

INS. CASE OWNER:

CC 3/TP 1800

LKK:
IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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



INSRS:

WSP:

Tel:

Liability:

RMKS:

Smart



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:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

S\$

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

If NO or B 28, Ass. Lia:

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 ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

(Tick only one)

GIA/LTA Search:

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost:

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$ 201

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

RECEIVED 23 APR 2018

140
50
11
201

COPY SENT

Vindya

REF: AL7

ASSIGNMENT

From:

Date:

14/02/18

Estimated Cost:

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

To inspect Vehicle No:

St 5129T

at Workshop m/s

SMRT

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

Sunny

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.

N/S	O/S

Bal. or Market Value:

IDAC Accident Rpt: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 2 days Res.: Yes or No

Lum Sum: 156.1 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No:

SG 5129T

Yr Regn:

31/8/2016

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

Truck / Trailer or

Make:

Vulvo B9TL

cc 9364

Colour:

Green

A/C Insured / Std / NI / NA

Sp. Reading:

No Display

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

YU359P926G4179776

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F: 275/70R225

R:

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

TOYO / YOKO or

Pirella

Front

Rear

R/Bal.

6 mm

R/Bal.

6 mm

L/Bal.

6 mm

L/Bal.

6 mm

D.O.A.

17/4/18

D.O.I.

14/5/18

Survey held at

SMRT

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

Rear O/S

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

Date / Time

Action / Instruction

15.1 \$1095

(incl \$347.00) 26.8%

Date/Time. File Pass to?

☐

Prel. Report

1)

☐

Final Report

Date/Time. File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

1 \$ + RS \$

Photos

Others

Report Format :

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

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

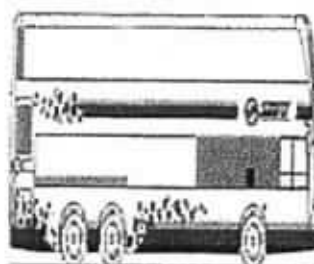
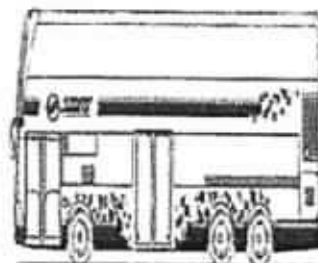
Weekend (\$

TOTAL

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SG5129T
Ref. No : BUS/02/18/7035
Reg. Date : 31/08/2016
Vehicle Type : DOUBLE DECK
Make : VOLVO
Model : Volvo B9TL DD
Name of Driver : Mohamad Sahir Bin Jalal
Type of Accident : SIDE SWIPE
Date / Time of Accident : 19/02/2018 06:16:00 AM
Accident Reported Date / Time : 20/02/2018 12:00:00 AM
Surveyor is Required? : Yes
Survey by : AIG
Vehicle is Towed Back? : No
Towed Back Date/Time : 01/01/2000
Replacement Vehicle issued? : No
Accident Repair Job Card No : 000024095052
Special Instruction to ARC, if any :
SG5129T - RIGHT REAR PORTION
PA8843L (TP) - INSURED WITH AIG
Prepared Date : 21/02/2018 04:27:19 PM



Chassis No : YV3S4P922GA179576

Mileage : 0

Work Shop :

Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,060.00	795.00
Total Spray Painting Charges	: 432.00	300.00
Total Material Charges	: 0.00	0.00
Other Charges	: 0.00	0.00
TOTAL	: 1,492.00	1,095.00
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	2.00
Prepared / Adjusted By	:	SEBASTIAN —LKK
Arc / Surveyor Sing Off Date	: 14/03/2018 10:02:10 AM	19/03/2018 11:11:15 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 14/03/2018 10:02:10 AM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH REAR PORTION	1,060.00	795.00 /
Total Labour	1,060.00	795.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	432.00	300.00 /
Total Spray Painting & Panel Beating	432.00	300.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

$$\begin{array}{r} 795 \\ + 300 \\ \hline 1095 \end{array}$$

Submission
7/4/18

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
TOTAL MATERIALS										
TOTAL MATERIALS(Discounted)							0.00	0.00		

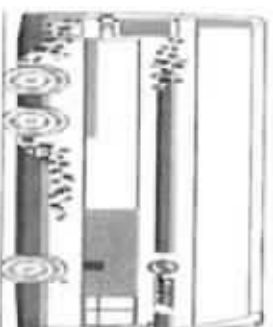
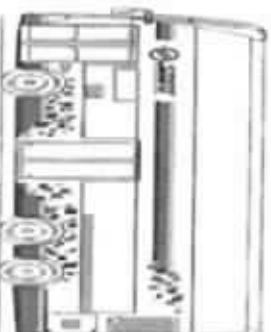
Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SG5129T
 Ref. No : BUS/02/18/7035
 Reg. Date : 21/02/2018
 Vehicle Type : DOUBLE DECK
 Make : VOLVO
 Model : Volvo B9TL DD
 Name of Driver : Mohammad Sahir Bin Jalal
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 19/02/2018 06:16:00 AM
 Accident Reported Date / Time : 20/02/2018 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by : AIG
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle Issued? : No
 Accident Repair Job Card No :
 Special Instruction to ARC, if any :
 SG5129T - RIGHT REAR PORTION
 PA8843L (TP) - INSURED WITH AIG
 Prepared Date : 21/02/2018 04:27:19 PM



LUX Auto Consultants hence notify the Registrar of the following:

- To ensurey subcontractor spray painting
- To display damaged part(s) during surveying
- 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 surveyed and is subject to final approval from Insurance Company

Acknowledged by Registrar

Signature:

Date:

Selection
 14/2/18
 - Part by part repair
 - Please Refer Part

Chassis No :

Mileage

0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	1,060.00	0.00
Total Spray Painting Charges	432.00	0.00
Total Material Charges	0.00	0.00
Other Charges	0.00	0.00
TOTAL	1,492.00	0.00
Lum Sum Total	0.00	0.00
No. of Repair Days	3.00	0.00
Prepared / Adjusted By		2 days
Arc / Surveyor Sing Off Date	14/03/2018 10:02:10 AM	01/01/1900 12:00:00 AM

Handwritten signature

Prepared / Adjusted Date :

Remarks :

Prepared Date : 14/03/2018 10:02:10 AM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No : Invoice No :
Quotation Date : Invoice Date :
Invoice Amount : Prepared Date :

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SG5129T

Ref. No : BUS/02/18/7035

Reg. Date : 21/02/2018

Vehicle Type : DOUBLE DECK

Make : VOLVO

Model : Volvo B9TL DD

Name of Driver : Mohamad Sahr Bin Jalal

Type of Accident : SIDE SWIPE

Date / Time of Accident : 19/02/2018 06:16:00 AM

Accident Reported Date / Time : 20/02/2018 12:00:00 AM

Surveyor is Required? : Yes

Survey by : AIG

Vehicle is Towed Back? : No

Towed Back Date/Time : :

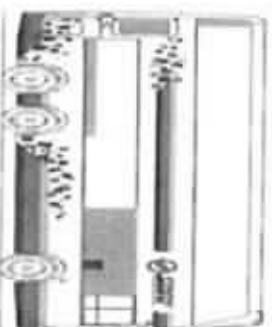
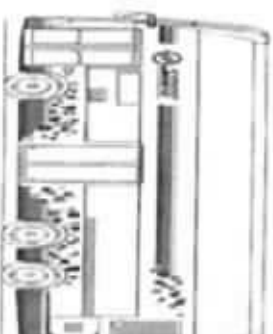
Replacement Vehicle issued? : No

Accident Repair Job Card No : :

Special Instruction to ARC, if any : :

SG5129T - RIGHT REAR PORTION
PA8843L (TP) - INSURED WITH AIG

Prepared Date : 21/02/2018 04:27:19 PM



Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RH REAR PORTION	1,060.00	0.00 195
Total Labour	1,060.00	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	432.00	0.00 300
Total Spray Painting & Panel Beating	432.00	0.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
TOTAL MATERIALS										
TOTAL MATERIALS(Discounted)								0.00	0.00	

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	2292D
Vehicle Details	
Vehicle No.:	SG5129T
Vehicle to be Exported:	No
Intended De-registration Date:	15 Mar 2018
Vehicle Make:	VOLVO
Vehicle Model:	B9TL 9.4L AUTO TURBO ABS
Primary Colour:	Multi-Colour
Manufacturing Year:	2016
Engine No.:	D9195453
Chassis No.:	YV3S4P922GA179576
Maximum Power Output:	-
Open Market Value:	\$505,887.00
Original Registration Date:	31 Aug 2016
First Registration Date:	31 Aug 2016
Transfer Count:	0
Actual ARF Paid:	\$0.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-

PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Rebate Amount:	\$0.00
Total Rebate Amount:	\$0.00

The information contained herein is correct as at 15 Mar 2018

OK

Shu Pei (LKKAUTO)

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Thursday, 5 April 2018 3:15 PM
To: Shu Pei (LKKAUTO); Bevan Lim (LKK Auto)
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Hi Shu Pei,

Please email me the soft copy survey report with colour bus photos and survey bill.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Shu Pei (LKKAUTO) [mailto:shupe@lkkauto.com]
Sent: Thursday, 5 April, 2018 2:56 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Bevan Lim (LKK Auto)
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

We refer to our tele-conversation. We will process to submit our independent report to your good office.

Kindly let us have your acknowledgment.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [mailto:audrey@smrt.com.sg]
Sent: Wednesday, 4 April 2018 4:42 PM

To: DHIWAR Namrata <namrata.dhiwar@axa.com.sg>; LOH Cynthia <cynthia.loh@axa.com.sg>; Shu Pei (LKKAuto) <shwpei@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Goh Kok Khooon (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Sunny Tan Ah Leong (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <TanAhLeong@smrt.com.sg>; Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <SimKimBock@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <tanchweehock@smrt.com.sg>; Chong Fei Yuan (Auto Svcs/Ext Biz Svcs/Claims & IA) <FeiYuan@smrt.com.sg>
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018
Importance: High

BUS/02/18/7035/AW

Dear Shu Pei (LKK),

Please arrange your surveyor to survey SMRT Bus SG5129T soon. Thank you.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: DHIWAR Namrata [<mailto:namrata.dhiwar@axa.com.sg>]
Sent: Wednesday, 4 April, 2018 4:22 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: LOH Cynthia
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Without Prejudice

Dear Sir

We regret that we are unable to arrange a survey for your client's vehicle as we need more time to confirm the vehicle no. PA8843L. In order not to delay any further, you may proceed to arrange your own surveyor as deemed fit.

Regards
Namrata Dhiwar

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Wednesday, April 04, 2018 3:47 PM
To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Goh Kok Khooon (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Sunny Tan Ah Leong (Auto Svcs/Ext Biz Svcs/AR &

SC/ARC/AR) <TanAhLeong@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <tanchweehock@smrt.com.sg>; Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <SimKimBock@smrt.com.sg>
Cc: Shu Pei (LKKAUTO) <shupe@lkkauto.com>; SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

BUS/02/18/7035/AW

Dear Catherine & Goh/Sunny/Sim,

Kindly arrange with AXA to appoint their surveyor to survey SMRT BUS SG5129T.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Wednesday, 4 April 2018 11:55 AM
To: Shu Pei (LKKAUTO) <shupe@lkkauto.com>
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Shu Pei,

Above attached refer. 3rd party is AXA.



Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Wednesday, 4 April, 2018 10:30 AM
To: Balqish Binte Abdul Halil (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Cc: Shu Pei (LKKAuto)
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Balqish,

LKK Shu Pei deemed the below LTA search result unacceptable due to search date still being 2016. Kindly furnish a 2018 search date copy.

Enquire Transaction History

Transaction History Details

Log Date/Time: 21 Feb 2018 / 16:26:07

Asset Type: Vehicle

Transaction Amount:

Asset ID: PA8843L

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel:

User ID: ESASBAHO - BALQISH BINTE ABDUL
HALIL

Business Transaction
Reference No.:

Search Date / Time: 19 Feb 2016 06:16:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Shu Pei (LKKAUTO) [<mailto:shupe@lkkauto.com>]

Sent: Wednesday, 4 April, 2018 10:02 AM

To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

Any updates?

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: Shu Pei (LKKAuto)

Sent: Monday, 2 April 2018 11:35 AM

To: 'Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)' <audrey@smrt.com.sg>

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

As spoken, kindly re-sent LTA SEARCH date under 2018 instead of 2016.

Thank you

Enquire Transaction History

Transaction History Details

Log Date/Time: 21 Feb 2018 / 16:26:07

Asset Type: Vehicle

Transaction Amount:

Asset ID: PA8843L

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel:

User ID: ESASBAHO - BALQISH BINTE ABDUL HALIL Business Transaction Reference No.:

Search Date / Time: 19 Feb 2016 06:16:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

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: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

Sent: Thursday, 29 March 2018 5:27 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: contactform.sg@aig.com

Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Importance: High

BUS/02/18/7035/AW

Dear Shu Pei (LKK) ,

Above attached refer. LTA search result showed AIG as the insurer for PA8843L. Accident scene photos also showed PA8843L encroaching into our bus's lane.



Audrey Woo
 Claims Department
 DID : 6866 2651
 FAX : 6368 7421
 Email : audrey@smrt.com.sg
SMRT Buses Ltd
 6 Ang Mo Kio Street 62 Singapore 569140



From: Tan Wei Teck (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Sent: Thursday, 29 March, 2018 4:54 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Shu Pei (LKKAuto)
Subject: RE: REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Our Ref : BUS/02/18/7035/AW

Dear Audrey,

FYNA please.

Regards,

Patrick Tan
Claims and Insurance Agency
Direct line +65 6866 2654 | Direct fax +65 6368 7421 | tanweiteck@smrt.com.sg
60 Woodlands Industrial Park E4
Singapore 757705



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: 28/03/2018 19:16
To: Tan Wei Teck (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Subject: REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Wei Teck,

Please take note our principal had mentioned that insured PA 8843L is no longer with AIG.

Kindly verify and provide to us a copy of LTA search.

Thank you

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)

Bevan Lim (LKK Auto)

From: Bevan Lim (LKK Auto)
Sent: Friday, 6 April 2018 10:56 AM
To: 'Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)'
Cc: Shu Pei (LKKAuto); Vic (LKKAuto)
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

We refer to your email below.

Kindly hold as we are pending for our surveyor to finalize the amount.

We will revert back soonest with the requested document.

Thank you.

Best Regards,

Bevan Lim | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: BevanLim@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Thursday, 5 April 2018 3:15 PM
To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>
Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Hi Shu Pei,

Please email me the soft copy survey report with colour bus photos and survey bill.

Audrey Woo

Claims Department

DID : 6866 2651

FAX : 6368 7421

Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140

From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Thursday, 5 April, 2018 2:56 PM

To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

Cc: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Bevan Lim (LKK Auto)

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

We refer to our tele-conversation. We will process to submit our independent report to your good office.

Kindly lets us have your acknowledgment.

Thank you

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: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [mailto:audrey@smrt.com.sg]

Sent: Wednesday, 4 April 2018 4:42 PM

To: DHIWAR Namrata <namrata.dhiwar@axa.com.sg>; LOH Cynthia <cynthia.loh@axa.com.sg>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Goh Kok Khoon (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Sunny Tan Ah Leong (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <TanAhLeong@smrt.com.sg>; Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <SimKimBock@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <tanchweehock@smrt.com.sg>; Chong Fei Yuan (Auto Svcs/Ext Biz Svcs/Claims & IA) <FeiYuan@smrt.com.sg>

Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Importance: High

BUS/02/18/7035/AW

Dear Shu Pei (LKK),

Please arrange your surveyor to survey SMRT Bus SG5129T soon. Thank you.

Audrey Woo

Claims Department

DID : 6866 2651

FAX : 6368 7421

Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140



From: DHIWAR Namrata [<mailto:namrata.dhiwar@axa.com.sg>]

Sent: Wednesday, 4 April, 2018 4:22 PM

To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

Cc: LOH Cynthia

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Without Prejudice

Dear Sir

We regret that we are unable to arrange a survey for your client's vehicle as we need more time to confirm the vehicle no. PA8843L. In order not to delay any further, you may proceed to arrange your own surveyor as deemed fit.

Regards

Namrata Dhiwar

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

Sent: Wednesday, April 04, 2018 3:47 PM

To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <catherineleesc@smrt.com.sg>; Goh Kok Khoo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <GohKK2@smrt.com.sg>; Sunny Tan Ah Leong (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <TanAhLeong@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC) <tanchweehock@smrt.com.sg>; Sim Kim Bock (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR) <SimKimBock@smrt.com.sg>

Cc: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

BUS/02/18/7035/AW

Dear Catherine & Goh/Sunny/Sim,

Kindly arrange with AXA to appoint their surveyor to survey SMRT BUS SG5129T.

Audrey Woo

Claims Department

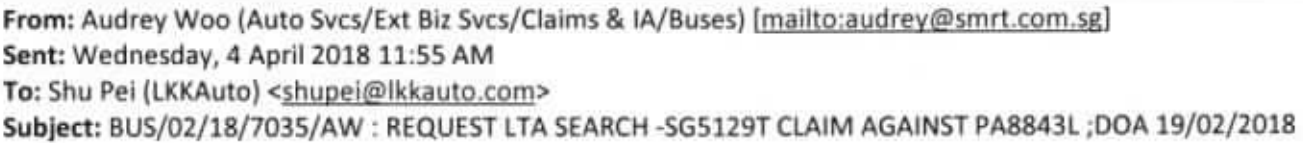
DID : 6866 2651

FAX : 6368 7421

Email : audrey@smrt.com.sg

SMRT Buses Ltd

6 Ang Mo Kio Street 62 Singapore 569140



Above attached refer. 3rd party is AXA.



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Wednesday, 4 April, 2018 10:30 AM
To: Balqish Binte Abdul Halil (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Cc: Shu Pei (LKKAuto)
Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Balqish,

LKK Shu Pei deemed the below LTA search result unacceptable due to search date still being 2016. Kindly furnish a 2018 search date copy.

Enquire Transaction History

Transaction History Details

Log Date/Time:	21 Feb 2018 / 16:26:07	
Asset Type:	Vehicle	Transaction Amount:
Asset ID:	PA8843L	
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:

Search Date / Time: 19 Feb 2016 06:16:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Wednesday, 4 April, 2018 10:02 AM

To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

Any updates?

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: Shu Pei (LKKAuto)

Sent: Monday, 2 April 2018 11:35 AM

To: 'Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)' <audrey@smrt.com.sg>

Subject: RE: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Audrey,

As spoken, Kindly re-sent LTA SEARCH date under 2018 instead of 2016.

Thank you

Enquire Transaction History

Transaction History Details

Log Date/Time: 21 Feb 2018 / 16:26:07

Asset Type: Vehicle

Transaction Amount:

Asset ID: PA8843L

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment)

Channel:

User ID: ESASBAHO - BALQISH BINTE ABDUL HALIL

Business Transaction
Reference No.:

Search Date / Time: 19 Feb 2016 06:16:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

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: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

Sent: Thursday, 29 March 2018 5:27 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: contactform.sg@aig.com

Subject: BUS/02/18/7035/AW : REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Importance: High

BUS/02/18/7035/AW

Dear Shu Pei (LKK) ,

Above attached refer. LTA search result showed AIG as the insurer for PA8843L. Accident scene photos also showed PA8843L encroaching into our bus's lane.



Audrey Woo
 Claims Department
 DID : 6866 2651
 FAX : 6368 7421
 Email : audrey@smrt.com.sg

SMRT Buses Ltd
 6 Ang Mo Kio Street 62 Singapore 569140



From: Tan Wei Teck (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Sent: Thursday, 29 March, 2018 4:54 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Shu Pei (LKKAuto)
Subject: RE: REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Our Ref : BUS/02/18/7035/AW

Dear Audrey,

FYNA please.

Regards,

Patrick Tan
Claims and Insurance Agency
Direct line +65 6866 2654 | Direct fax +65 6368 7421 | tanweiteck@smrt.com.sg
60 Woodlands Industrial Park E4
Singapore 757705



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: 28/03/2018 19:16
To: Tan Wei Teck (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses/Claims)
Subject: REQUEST LTA SEARCH -SG5129T CLAIM AGAINST PA8843L ;DOA 19/02/2018

Dear Wei Teck,

Please take note our principal had mentioned that insured PA 8843L is no longer with AIG.

Kindly verify and provide to us a copy of LTA search.

Thank you

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)



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				
SMRT BUSES LTD		Ref : CC3/TP18004939/Smb3q2		
60 WOODLANDS IND. PARK E4 SINGAPORE 757705		Date : 24-04-2018		
		Code : TIB2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	Veh. Inspected		SG 5129T	
Policy No.	Coverage (\$)		0.00	
Claim No.	Excess (\$)		0.00	
Assign From	Assign Date		14/03/2018	
2. Vehicle Particulars & Condition				
Make & Model	VOLVO B9TL	c.c	9364	
Engine No.	HIDDEN	Year of Reg.	2016	
Chassis No.	YV3S4P922GA179576	Colour	GREEN	
Odometer	-	Steering	IN ORDER	
Brakes	IN ORDER	Modification	NIL	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	275/70 R22.5	FIRENZA	6 mm	
L/H Front Tyre	275/70 R22.5	FIRENZA	6 mm	
R/H Rear Tyre	275/70 R22.5	FIRENZA	6 mm	
L/H Rear Tyre	275/70 R22.5	FIRENZA	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR O/S PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	19/02/2018	Inspection Date	14/03/2018	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		2 Working Days		



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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SG 5129T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	LABOUR			
	TO REPAIR RH REAR PORTION .		1,060.00	795.00
	PROVIDE LABOUR AND METERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS.		432.00	300.00
			1,492.00	1,095.00
	GRAND TOTAL		1,492.00	1,095.00
RECOMMENDED COST OF REPAIRS				1,095.00

Report Ref No. CC3/TP18004939/Smb3q2

YEANG WAI KEEN

Automotive Assessor

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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