

19/03/09

INS. CASE OWNER:

Chee Heng

CC4 / AIG18005337 1A

LKK:

IDAC:

Surveyor:

WJ

DOI:

7/13/18

Date / Time:

20/03/18

Registered in Merimen:

21/05/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKP 7065C

Claim No.:

417914414555

Name of Insured:

ONG LEE KION

Policy No.:

7150387955

Insured Tel No.:

HP: 9763 4499

Make / Model:

Volvo S60-1.6 D2 G7

Excess Sec II :SS

D.O.A: 04/03/18

Place of Accident:

BASEMENT CARPARK OF WISE NAM CONDO

Is driver the owner?

(YES / NO)

Nature 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

SDF 385K



INSRS:

WSP: Cruise Auto

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

22/03/18 (107)

SDF 385K - X ; SKP 7065C - X

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:

NA

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:

RECEIVED 22 MAY 2018

Reject Case

By (staff):

Approved by:

Date:

23/05/18

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:

%

-

0

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

NIL

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

-

(

days)

Loss of Use (LOU):

S\$

-

(S

x

days)

Loss of Income (LOI):

S\$

-

(S

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOU

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

Legal Cost

S\$

(e.g. Tow/ Independent)

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$320

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:

COPY SENT 7/5/18

REF:

AIG

19005337/AJS3

## ASSIGNMENT

From:

Date:

21/3/18

Estimated Cost:

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

To inspect Vehicle No:

SDF 385K

at Workshop m/s

Cruise Autocare

of

53 Ubi Ave | # 03-53

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.

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: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS <sup>1 up</sup>

Vehicle: IN / OUT

Date: Person Contacted:

Veh No:

SDF385K

Yr Regn: 2009 / Sept.

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

Truck / Trailer or

Make:

Toyota Camry

cc: 1998

Colour:

Black

A/C: Insured / Std / NI / NA

Sp. Reading:

91700

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

MR053BK4107048451

Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim or

Tyre Size:

F:

215/60R16

R:

215/60R16

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

TOYO / YOKO or

Front

Rear

R/Bal.

06

mm

R/Bal.

06

mm

L/Bal.

06

mm

L/Bal.

06

mm

D.O.A.

D.O.I.

21/03/18

Survey held at

Cruise Autocare

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

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

Date / Time

Action / Instruction

TP AIG.

L/S \$700

R ( \$ 847.05 / 55%)

Date/Time: File Pass to?

☐

: Prelim. Report

☐

: Final Report

1)

Date/Time: File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

1 \_\_\_ \$ + RE \_\_\_ \$

2 Photos

3 Copies

4

TOTAL

Report Format :

Lump Sum / I.B.I: \$

Add Fee:

☐

Site Insp \$

☐

Interview \$

☐

Tech Insp \$

☐

Weekend \$



# 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 : CC4/AIG18005337/Ajs3

78 SHENTON WAY #08-16  
CHARTIS BUILDING  
SINGAPORE 079120

Date : 21-03-2018



Code : AIG

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKP 7065C	Veh. Inspected	SDF 385K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	21/03/2018

## 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	04/03/2018	Inspection Date	21/03/2018
Survey held at	CRUISE AUTOCARE PL 53 UBI AVE 1 PAYA UBI IND. PARK #03-53 SINGAPORE 408934		

## 5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--

# CRUISE AUTOCARE PTE LTD

## ESTIMATE

MS: AIG ASIA PACIFIC INSURANCE PTE. LTD.

TO: CLAIM DEPARTMENT

Fax: 6835 7416

Quotation No: QCA160129

Quote Date: 20-Mar-18

Contact No: 68416760

Fax No: 68413527

Veh No. SDF385K		Make / Model: TOYOTA CAMARY	Page: 1 of 1.
S/N.	Description	LIST PRICE	Qty Amount
<b>PARTS</b>			
1	REAR BUMPER <i>red</i>	\$566.20	1 \$566.20 ✓
2	REAR BUMPER RETAINER, LH <i>in</i>	\$60.80	1 \$60.80 ✓
3	REAR BUMPER REFLECTOR, LH <i>new</i>	\$57.30	1 \$57.30 x
4	REAR BUMPER BEAM <i>new</i>	\$392.10	1 \$392.10 x

DISCOUNT GIVEN 25 %

(\$269.10)

### SPECIAL NETT ITEM

1 REAR REVERSE SENSOR *new* \$250.00 ✓

### LABOUR

1 LABOUR TO REMOVE DAMAGED PARTS. REPLACE AND ALIGN PARTS, ALIGN REAR BOOTLID *400* \$250.00 *200*

2 RESPRAY REAR BUMPER AND REAR BOOTLID *200* \$500.00 *200*

LUMP SUM DISCOUNT 20%

(\$361.46)

Sub Total \$1,445.84

GST @ 7% \$101.21

Total: **\$1,547.05**

Cruise Autocare Pte Ltd.

Signature of Customer

*Adrian Lj*  
*21/03/18*  
*1/2 02 days*  
*total 87025*  
*1/2 700*

LKK Auto Consultants hence notify 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:

53 Ubi Avenue 1, Paya Ubi Industrial Park #03-53 Singapore 408934

TEL: 6841 6760 FAX: 6841 3527

Email: cruiseac@singnet.com.sg

**Joy Irene (LKKAuto)**

---

**From:** Joy Irene (LKKAuto)  
**Sent:** Tuesday, 22 May 2018 3:33 PM  
**To:** 'Cruise Autocare'  
**Cc:** Admin A; CS A Team; 'slk4499@yahoo.com'  
**Subject:** ACCIDENT INVOLVING SKP7065C & SDF385K ALONG PARK INIFINIA PARKING LOT ON 04.03.2018 AT 1200HRS

LKK REF: CC4/AIG18005337/Aja3

Dear Tock,

We refer to the subject of this e-mail.

Our insured reiterated that the accident was due to the entire negligence of your client by reversing his vehicle causing the collision.

Your client also reported in his GIA that he indeed reversed.

In view of this, we are of the opinion that your client reversing should exercise greater caution to avoid the accident.

As such, we regret to inform you that we are unable to look into your claim.

Should you have any evidence to prove your claim, kindly send us a copy and we will review the matter.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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## Joy Irene (LKKAUTO)

---

**From:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Sent:** Tuesday, 22 May 2018 2:58 PM  
**To:** Joy Irene (LKKAUTO)  
**Cc:** Admin A; CS A Team  
**Subject:** RE: TP / 4179144145SG / SKP 7065C ON 04.03.2018 / SDF 385K

Dear Joy,

Since TP already stated in the report that TPV reversed, you may proceed to deny liability.

Thank you.

Best regards,  
Loh Chee Heng  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)  
Tel +(65) 6419 1881 | Fax +(65) 6835 7416  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]  
**Sent:** Tuesday, May 22, 2018 2:39 PM  
**To:** Loh, Chee-Heng  
**Cc:** Admin A; CS A Team  
**Subject:** TP / 4179144145SG / SKP 7065C ON 04.03.2018 / SDF 385K

Dear Chee Heng,

OID reported that TP reversed and hit her vehicle.

TP reported that he reversed and OI was not attentive and came to hit his car.

We had conversed with OI and she disputed liability. She do not have evidence from her side but confirmed her vehicle was stationary when TP hit it. She further informed us that TP driver went down after the impact and apologized to her and she took action against TP which she don't have update yet with the status.

No evidence from TP provided.

In view of the reports available, we are of the opinion that OI is more credible. As such, we intend to deny liability.

Kindly let us have your view/opinion/instruction for this claim.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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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	22 Mar 2018 <a href="#">Edit Reg</a>		20 Mar 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$700.00</b> <a href="#">Edit Estimates</a>	<b>S\$700.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured: <b>SNG LEE KOON</b> , ID: S18266661									
Main Claimant: <b>C &amp; P RENT-A-CAR PTE LTD</b> , Co. Reg. No.: 197900477H									
Vehicle Reg. No.: <b>SDF385K</b>		Date of Loss: 04/03/2018 12:00 - :59 [101 Months and 10 Days From LTA Reg Date (Man Yr)]							
Claim Type: <b>TP / 4179144145SG</b>		Policy/Cover Note No.: (Comprehensive)							
Vehicle Reg. No. (Insured): <b>SKP7065C</b>		Policy No. (Claimant): SD18V01243/VPZ/R05							
		Excess:							
Repairer: <b>Cruise Autocare Pte Ltd ( )</b> 53 UBI AVE 1 PAYA UBI IND. PARK #03-53, 408934 Ubi + Tel:									
Handling Insurer: <b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Loh, Chee-Heng</b> ] Chee-Heng.Loh@aig.com									
Claimant's Insurer: <b>Liberty Insurance Pte Ltd (HQ)</b> - Tel: 6221 8611									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ADRIAN LING</b> ] ... [Final Rpt due 02/04/2018]									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SDF385K (4179144145SG)  
[SKP7065C]  
TP  
C & P RENT-A-CAR PTE LTD  
Mar 4 2018 12:00PM  
[SNG LEE KOON]  
Cruise Autocare Pte Ltd

<a href="#">Upload Documents</a>		<a href="#">Upload Photos</a>	<a href="#">Compose New Letter</a>	<a href="#">Upload Video</a>	<a href="#">Upload Audio</a>	<b>View</b> <a href="#">View in Browser</a>	
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Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
2	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
3	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
4	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
5	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
6	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
7	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
8	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
9	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
10	12/04/18 10:34	General View		Load JPG	<input checked="" type="checkbox"/>
11	12/04/18 10:34	Chassis Number		Load JPG	<input checked="" type="checkbox"/>

  

Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	21/03/18 18:48	EMAIL FROM AIG DD 20.03.2018		Load PDF	
2	21/03/18 18:48	ACKNOWLEDGEMENT EMAIL TO AIG DD 20.03.2018		Load PDF	
3	21/03/18 18:48	NOTIFICATION FROM WORKSHOP + LTA SEARCH + TP ESTIMATE + TP GIA REPORT		Load PDF	
4	22/05/18 15:50	EMAIL REJECT		Load PDF	
5	22/05/18 15:50	INSTRUCTION TO REJECT		Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	22/03/18 09:21	OI GIA REPORT		Load PDF	
2	23/03/18 12:03	TP GIA		Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>		<a href="#">Reset</a> <a href="#">Save</a> <a href="#">Print</a>
There are no document checklists configured.		

  

<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>	
<b>Show Remarks To:</b> <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: CC4/AIG18005337/AJA3Q2

Date: 24/05/2018

### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

Claimant Vehicle No: SDF385K

Insured Vehicle No: SKP7065C

Date of Loss: 04/03/2018

Nature of Claim: TP

Claim No: 4179144145SG

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SDF385K

Make &amp; Model: TOYOTA CAMRY, 2.0 ABS AIRBAG (A)

Engine No: 1AZE146846

Reg. Date: 22/09/2009 (Man. Year: 2009)

Chassis No: MR053BK4107048451

Colour: Black

Odometer: 91700 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:

### CONDITION OF TYRES

Front Tyre Size: 215/60 R16

Rear Tyre Size:

215/60 R16

Front Left Side: Yokohama 6 mm

Rear Left Side:

Yokohama 6 mm

Front Right Side: Yokohama 6 mm

Rear Right Side:

Yokohama 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,057.30	470.25	587.05	55.52
Miscellaneous Items	0.00	0.00	0.00	
Labour	750.00	400.00	350.00	46.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>1,807.30</b>	<b>870.25</b>	<b>937.05</b>	<b>51.85</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>700.00</b>		
<b>(S\$)</b>	1,807.30	700.00	1,107.30	61.27
<b>+ GST 7.00/7.00% (S\$)</b>	126.51	49.00	77.51	61.27
<b>Nett Amount (S\$)</b>	<b>1,933.81</b>	<b>749.00</b>	<b>1,184.81</b>	<b>61.27</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

### INSPECTION

Date of Assignment: 20/03/2018

Date Inspected: 21/03/2018 Inspected At:

Cruise Autocare Pte Ltd  
53 UBI AVE 1 PAYA UBI IND. PARK #03-53  
Singapore 408934

Estimated Period of Repair: 2.0 days

---

**Adjuster:** ADRIAN LING**Manager:** Joy Irene Bascao

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR BUMPER	Deformed	566.20 FL	*566.20 FL
2	1		*REAR BUMPER RETAINER LH	Necessary	60.80 FL	*60.80 FL
3	1		*REAR BUMPER REFLECTOR LH	Not Necessary	57.30 FL	*- FL
4	1		*REAR BUMPER BEAM	Not Necessary	392.10 FL	*- FL
5	1		*REAR REVERSE SENSOR	Not Necessary	250.00 FS	*- FS
Sub Total (S\$)					<b>1,326.40</b>	<b>627.00</b>
- List Item Discount on L Items 25.00/25.00% (S\$)					269.10	156.75
Total Parts (S\$)					<b>1,057.30</b>	<b>470.25</b>

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

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 DAMAGED PARTS .REPLACE AND ALIGN PARTS,ALIGN REAR BOOTLID	New	250.00	200.00
2	RESPRAY REAR BUMPER AND REAR BOOTLID	New	500.00	200.00
Gross Labour Cost (S\$)			750.00	400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >