Charn's Customcraft
of: Blk 1010 Bukit Merah Lane 3 #01-105
Insured:
Policy No:
Claims No:
Sum Insured: Excess:
(Client's Record)
Make of Veh:

Van No: SKM 7007L
Type: ☒ M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
Truck / Trailer or
Make: Toyota Camry 1998
Colour: Black
Sp. Reading: 173843
Insured / Std / NI / NA
T. Radio / Insured / Std / NI / NA

Eng No:
C.No: MK05.3BK 4.10700 5404
Gen. Cond: ☒ Good / Fair / Poor / Burnt
Steering: ☒ In order / Jammed / Leaked / Burnt or
Brake: ☒ In order / Jammed / Leaked / Burnt or
Mod: Nil / SRM / STD A/Rim or
Tyre Size: F: 215/60R16
R: 215/60R16

(Policy Condition)
Remark: The veh had commenced its repair at the time of inspection.

10am - 12pm

N/S	O/S

Est. of Market Value:
IDAO Accident Report: Consistent? : Yes or No
GIA / PR. Seen: Consistent? : Yes or No
Est. Repairs: 02 days Pass: Yes or No
Lump Sum: 20 % 3 Val: Yes or No

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or
Front: 6 mm Rear: 6 mm
R.Bal: 6 mm L.Bal: 6 mm
D.O.A: 6/2/17 R1130
Survey held at: Charn's Customcraft
Des. of Damages: ☒ Rear / O/S / N/S / U/C / Rooftop or

CA / REV / REP. / 24 HRS
Date: Person Contacted: Vehicle IN / OUT

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

Date Time Action Instruction

HS \$900 (Red \$ 941.96 / 51%) - excluded check items \$ 521.52

CostTime File Pass or
☐ Preli. Report
☐ Final Report

Days Of Repair:
Resurvey No. of Trip:

Survey Fee:
Transportation:
Lump Sum:
Amount:
Date:
Signature:

Add Fee:
☐ Site Visit \$
☐ Interview \$
☐ Technical \$
☐ Workshop \$

Report Format:
Lump Sum / I.B. / I.C.



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 : CC6/AIG18002053/pb3		
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 01-02-2018		
		Code : AIG		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SFX 1688L	Veh. Inspected	SKM 7007L	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	01/02/2018	
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	26/01/2018	Inspection Date		
Survey held at	CHARN'S CUSTOMCRAFT BLK 1010 BUKIT MERAH LANE 3 #01-105 SINGAPORE 159724			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



CHARN'S CUSTOMCRAFT

Accident Claim Repair, Corrosion Welding, Body Dent Repairs,
Spray-Painting, Mechanical Repair And Customizing of Cars
BLOCK 1010, BUKIT MERAH LANE 3, #01-105, SINGAPORE 159724
BLOCK 1009, BUKIT MERAH LANE 3, #01-82, SINGAPORE 159723
TEL: 62717054, 62733304 FAX: 62736676 EMAIL: charns@singnet.com.sg
Bus. Reg. No. 251513/00M

NMC/DK
CFC

NTUC/AIG(SFX1688L)
DOA: 26/01/2018@1325

AIG ASIA PACIFIC INSURANCE PTE LTD

01/02/2018

ATTN: THE MOTOR CLAIMS DEPT

THIRD PARTY CLAIM
ESTIMATE COST OF REPAIR FOR VEHICLE NO:
SKM 7007 L - TOYOTA CAMRY 2.0 AUTO ABS AIRBAG
CHASSIS NO: MR053BK4107005404 (2007)

1 pc	Front bumper	\$ 609.90	de✓
1 pc	Front bumper retainer RH	\$ 65.30	ex nn
1 pc	Front bumper tow cover	\$ 15.00	at✓
1 pc	Front foglight top chrome RH	\$ 104.10	act✓
1 pc	Front foglight cover RH	\$ 50.30	?
1 pc	Front grille	\$ 526.50	?
1 pc	Front grille logo	\$ 75.10	?
		\$ 1,446.20	
	LESS 20%	\$ 289.24	
		\$ 1,156.96	
	Front no.plate (S/NETT)	\$ 35.00	ht✓
	Remove necessary parts: Jacking, panel beating, repair, straighten and align front inner panel and front bumper.	\$ 350.00	250
	Putty and respray front inner panel and front bumper.	\$ 300.00	250
		\$ 1,841.96	
	ADD 7% GST	\$ 128.94	
		\$ 1,970.90	

Note: The above is an estimate only. IF other parts requested during the course of repair, we will inform you accordingly.

All parts are subject to availability.

CHARN'S CUSTOMCRAFT

.....
[Signature]

- 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:

Taufik 97493747
"WP"
6/2/18 @ 1/30
02 days
Resurvey after repair
Lumpsum

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:	Foreign Identification Number
Owner ID:	2208Q

Vehicle Details

Vehicle No.:	SKM7007L
Vehicle to be Exported:	Yes
Intended De-registration Date:	28 Feb 2018
Vehicle Make:	TOYOTA
Vehicle Model:	CAMRY 2.0 AUTO ABS AIRBAG
Primary Colour:	Black
Manufacturing Year:	2006
Engine No.:	1AZE019318
Chassis No.:	MR053BK4107005404
Maximum Power Output:	108.0 kW (144 bhp)
Open Market Value:	\$27,853.00
Original Registration Date:	13 Mar 2007
First Registration Date:	13 Mar 2007
Transfer Count:	5
Actual ARF Paid:	\$30,639.00

Intended PARF Rebate Details

PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

Intended COE Rebate Details

COE Expiry Date:	12 Mar 2022
COE Category:	B - Car (1601cc & above)
COE Period(Years):	5
PQP Paid:	\$25,174.00
COE Rebate Amount:	\$20,301.00
Total Rebate Amount:	\$20,301.00

Message

Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 01 Feb 2018

OK

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 7 February 2018 3:32 PM
To: Charn's Customcraft
Cc: Admin A; assignments; Zaini (LKK AUTO)
Subject: RE: Accd Invlg; SKM 7007 L & SFX 1688 L on 26.01.2018 ***LKK
REF:CC6/AIG18002053/pb3

Sensitivity: Confidential

Without Prejudice

Hi,

We refer to the above matter.

Liability is unclear as our insured driver reported that she was travelling towards Clark Quay. Your client who was making a U-turn did not stop and collided onto her vehicle. Attached here with a copy of our insured driver accident report for your easy reference.

SKETCH PLAN	
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT	
LICENSE PLATE	SFX1688L
CONTACT NUMBER	8222-7007 90700705
ACCIDENT DATE & TIME	26 Jan 2018
E-MAIL ADDRESS	bryanpang@live.com
LOCATION	Eu Tong Sen Street Singapore towards Clark Quay @ Central
I was heading slowly towards Clark Quay and gradually move nearer toward the vehicle in front of me. When I saw the black car (coming) towards my side. I was unable to take any ^{rapid} action as there was vehicle in front/back. To my surprise, the black car did not stop but hit my driver side passenger door. I have taken a photo of the accident.	

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

"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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Thursday, 1 February 2018 5:31 PM

To: Charn's Customcraft <charns@singnet.com.sg>; assignments <assignments@lkkauto.com>

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

Subject: FW: Accd Invlg: SKM 7007 L & SFX 1688 L on 26.01.2018 ***LKK REF:CC6/AIG18002053/pb3

Importance: High

Sensitivity: Confidential

Dear Sharon,

We refer to the above matter.

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

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Dear Assignments team,

Kindly arrange survey.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]

Sent: Thursday, 1 February 2018 4:13 PM

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

Subject: Accd Invlg: SKM 7007 L & SFX 1688 L on 26.01.2018

Importance: High

Sensitivity: Confidential

Hi

Kindly find attached for your kind attention.

Our client's vehicle no: SKM 7007 L claiming against AIG's insured vehicle no: SFX 1688 L.

Please arrange for TP survey and revert on liability.

Thanks & Regards,

Sharon Lee

Charn's Customcraft

Tel: 6272 5429 Fax: 6273 6676

Email: charns@singnet.com.sg

GST Reg. No: M90367863L

Company Reg No: 25151300M

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 5 May 2018 12:53 PM
To: Lee, Ming Yao (MingYao.Lee@aig.com)
Subject: <Seek Instruction> Your Ref: 2795705832SG *Our Ref: CC6/AIG18002053/T1pb3
[ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018]

Your Ref: **2795705832SG**
Our Ref: CC6/AIG18002053/T1pb3

Dear Sirs,

ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018

We refer to the above matter.

Third party reported that he was making a U-turn at the junction of New Bridge road and Upp cross St into Eu Tong Seng St towards Clark Quay. Our insured driver had stopped inside the yellow box due to front vehicles had stopped to wait for traffic light. When the traffic flow started to move, our insured driver overtook third party vehicle and collided onto third party vehicle.

Our insured driver reported that she was travelling towards Clark Quay. Third party who was making a U-turn did not stop and collided onto her vehicle.

There was no video/witness statement from both parties.

Based on both parties report and the available information on hand, we are of the opinion that our insured has the right of way. Third party should give way as he was making a U-turn.

In view of the above, we are intending to reject third party claim.

For your approval/comments/instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Wednesday, 16 May 2018 5:32 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: <Seek Instruction> Your Ref: 2795705832SG *Our Ref: CC6/AIG18002053/T1pb3 [ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018]

Hi Hsiao Tong,

Sorry for late reply.

Based on damage patterns, it seems like TP's version is more accurate. In view of the scratches. Would you please call insured to prompt insured whether if TP was stationary as what TP reported?

However, if insured insisted that TPV was trying to squeeze in, you may reject the claim under BOLA 11(b).

Thanks & Best Regards,
George Lee
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

Ming-Yao.Lee@aig.com | www.aig.com.sg

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 05 May 2018 12:53
To: Lee, Ming-Yao
Subject: <Seek Instruction> Your Ref: 2795705832SG *Our Ref: CC6/AIG18002053/T1pb3 [ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018]

Your Ref: **2795705832SG**
Our Ref: CC6/AIG18002053/T1pb3

Dear Sirs,

ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018

We refer to the above matter.

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For your approval/comments/instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 27 June 2018 3:47 PM
To: 'Lee, Ming-Yao'
Subject: RE: <Seek Instruction> Your Ref: 2795705832SG *Our Ref: CC6/AIG18002053/T1pb3 [ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018]

Hi Ming Yao,

We refer to your below email.

We have managed to speak with OI, Mr Pang on this matter. OI mentioned that third party was not paying attention(using mobile phone) and caused the accident. He further mentioned that it is very clear that third party made U-turn and collided onto his vehicle (right side portion). OI disputed third party claim.

In view of this, we will proceed to reject third party claim based on BOLA 11(b).

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Lee, Ming-Yao [mailto:MingYao.Lee@aig.com]
Sent: Wednesday, 16 May 2018 5:32 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: <Seek Instruction> Your Ref: 2795705832SG *Our Ref: CC6/AIG18002053/T1pb3 [ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018]

Hi Hsiao Tong,

Sorry for late reply.

Based on damage patterns, it seems like TP's version is more accurate. In view of the scratches. Would you please call insured to prompt insured whether if TP was stationary as what TP reported?

However, if insured insisted that TPV was trying to squeeze in, you may reject the claim under BOLA 11(b).

Thanks & Best Regards,
George Lee
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

Ming-Yao.Lee@aig.com | www.aig.com.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: 05 May 2018 12:53

To: Lee, Ming-Yao

Subject: <Seek Instruction> Your Ref: 2795705832SG *Our Ref: CC6/AIG18002053/T1pb3 [ACCIDENT INVOLVING SFX 1688L(OI) & SKM 7007L(TP) ON 26/01/2018]

Your Ref: **2795705832SG**

Our Ref: CC6/AIG18002053/T1pb3

Dear Sirs,

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Our insured driver reported that she was travelling towards Clark Quay. Third party who was making a U-turn did not stop and collided onto her vehicle.

There was no video/witness statement from both parties.

Based on both parties report and the available information on hand, we are of the opinion that our insured has the right of way. Third party should give way as he was making a U-turn.

In view of the above, we are intending to reject third party claim.

For your approval/comments/instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 28 June 2018 8:06 AM
To: 'Charn's Customcraft'
Cc: Admin A; assignments
Subject: RE: Accd Invlg: SKM 7007 L & SFX 1688 L on 26.01.2018 ***LKK
REF:CC6/AIG18002053/T1pb3

Sensitivity: Confidential

Without Prejudice

Hi Sirs,

We refer to the above matter.

Our insured insisted that he was driving straight and collided by your client who was making a U-turn. We have reviewed the matter and we regret to inform you that we have our principal instruction to reject your client claim based on BOLA S11(b).

Thank you.

"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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 7 February 2018 3:32 PM
To: Charn's Customcraft <charns@singnet.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: Accd Invlg: SKM 7007 L & SFX 1688 L on 26.01.2018 ***LKK REF:CC6/AIG18002053/pb3
Sensitivity: Confidential

Without Prejudice

Hi,

We refer to the above matter.

Liability is unclear as our insured driver reported that she was travelling towards Clark Quay. Your client who was making a U-turn did not stop and collided onto her vehicle. Attached here with a copy of our insured driver accident report for your easy reference.

SKETCH PLAN	
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT	
LICENSE PLATE	SFX1688L
CONTACT NUMBER	90700705
ACCIDENT DATE & TIME	26 JAN 2018
E-MAIL ADDRESS	bryan.pang@live.com
LOCATION	Eu Tong Sen Street Singapore towards Clark Quay @ Central
<p>I was travelling slowly towards Clark Quay and gradually move nearer toward the vehicle in front of me when I saw the black car (coming) towards my side. I was unable to take any ^{evasive} action as there was vehicles in front/back. To my surprise, the black car did not stop but hit my driver side passenger door. I have taken a photo of the accident.</p>	

Kindly let us have evidences (ie: video footage/ scene photos / PIR) in order for us to look into the matter.

Appreciate an early reply.

"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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)
Sent: Thursday, 1 February 2018 5:31 PM
To: Charn's Customcraft <charns@singnet.com.sg>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: FW: Accd Invlg: SKM 7007 L & SFX 1688 L on 26.01.2018 ***LKK REF:CC6/AIG18002053/pb3
Importance: High
Sensitivity: Confidential

Dear Sharon,

We refer to the above matter.

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

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Dear Assignments team,

Kindly arrange survey.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Charn's Customcraft [<mailto:charns@singnet.com.sg>]
Sent: Thursday, 1 February 2018 4:13 PM
To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: Accd Invlg: SKM 7007 L & SFX 1688 L on 26.01.2018
Importance: High
Sensitivity: Confidential

Hi

Kindly find attached for your kind attention.

Our client's vehicle no: SKM 7007 L claiming against AIG's insured vehicle no: SFX 1688 L.

Please arrange for TP survey and revert on liability.

Thanks & Regards,
Sharon Lee
Charn's Customcraft
Tel: 6272 5429 Fax: 6273 6676
Email: charns@singnet.com.sg
GST Reg. No: M90367863L

Company Reg No: 25151300M

...CLAIM SUBFOLDER...(Pending for Survey Report)

Revoked / No settlement


CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	27 Jan 2018 Edit Reg		06 Feb 2018 00:00 Edit Adj Rpt	S\$900.00 Edit Estimates	S\$900.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	PANG MENG CHUEN , ID: S7538170J								
Main Claimant:	WONG SHI YI , Co. Reg. No.: -								
Vehicle Reg. No.:	SKM7007L	Date of Loss:	26/01/2018 13:00 - :59 [130 Months and 13 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 2795705832SG	Policy/Cover Note No.:	1700027442 (Comprehensive)						
Vehicle Reg. No. (Insured):	SFX1688L	Policy No. (Claimant):	5088361714						
		Excess:							
Repairer:	Charn's Customcraft (HQ) Block 1010 Bukit Merah Lane 3, #01-105, 159724 Bukit Merah - Tel: 62717054								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@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 MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 12/02/2018]								
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

***SKM7007L (2795705832SG)**
[SFX1688L]
TP
WONG SHI YI
Jan 26 2018 1:00PM
[PANG MENG CHUEN]
Charn's Customcraft

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Assessment Reports															1 per page		<input type="button" value="v"/>	<input checked="" type="checkbox"/>		
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	02/02/18 10:58	Accident Statement From: SC - Reg. No: SFX1688L, Claimant: PANG MENG CHUEN													Load HTML					
Photos/Images															3 per page		<input type="button" value="v"/>	<input checked="" type="checkbox"/>		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	05/05/18 12:43	Odometer Reading													Load JPG	<input checked="" type="checkbox"/>				
2	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
3	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
4	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
5	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
6	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
7	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
8	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
9	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
10	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
11	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
12	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
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18	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
19	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
20	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
21	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
22	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
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25	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
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27	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
28	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
29	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
30	05/05/18 12:43	General View													Load JPG	<input checked="" type="checkbox"/>				
Documentation															1 per page		<input type="button" value="v"/>	<input checked="" type="checkbox"/>		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	01/02/18 17:29	TP ESTIMATE													Load PDF					

Assessment Reports			1 per page	<input checked="" type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
2	01/02/18 17:29	TP GIA REPORT		Load PDF	
3	07/02/18 17:16	TP ESTIMATE- MARKED		Load PDF	
4	28/06/18 08:07	Email to AIG dd 270618		Load PDF	
5	28/06/18 08:07	Email to TP_Reject dd 280618		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: ☐ 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: CC6/AIG18002053/T1PB3Q2

Date: 23/07/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 1700027442
Claimant Vehicle No : SKM7007L **Insured Vehicle No :** SFX1688L
 Date of Loss: 26/01/2018 Nature of Claim: TP Claim No: 2795705832SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKM7007L**
 Make & Model: TOYOTA CAMRY, 2.0 (A) Engine No: 1AZE019318
 Reg. Date: 13/03/2007 (Man. Year: 2006) Chassis No: MR053BK4107005404
 Colour: Black Odometer: 173843 km
 Engine Capacity: 1998 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: 215/60 R16 Rear Tyre Size: 215/60 R16
 Front Left Side: Toyo 6 mm Rear Left Side: Toyo 6 mm
 Front Right Side: Toyo 6 mm Rear Right Side: Toyo 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,191.96	618.20	573.76	48.14
Miscellaneous Items	0.00	0.00	0.00	
Labour	650.00	500.00	150.00	23.08
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	1,841.96	1,118.20	723.76	39.29
Approved Total (Overridden) (S\$)		900.00		
(S\$)	1,841.96	900.00	941.96	51.14
+ GST 7.00/7.00% (S\$)	128.94	63.00	65.94	51.14
Nett Amount (S\$)	1,970.90	963.00	1,007.90	51.14
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 06/02/2018
 Date Inspected: 06/02/2018 Inspected At: Charn's Customcraft (HQ)
 Block 1010 Bukit Merah Lane 3, #01-105
 Singapore 159724
 Estimated Period of Repair: 2.0 days

Adjuster: MOHD TAUFIKH BIN HAMID**Manager:** CHEW HSIAO TONG

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	Deformed	609.90 FL	*609.90 FL
2	1		*FRONT BUMPER RETAINER RH	Not Necessary	65.30 FL	*- FL
3	1		*FRONT BUMPER TOW COVER	Cut	15.00 FL	*15.00 FL
4	1		*FRONT FOGLIGHT TOP CHROME RH	Cut	104.10 FL	*104.10 FL
5	1		*FRONT FOGLIGHT COVER RH	*Check	50.30 FL	*- FL
6	1		*FRONT GRILLE	*Check	526.50 FL	*- FL
7	1		*FRONT GRILLE LOGO	*Check	75.10 FL	*- FL
8	1		*FRONT ON.PLATE	Bent	35.00 FS	*35.00 FS

F=Franchise part. S=SpcNett. L=ListItemDisc

Sub Total (\$\$)	1,481.20	764.00
- List Item Discount on L Items 20.00/20.00% (\$\$)	289.24	145.80
Total Parts (\$\$)	1,191.96	618.20

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	REMOVE NECESSARY PARTS ,JACKING ,PANEL BEATING ,REPAIR ,STRAIGHTEN AND ALIGN FRONT INNER PANEL AND FRONT BUMPER	New	350.00	250.00
2	PUTTY AND RESPRAY FRONT INNER PANEL AND FRONT BUMPER	New	300.00	250.00
Gross Labour Cost (S\$)			650.00	500.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >