

INS. CASE OWNER:

Angie-bv

CC 3 UR 5429 DW63

LKK:
IDAC:

Surveyor:

Bryan

DOI:

ASSIGNMENT

21/7/18

Date / Time:

21/7/18

Registered in Merimen:

21/7/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLO 4414A

Name of Insured:

UR

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

21/7/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: SHAMIR BIR MOHAMMED SRATE

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

211275000654

Policy No.:

999995126

Make / Model:

HONDA

Place of Accident:

SHERATON TOWER HOTEL LOBBY

SKP 9198P



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volksvagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

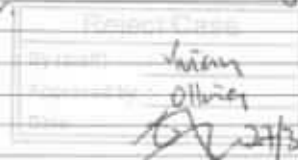
Date / Time

21/7/18
vivan

21/7/18

Email from ALG to reject TP claim.
TP open door Bola 26.
Email to workshop reject claim.

video show at OI is travelling.
the TP fully open door.



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:

SS

(days)

Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

SS

Loss of Rental (LOR):

SS

(days)

Loss of Use (LOU):

SS

(\$ x days)

Loss of Income (LOI):

SS

(\$ x days)

LOR only ☐

LOU only ☐

LOR + LOU ☐

LOR + LOI ☐

(Tick only one)

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private Settle
2) Report Format: R/P
3) Survey fee: 150-00

Total:

SS

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

SS

Name 1:

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

COPIES SENT
21/7/18

RECEIVED 2 JUL 2018



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 : CC3/LCR18005429/Dwb3

78 SHENTON WAY #08-16
CHARTIS BUILDINGS SINGAPORE 079120

Date : 23-03-2018



Code : LCR

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLD 4414A	Veh. Inspected	SKP 9198P
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	23/03/2018

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	21/03/2018	Inspection Date	23/03/2018
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934		

5a. Remarks

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

PDI TUAS

PDI TUAS

TAN BAN WENG
6 SIN MING ROAD
#04-10
Singapore, 575585
Singapore

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
Tax No. 199101494Z

Service Quote

Customer No. CV026732
Quote No. SER/QUO/1800494
QuoteDate 22/03/18
Salesperson Eric Tan
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 TSI (DSG)RECAT	16,229	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SKP9198P	WVWZZZAUZEW401815	26/09/14	Eric Tan
Engine Code	Labor Type	Engine No.	Model Code
	1T	CXS 202437	5G13GZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	2	UNIT		1,680.00
P B&P MACP PAINT	SPRAY PAINT	2	UNIT		1,600.00
P B&P MECH	CHECK WIRE HARNESS, ECU, \$	1	Time Un		280.00
	Nett				
	Sum Labor				3,560.00

Sum Labor 3,560.00

Total SGD 3,560.00
7% GST 249.20
Total SGD Incl. GST 3,809.20

Explanations

P = Proportionately Charged

Payment Terms No Credit

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:

Payments to: - BBN: - Acc.-No.:

23/03/2018 @ 12:00pm

Not Actual

? IP 3 days

Signature

LKK Auto

Signature

Vivian Lau (LKKAUTO)

From: Gan, Angiegeokling <Angiegeokling.Gan@aig.com>
Sent: Tuesday, 27 March, 2018 8:58 AM
To: Vivian Lau (LKKAUTO)
Cc: Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO)
Subject: RE: Your ref: 2913750006SG, Our Ref: CC3/LCR18005429/Dwb3, Accident involving Vehicle SKP 9198P & SLD 4414A on 21/03/2018

Dear Vivian,

Insured's video footage uploaded for your viewing.

Please reject based on BOLA 26.

Thank you.

Best Regards,

Angie Gan
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel +(65) 6419 1013 | Fax +(65) 6835 7416
Angiegeokling.Gan@aig.com | www.aig.com.sg

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From: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]
Sent: Monday, March 26, 2018 5:53 PM
To: Gan, Angiegeokling
Cc: Joy Irene (LKKAUTO); Hsiao Tong (LKKAUTO)
Subject: Your ref: 2913750006SG, Our Ref: CC3/LCR18005429/Dwb3, Accident involving Vehicle SKP 9198P & SLD 4414A on 21/03/2018

Your ref: 2913750006SG
Our Ref: CC3/LCR18005429/Dwb3

Dear Angie,

Accident involving Vehicle SKP 9198P & SLD 4414A on 21/03/2018

We refer to the above matter.

Based on the accident report and accident scenario, TP reported open door, OID overtake TP vehicle as the result accident occur.

Kindly advise if there is any video footage(stated in GIA report) submitted by OI/OLD to you good office.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 4, #02-25 | S(408933)

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From: Vivian Lau (LKKAuto)
Sent: Tuesday, 27 March, 2018 11:22 AM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; Joy Irene (LKKAuto); Hsiao Tong (LKKAuto)
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKP9198P & SLD4414A ON 21/03/2018
***LKK REF:CC3/LCR18005429/Dwb3
Attachments: My Movie.mp4; Sketch Plan .pdf

WITHOUT PREJUDICE

Your Ref: SKP 9198P
Our Ref: CC3/LCR18005429/Dwb3

Dear Sir/Madam,

Accident involving SKP 9198P & SLD 4414A ON 21/03/2018

We refer to the above matter

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client. Your client open door. BOLA 26 applies.

We attached herewith our insured's accident report and our insured's video for your perusal.

Under such circumstances, we have our principal's instruction to deny liability of your client's claim.

As such, we will close the matter at our end.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)
Sent: Friday, 23 March, 2018 2:17 PM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>

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

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKP9198P & SLD4414A ON 21/03/2018 ***LKK
REF:CC3/LCR18005429/Dwb3

Dear Shu Shi,

We refer to the above matter.

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

Kindly note that for liability, claim negotiation and settlement, please contact Vivian at 6841 8625.

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

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: shupel@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Thursday, 22 March 2018 5:58 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKP9198P & SLD4414A ON 21/03/2018

Dear Shu Shi,

Appointment confirmed.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Thursday, 22 March, 2018 5:51 PM

To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: REQUEST DIRECT SETTLEMENT FOR SKP9198P & SLD4414A ON 21/03/2018

Dear Claims,

Please revert on liability.

Please arrange survey tomorrow 23/03/2018 @ 1045am, vw/ka, owner waiting.

Please revert to confirm.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]
Sent: Thursday, 22 March, 2018 5:49 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

...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	23 Mar 2018 Edit Reg		23 Mar 2018 00:00 Edit Adj Rpt	S\$1,640.00 Edit Estimates	S\$1,640.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by adjuster]

Insured:	LCRF Pte Ltd, Co. Reg. No.: NA		
Main Claimant:	TAN BAN WENG, ID: S2670390E		
Vehicle Reg. No.:	SKP9198P	Date of Loss:	21/03/2018 21:00 - :59
Claim Type:	TP / 2913750006SG	Policy/Cover Note No.:	0999994817
Vehicle Reg. No. (Insured):	SLD4414A	Policy No. (Claimant):	A28617269AVW
		Excess:	
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Gan, Angie-GL] Angiegeokling.Gan@aig.com		
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by BRYAN TANI] ... [Final Rpt due 04/04/2018]		

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

*SKP9198P (2913750006SG)
[SLD4414A]
TP
TAN BAN WENG
Mar 21 2018 9:00PM
[LCRF Pte Ltd]
Volkswagen Centre Singapore

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View View in Browser	
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Video						1 per page		☒
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)				Thumbnail		Print
1	27/03/18 08:53	Video - Accident				Load MP4		

Assessment Reports						1 per page		☒
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)				Thumbnail		Print
1	26/03/18 09:42	Accident Statement From: SC - Reg. No: SLD4414A, Claimant: LION CITY RENTALS PTE LTD				Load HTM		

Photos/Images						3 per page		☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)				Thumbnail		Print
1	27/03/18 13:01	Rear View Right				Load JPG		☒
2	27/03/18 13:01	Rear View Left				Load JPG		☒
3	27/03/18 13:01	General View				Load JPG		☒
4	27/03/18 13:01	General View				Load JPG		☒
5	27/03/18 13:01	General View				Load JPG		☒
6	27/03/18 13:01	General View				Load JPG		☒
7	27/03/18 13:01	General View				Load JPG		☒
8	27/03/18 13:01	General View				Load JPG		☒
9	27/03/18 13:01	General View				Load JPG		☒
10	27/03/18 13:01	General View				Load JPG		☒
11	27/03/18 13:01	General View				Load JPG		☒
12	27/03/18 13:01	General View				Load JPG		☒
13	27/03/18 13:01	General View				Load JPG		☒
14	27/03/18 13:01	General View				Load JPG		☒
15	27/03/18 13:01	General View				Load JPG		☒
16	27/03/18 13:01	General View				Load JPG		☒
17	27/03/18 13:01	Chassis Number				Load JPG		☒
18	27/03/18 13:01	Odometer Reading				Load JPG		☒

Documentation						1 per page		☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)				Thumbnail		Print
1	23/03/18 13:47	TP GIA REPORT				Load PDF		
2	23/03/18 15:46	TP ESTIMATE- MARKED				Load PDF		
3	27/03/18 11:26	Email from AIG to reject claim SKP 9198P 27.3.18				Load PDF		
4	27/03/18 11:26	Email to wkshop reject claim 27.3.18				Load PDF		

Documents Checklist

DOCUMENTS CHECKLIST

[Reset](#) [Save](#) [Print](#)

There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

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v

Show Remarks To: ☐ Handling InsurerNote: 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: CC3/LCR18005429/DWB3Q2

Date: 28/03/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999994817
 Claimant Vehicle No: SKP9198P Insured Vehicle No: SLD4414A
 Date of Loss: 21/03/2018 Nature of Claim: TP Claim No: 2913750006SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKP9198P
 Make & Model: VOLKSWAGEN GOLF, 1.4 (A7) TSI (A) Engine No: CXS202437
 Reg. Date: 26/09/2014 (Man. Year: 2014) Chassis No: WVVZZZAUZEW401815
 Colour: Black Odometer: 20165 km
 Engine Capacity: 1395 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: 225/40 R17 Rear Tyre Size: 225/40 R17
 Front Left Side: Pirelli 5 mm Rear Left Side: Pirelli 5 mm
 Front Right Side: Pirelli 5 mm Rear Right Side: Pirelli 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,560.00	1,640.00	1,920.00	53.93
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	3,560.00	1,640.00	1,920.00	53.93
+ GST 7.00/7.00% (S\$)	249.20	114.80	134.40	53.93
Nett Amount (S\$)	3,809.20	1,754.80	2,054.40	53.93
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 23/03/2018
 Date Inspected: 23/03/2018 Inspected At: 1 KAMPONG AMPAT OFF
 MACPHERSON ROAD
 SINGAPORE 368314
 Repairer: Volkswagen Centre Singapore (HQ)
 Estimated Period of Repair: 3.0 days

Adjuster: BRYAN TANI**Manager:** VIVIAN LAU PEI FENG

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

There are no new parts selected.

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	New	1,680.00	840.00
2	SPRAY PAINT	New	1,600.00	800.00
3	CHECK WIRE HARNESS ,ECU	New	280.00	0.00
Gross Labour Cost (\$\$)			3,560.00	1,640.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >