

INS. CASE OWNER: Jimmy

cc 6, AL6 1800 6168, TI 103%

LKK: IDAC:

Surveyor: Taufikh DOI: 10/4/18 Date / Time: 4-4-18
Registered in Merimen: 4-4-18

Pre-assign / CCU / FTE
 Insured Vehicle No: SLN 69070 Claim No: _____
 Name of Insured: Janice Leow Hui Ling Policy No: _____
 Insured Tel No: _____ HP: 9610793 Make / Model: _____
 Excess Sec II :SS _____ D.O.A: 31/3/18 Place of Accident: Unito St.
 Is driver the owner? (YES / NO) Nature of Accident: _____
 If NO, Driver Name / Age: Mr Sin OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
 Driver Tel No: 93623910 (VL: YES / NO) Insured Liability: % Final ? Yes / No

SJF9K95R → → → → →
 INSRs: WSP: Shu Fatt. INSRs: WSP: _____ INSRs: WSP: _____ INSRs: WSP: _____
 Tel: _____ Tel: _____ Tel: _____ Tel: _____
 Liability: _____ Liability: _____ Liability: _____ Liability: _____
 RMKS: _____ RMKS: _____ RMKS: _____ RMKS: _____

Date/ Time	STAGE	DATE / PIC
11/4 AMT.	Non-Reporting ltr (1st):	
	Non-Reporting ltr (2nd):	
	Non-Reporting ltr (Final):	
11/4/18	Notification ltr (if non-pickup):	
	Call OI: <u>Shu Fatt 4/5/18</u>	
	After call ltr to OI:	
11/4/18	Documentation Check List: Handler	Typist
	Notification ltr (if non-pickup)	<input type="checkbox"/>
	After call ltr to OI:	<input type="checkbox"/>
	Authorisation To Act:	<input type="checkbox"/>
	Release Voucher:	<input type="checkbox"/>
13/4/18 @ 2:19pm	Final Repair Bill:	<input type="checkbox"/>
23/4/18 @ 11:46am	Car Rental Invoice:	<input type="checkbox"/>
30/4/18 @ 2:54pm	Towing Invoice	<input type="checkbox"/>
	LTA / GIA	<input type="checkbox"/>
4/5/18	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Mandate/Reject Instruction:	<input type="checkbox"/>
	LOD	<input type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

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: % _____ (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\$ _____

Dishbursement: S\$ _____ (e.g. Tow/ Independent)

Legal Cost: S\$ _____

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: _____

COPIES SENT
10/4/18
 1) Claim status: Normal/Reject/Private Settle (LMP)
 2) Report Format: TP
 3) Survey fee: \$220.00

ASS. REC. BY:

REF:

Y

ASSIGNMENT

From: _____ Date: 10/04/2018

Veh No: SJF 9595R Yr Regn: 2012, June

Estimated Cost: _____

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

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

Truck / Trailer or

To Inspect Vehicle No: SJF 9595R

Make: BMW 3281 c.c. 1997

at Workshop m/s SHUFARI MOTOR

Colour: WHITE A/C: Insured / Std / NI / NA

of BK 1009 BUKIT MERTAJUR

Sp. Reading: 66444 T/Ratio: Insured / Std / NI / NA

Insured: H01-90

Eng/No: _____

Policy No. _____

C/No: W3A 3452020.1-253822

Claims No. _____

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured: _____ Excess: _____

Steering: Inorder / Jammed / Leaked / Burnt or

(Client's Record)

Brake: Inorder / Jammed / Leaked / Burnt or

Make of Veh: _____

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

(Policy Condition)

Tyre Size: F: 225/45 R16

R: 225/45 R16

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

12pm - 1pm	
N/S	O/S

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

TOYO / YOKO or

Bal. or Market Value: _____

Front Rear

IDAC Accident Rpt: _____ Consistent?: Yes or No

R/Bal. 6 mm R/Bal. 6 mm

GIA / PR Seen: _____ Consistent?: Yes or No

L/Bal. 6 mm L/Bal. 6 mm

Est. Repairs: 03 days Res.: Yes or No

D.O.A. _____ D.O.I. 10/04/2018

Lum Sum: 20. % 3 Val.: Yes or No

Survey held at Shu Fatt.

CA / REV / REP. / 24 HRS

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

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

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

Date / Time Action / Instruction

10/04/2018

1225HRS

Submit

2/5 \$1400 (Peak \$4853.21 / 78%) - excluded chuck items \$1381.59

Date/Time, File Pass to?

: Preli. Report

Days Of Repair: _____

1)

: Final Report

Resurvey No. of Trip: _____

Date/Time, File Return to?

Survey Fee: _____

2)

Add Fee: : Site Insp (\$ _____)

Transportation: _____

: Interview (\$ _____)

S + RS _____

: Tech. Invs (\$ _____)

Photos _____

: Weekend (\$ _____)

Others _____

Report Format : _____

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

TOTAL



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/AIG18006168/pa3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 04-04-2018	
Code : AIG			
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SLN 6907D	Veh. Inspected	SJF 9595R
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	04/04/2018
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	31/03/2018	Inspection Date	
Survey held at	SHU FATT AUTO WORKS BLK 1009, BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			



樹發汽車修理廠 SHU FATT AUTO WORKS

D-77

BLOCK 1009 BUKIT MERAH LANE 3 #01-90 SINGAPORE 159723 TEL: 6273 0119 FAX: 6270 7065

Our Ref: WSK/jw/SF-quo
6th April 2018
TP

SJF 9595 R BMW 328i

		SS	
Spare Parts	1 Left frt headlight.	2235.85	Nett x nn
	1 Frt bumper	1192.15	Nett ✓ crn
	1 Frt lower bumper.	950.00	Nett ?
	2 Frt bumper brackets. @\$42/-	84.00	Nett ?
	1 Set rt bumper clips	60.00	Nett ✓ crn
	2 Frt bumper side retainers. @\$38/-	76.00	Nett ?
	1 Frt bumper lower lip.	425.10	Nett ✓ ?
	1 Frt bumper lower grille.	127.90	Nett x
	1 Left frt fog light garnish.	69.90	Nett x } nn
	1 Frt number plate.	55.00	Snett x ✓
		5275.90	
		Less 10% on Nett	522.09
		4753.81	
Labour	To knock, straighten frt support panel, frt inner panel, frt lower panel, frt side panel, left frt fender, left frt wheel house, renew left frt headlight, frt bumper and assembly.	600.00	250
	To respray damaged parts.	750.00	250
	To check and reset ECU.	150.00	100.
		6253.81	

Pirelli 225/45R18
WBA3A52020F253822

Tanjin 97445249
3 days
Respray before paint.

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before and after painting
- To display damaged parts during resurvey
- Parts prices are subject to confirmation
- Third party claims on a "Without Prejudice" basis
- No legal proceedings is allowed
- Supplementary items must be insured and is subject to final approval from insurance Company

Acknowledged by Repairer
Signature:
Date:

View Received Message

This mail is associated with :

***SJF9595R (97051777815G)**
[SLN6907D]

TP
LEW KUOK HWEE
Mar 31 2018 2:00PM
[JANICE LEOW HUI LING]
Shu Fatt Auto Works

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 05/04/2018 14:35 PM.
To LKK_HQ
CC NoorMariesa.AbuKassim@aig.com
Subject NO OI GIA REPORT

Hi
Kindly be informed that OI has not reported yet. OI details as below :
Name :JANICE LEOW HUI LING
Phone No. :90610733
Address :23 CHENG SOON GARDEN CHENG SOON GARDEN Singapore 599801

Thanks
Mariesa

DOCUMENTS SUMMARY

There are no documents.



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC6/AIG18006168/pa3

11th April 2018

JANICE LEOW HUI LING
23 CHENG SOON GARDEN
SINGAPORE 599801

Dear Sirs,

**ACCIDENT INVOLVING SLN 6907D AND SJF 9595R ON 31.03.2018 ALONG/
AT UNITY STREET**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Hsiao Tong
Claims
Tel : 6742 3197
Fax: 6741 4108
Email : chewht@lkkauto.com

*c.c. Claims Manager
AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)*

Hsiao Tong (LKKAuto)

From: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Tuesday, 10 April 2018 3:14 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; assignments; SUR
Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3
Attachments: Video - Accident.MP4

Miss Chew Hsiao Tong
Without prejudice

As requested, we attach video footage showing your principal's insured was reversing his car and caused damages to our client's vehicle.

Pls urge the driver of SLN 6907 D to report the accident quickly and let us have your confirmation on liability soonest.

Thank you
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, April 09, 2018 1:57 PM
To: 'shufatt@singnet.com.sg'
Cc: Admin A; assignments; SUR
Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Without Prejudice

Hi Julia,

Thank you for your email.

Please be informed that our insured has yet lodge the accident report. Therefore, we are unable to advise liability at this moment.
As per AIG instruction, we would like to request a copy your client's video footage for our necessary action.

Appreciate an early reply.

By copy to Team Assign,

Kindly assist to arrange wp survey on 10/04/2018 between 12pm – 1 pm.

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: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Monday, 9 April 2018 12:20 PM

To: SUR <sur@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018

To : LKK Consultants

Without prejudice

We refer to the above and forward request for survey.

Pls arrange survey tomorrow between 12pm – 1 pm.

Kindly confirm liability asap too.

Thank you

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 11 April 2018 12:20 PM
To: 'Mohamedrasheed, Rashidah'
Subject: Your ref: 9705177781SG *Our Ref: CC6/AIG18006168/pa3 [ACCIDENT INVOLVING SLN 6907D(OI) & SJF 9595R(TP) ON 31/03/2018]
Attachments: SJF 9595R vs SLN 6907D - TP VIDEO.MP4

Your ref: **9705177781SG**
Our Ref: CC6/AIG18006168/pa3

Dear Sir/Madam,

ACCIDENT INVOLVING SLN 6907D(OI) & SJF 9595R(TP) ON 31/03/2018

We refer to the above matter.

Attached here is a copy of video footage from third party for your easy reference.

We will advise insured to lodge GIA report and update if any issue.

Thank you.

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)

Print Sent Message

This mail is associated with :

***SJF9595R (9705177781SG)**
[SLN6907D]
 TP
 LEW KUOK HWEE
 Mar 31 2018 2:00PM
 [JANICE LEOW HUI LING]
 Shu Fatt Auto Works

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 20/04/2018 15:23 PM.
To NoorMariesa.AbuKassim@aig.com; ShengYang.Lim@aig.com; Imran.Ishak@aig.com; KarYong.Loo@aig.com; yokeshi.chan@aig.com; Darshene.Supramaniam@aig.com
CC AIG_SG; chewht@lkkauto.com
Subject Request for OI GIA [SLN 6907D]

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
 Mei Kwan | Admin
 LKK Auto Consultants Pte Ltd
 Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

<-- Original Message -->

From: LKK_HQ
To: AIG_SG; ShengYang.Lim@aig.com; NoorMariesa.AbuKassim@aig.com; Imran.Ishak@aig.com; yokeshi.chan@aig.com; Darshene.Supramaniam@aig.com
Sent On: 10/04/2018 08:10 AM
Subject: Re: NO OI GIA REPORT

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,
 Mei Kwan | Admin
 LKK Auto Consultants Pte Ltd
 Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

<-- Original Message -->

From: AIG_SG
To: LKK_HQ
CC: NoorMariesa.AbuKassim@aig.com
Sent On: 05/04/2018 02:35 PM
Subject: NO OI GIA REPORT

Hi

Kindly be informed that OI has not reported yet. OI details as below :

Hsiao Tong (LKKAuto)

From: Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>
Sent: Monday, 23 April 2018 10:53 AM
To: Hsiao Tong (LKKAuto); Mei Kwan (LKKAuto)
Cc: Lim, Sheng Yang; Md Ishak, Mohd Imran; Chan, Yoke Shi; Supramaniam, Darshene
Subject: RE: Request for OI GIA [SLN 6907D]

Hi

OI has not reported yet.

Regards,

Mariesa Abu Kassim (Mariesa)

AIG

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto

Shared Services – Malaysia | Global Business Services

AIG Shared Services (M) Sdn Bhd (887191-D)

Menara Worldwide, Level 12, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia

Tel +6 03 2719 6000 | Ext 1012202 | Fax +6 03 2685 5898

NoorMariesa.AbuKassim@aig.com | www.aig.com

From: Do-Not-Reply [mailto:do-not-reply@merimen.com]

Sent: Friday, April 20, 2018 3:40 PM

To: Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Md Ishak, Mohd Imran; KarYong.Loo@aig.com; Chan, Yoke Shi; Supramaniam, Darshene

Cc: chewht@lkkauto.com

Subject: Request for OI GIA [SLN 6907D]

This mail is associated with :
***SJF9595R (9705177781SG)**
[SLN6907D]
TP
LEW KUOK HWEE
Mar 31 2018 2:00PM
[JANICE LEOW HUI LING]
Shu Fatt Auto Works

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Hsiao Tong (LKKAuto)

From: Kwok Sin <aloyusius_sin@yahoo.com>
Sent: Monday, 30 April 2018 4:53 PM
To: Hsiao Tong (LKKAuto)
Cc: Janice Leow
Subject: Ref: CC6/AIG18006168/pa3

Dear Hsiao Tong,

I refer to the above matter. I believe you tried to contact my wife, Ms Janice LEOW, about the alleged car accident. As she is busy today, I am settling this matter, but I tried calling you many times this afternoon at 6742-3197, but the line is busy. Can you call me back ASAP at 93623910 please?

To our knowledge, there was absolutely no accident. There was, and remains, no scratches or any sort of damage to the car SLN6907D, which would have occurred in the event of any accident. We have made our own policy report on 27 April 2018, report number T/20180427/2015, and reported our version of the incident to our insurers, AIG, as well.

We can attach photos of the car on all sides, showing no damage or scratches at all. The car has never been to any workshop, or had any repairs or painting at all, since our period of ownership for any damage whatsoever. So we do not believe there should be a claim against our policy at all.

Thank you

Mr SIN Kwok Leung
Tel: 93623910

Hsiao Tong (LKKAuto)

From: Kwok Sin <aloysius_sin@yahoo.com>
Sent: Monday, 14 May 2018 4:39 PM
To: Hsiao Tong (LKKAuto)
Cc: Janice Leow
Subject: Re: Ref: CC6/AIG18006168/pa3

Dear Hsiao Tong

Thank you for speaking to me earlier this morning about our claim matter CC6/AIG18006168/pa3.

We understand that the video shows that our car SLN6907D may have reversed into the other car. However, it was at very low speed, and as the photos sent to you earlier and also taken by AIG accident reporting centre showed, there was no damage at all to our car. Furthermore, as the video showed, the other car did not horn us repeatedly to ask us to stop, so we did not even know that anything had happened and just continued once the car in front of us had reversed. If the other car had horned us repeatedly or signalled, we would have stopped and assessed any damage on the spot

Therefore, we do not understand what damage to the other car could be so serious for him to make an accident report and claim insurance against us. It also took a month for this to be filed, am not sure why this wasn't immediate? If the other party is claiming for large damage, it is impossible that it is caused by us. If the damage was small, for example to his license plate and the cost is small, we would be happy to pay him cash to fix it instead of incurring all this insurance claims and harming our NCD.

We will be traveling for the next 3 weeks, so email would be the best way of reaching us on this matter

Appreciate your help in this

Mr SIN Kwok Leung
Tel: 93623910

On Monday, 30 April 2018, 7:02:19 PM GMT+8, Kwok Sin <aloysius_sin@yahoo.com> wrote:

Dear Hsiao Tong,

Attached also please find our traffic policy report, stating that we do not believe we were involved in any accident.

Please let us know what are the next steps in this case,

Thank you
Mr SIN Kwok Leung

On Monday, 30 April 2018, 6:59:40 PM GMT+8, Kwok Sin <aloysius_sin@yahoo.com> wrote:

Dear Hsiao Tong,

Thank you for speaking with me earlier. As mentioned, we believe that the claim made against the car SLN6907D is false, as there was zero damage, not even one scratch, to our car.

Attached are the photos of the car as proof. We are also happy to bring it down to an AIG authorized service centre to prove there was no scratches at all to the car, and no repairs at all have been made to the car

I will be sending you a copy of the Traffic Police report we made as well

Thank you,
Mr SIN Kwok Leung

On Monday, 30 April 2018, 4:53:00 PM GMT+8, Kwok Sin <alloysius_sin@yahoo.com> wrote:

Dear Hsiao Tong,

I refer to the above matter. I believe you tried to contact my wife, Ms Janice LEOW, about the alleged car accident. As she is busy today, I am settling this matter, but I tried calling you many times this afternoon at 6742-3197, but the line is busy. Can you call me back ASAP at 93623910 please?

To our knowledge, there was absolutely no accident. There was, and remains, no scratches or any sort of damage to the car SLN6907D, which would have occurred in the event of any accident. We have made our own policy report on 27 April 2018, report number T/20180427/2015, and reported our version of the incident to our insurers, AIG, as well.

We can attach photos of the car on all sides, showing no damage or scratches at all. The car has never been to any workshop, or had any repairs or painting at all, since our period of ownership for any damage whatsoever. So we do not believe there should be a claim against our policy at all.

Thank you

Mr SIN Kwok Leung
Tel: 93623910

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 23 May 2018 2:32 PM
To: Kwok Sin
Cc: Janice Leow
Subject: RE: Ref: CC6/AIG18006168/pa3
Attachments: DSCN6686.JPG; DSCN6687.JPG; DSCN6688.JPG; DSCN6689.JPG; DSCN6690.JPG; DSCN6691.JPG; DSCN6692.JPG

Hi Mr Sin,

We attached here with photographs taken by our surveyor for your easy reference.

We would like to invite you to come down to our office LKK Auto Consultants Pte Ltd [51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park (S) 408933] for discussion.

Kindly let us know your convenient date and time.
Our operation hours is between 9:00AM to 5:00 PM (weekdays).

Thank you.

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: Kwok Sin [mailto:aloysius_sin@yahoo.com]
Sent: Monday, 14 May 2018 4:39 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Janice Leow <janice.leow@gmail.com>
Subject: Re: Ref: CC6/AIG18006168/pa3

Dear Hsiao Tong

Thank you for speaking to me earlier this morning about our claim matter CC6/AIG18006168/pa3.

We understand that the video shows that our car SLN6907D may have reversed into the other car. However, it was at very low speed, and as the photos sent to you earlier and also taken by AIG accident reporting centre showed, there was no damage at all to our car. Furthermore, as the video showed, the other car did not horn us repeatedly to ask us to stop, so we did not even know that anything had happened and just continued once the car in front of us had reversed. If the other car had horned us repeatedly or signalled, we would have stopped and assessed any damage on the spot

Therefore, we do not understand what damage to the other car could be so serious for him to make an accident report and claim insurance against us. It also took a month for this to be filed, am not sure why this wasn't immediate? If the other party is claiming for large damage, it is impossible that it is caused by us. If the damage was small, for

Hsiao Tong (LKKAuto)

From: Kwok Sin <aloyusius_sin@yahoo.com>
Sent: Friday, 25 May 2018 10:47 AM
To: Hsiao Tong (LKKAuto)
Cc: Janice Leow
Subject: Re: RE: Ref: CC6/AIG18006168/pa3

Hi Hsiao Tong,

Thanks for the photographs - seems it was a small crack on the other car's bumper.

I would like to come down and discuss, but I am traveling and only back in Singapore from 5 June onwards. Can we schedule a day/time for me to come over to your office any day after that ?

Mr SIN Kwok Leung

On Wednesday, 23 May 2018, 2:32:19 PM GMT+8, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Hi Mr Sin,

We attached here with photographs taken by our surveyor for your easy reference.

We would like to invite you to come down to our office LKK Auto Consultants Pte Ltd [51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park (S) 408933] for discussion.

Kindly let us know your convenient date and time.

Our operation hours is between 9:00AM to 5:00 PM (weekdays).

Thank you.

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: Kwok Sin <aloysius_sin@yahoo.com>
Sent: Thursday, 31 May 2018 4:30 PM
To: Hsiao Tong (LKKAuto)
Cc: Janice Leow
Subject: Re: RE: RE: Ref: CC6/AIG18006168/pa3

Hi Hsiao Tong,

Can we meet 2.30pm on Wed 6 June? Thank you

Mr SIN Kwok Leung

On Wednesday, 30 May 2018, 11:16:56 AM GMT+8, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Hi Mr Sin,

Thank you for your email.

Kindly let us know your convenient date and time.

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: Kwok Sin [mailto:aloysius_sin@yahoo.com]
Sent: Friday, 25 May 2018 10:47 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Janice Leow <janice.leow@gmail.com>
Subject: Re: RE: RE: Ref: CC6/AIG18006168/pa3

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 1 June 2018 12:20 PM
To: 'Kwok Sin'
Cc: Janice Leow
Subject: RE: RE: RE: Ref: CC6/AIG18006168/pa3

Hi Mr Sin,

Noted.
We will meet on 06 June 2018 @ 2.30PM.

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: Kwok Sin [mailto:aloysius_sin@yahoo.com]
Sent: Thursday, 31 May 2018 4:30 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Janice Leow <janice.leow@gmail.com>
Subject: Re: RE: RE: Ref: CC6/AIG18006168/pa3

Hi Hsiao Tong,

Can we meet 2.30pm on Wed 6 June? Thank you

Mr SIN Kwok Leung

On Wednesday, 30 May 2018, 11:16:56 AM GMT+8, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

Hi Mr Sin,

Thank you for your email.

Kindly let us know your convenient date and time.



AUTO
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933. TEL : (065) 62563564. FAX : (065) 62564315

Our Ref: CC6/AIG18006168/pa3

09 MAY 2018

JANICE LEOW HUI LING
23 CHENG SOON GARDEN
SINGAPORE 599801

Dear Sir/Madam,

ACCIDENT INVOLVING SLN 6907D & SJF 9595R ON 31/03/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SJF 9595R against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

Email: chewht@lkkauto.com

c.c. *AIG Asia Pacific Insurance Pte Ltd*
(Motor Claims Dept)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 31 August 2018 11:26 AM
To: 'shufatt@singnet.com.sg'
Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3
Attachments: P1350399.JPG; P1350400.JPG; OI veh (1).jpg; OI veh (2).jpg; OI veh (3).jpg
Importance: High

Without Prejudice

Hi Julia,

We refer to your below email.

We attached here with a copy of our insured vehicle photos for your reference. There was no damage on our insured vehicle.

Based on our observation, the slight crack on your client's front left bumper is lower than our insured rear bumper. It is unlikely that our insured vehicle had caused the damage to it. Therefore, we would like to contact height measurement on your client's vehicle to confirm the damage consistency.

Appreciate if you could arrange with your client on our request.

Kindly let us know 1 week in advance.

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: Julia - Shu Fatt Auto Works <shufatt@singnet.com.sg>
Sent: Tuesday, 28 August 2018 2:56 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3
Importance: High

Miss Chew Hsiao Tong
Without prejudice

The above matter has been outstanding for many months.
The needed evidence by way of video footage has been forwarded to establish liability.

Pls let us have your urgent confirmation on liability.
Also, please let us have the marked copy of the quotation soonest.

Thank you
樹發汽車修理廠
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]
Sent: Saturday, June 02, 2018 9:49 AM
To: 'Hsiao Tong (LKKAuto)'
Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Miss Chew Hsiao Tong
Without prejudice

As requested, we forward a photo depicting the damages to the front bumper sustained by our client during the impact.

Pls revert soonest.

Thank you
Shu Fatt Auto Works
Julia Wong

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, June 01, 2018 6:02 PM
To: Julia - Shu Fatt Auto Works
Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Without Prejudice

Hi Julia,

We refer to the above matter.

As spoken, please be informed that we are reviewing the matter as we need to determine the damage consistency of both vehicle.

We will get back to you soon.

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: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Wednesday, 30 May 2018 3:31 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Importance: High

Miss Chew Hsiao Tong

Without prejudice

Our email dd 22/5/2018 refers.

Pls let us have your marked quotation asap for us to proceed with the necessary repairs since liability issue has already been confirmed.

Thank you

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Tuesday, May 22, 2018 3:59 PM

To: 'Hsiao Tong (LKKAuto)'

Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Miss Chew Hsiao Tong

Without prejudice

Thank you for your confirmation.

As discussed, please let us have your marking on our quotation before we proceed with repairs.

Regards,

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

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

Sent: Tuesday, May 22, 2018 3:16 PM

To: Julia - Shu Fatt Auto Works

Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Without Prejudice

Hi Sirs,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"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: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Tuesday, 22 May 2018 3:09 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Importance: High

Miss Chew Hsiao Tong

Without prejudice

We refer to the above.

Our client is enquiring about the status on confirmation of liability again.

Pls revert.

Thank you

Shu Fatt Auto Works

Julia Wong

Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Friday, May 18, 2018 4:22 PM

To: Hsiao Tong (chewht@lkkauto.com)

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Importance: High

Miss Chew Hsiao Tong
Without prejudice

We refer to the above and our email dd 16/5/2018.

Pls confirm liability soonest as our client is chasing.

Thank you
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Wednesday, May 16, 2018 9:21 AM

To: Hsiao Tong (chewht@lkkauto.com)

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Importance: High

Miss Chew Hsiao Tong
Without prejudice

As requested, we forward quotation to you again.

Pls confirm liability asap.

Thank you
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Monday, April 30, 2018 10:35 AM

To: Hsiao Tong (chewht@lkkauto.com)

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Importance: High

Miss Chew Hsiao Tong
Without prejudice

urgent

We refer to the above.

We trust the driver of SLN 6907 D has already reported the accident.
Pls confirm liability quickly before we proceed with the necessary repairs.

Regards,
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Wednesday, April 18, 2018 11:03 AM

To: Hsiao Tong (chewht@lkkauto.com)

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Miss Chew Hsiao Tong
Without prejudice

We refer to the above.

Pls confirm liability asap.

Thank you
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

From: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Tuesday, April 10, 2018 3:14 PM

To: 'Hsiao Tong (LKKAuto)'

Cc: 'Admin A'; 'assignments'; 'SUR'

Subject: RE: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Miss Chew Hsiao Tong
Without prejudice

As requested, we attach video footage showing your principal's insured was reversing his car and caused damages to our client's vehicle.

Pls urge the driver of SLN 6907 D to report the accident quickly and let us have your confirmation on liability soonest.

Thank you
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

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

Sent: Monday, April 09, 2018 1:57 PM

To: 'shufatt@singnet.com.sg'

Cc: Admin A; assignments; SUR

Subject: FW: accident involving SJF 9595 R and SLN 6907 D on 31/3/2018 *LKK REF: CC6/AIG18006168/pa3

Without Prejudice

Hi Julia,

Thank you for your email.

Please be informed that our insured has yet lodge the accident report. Therefore, we are unable to advise liability at this moment.
As per AIG instruction, we would like to request a copy your client's video footage for our necessary action.

Appreciate an early reply.

By copy to Team Assign,

Kindly assist to arrange wp survey on 10/04/2018 between 12pm – 1 pm.

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: Julia - Shu Fatt Auto Works [<mailto:shufatt@singnet.com.sg>]

Sent: Monday, 9 April 2018 12:20 PM

To: SUR <sur@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: accident involving 5JF 9595 R and SLN 6907 D on 31/3/2018

To : LKK Consultants
Without prejudice

We refer to the above and forward request for survey.

Pls arrange survey tomorrow between 12pm – 1 pm.
Kindly confirm liability asap too.

Thank you
Shu Fatt Auto Works
Julia Wong
Tel: 62730119

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 25 September 2019 9:28 AM
To: 'Foo, Chityan'
Cc: Admin A; CS A Team
Subject: RE: 9705177781SG *** LKK REF: CC6/AIG18006168/T1pa3

Hi Jimmy,

We refer to the above matter.

Please be informed that there was no response from third party on our last email dated 31/08/2018.

In view of there was no further development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our survey report to your good-office.

Thank you.

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: Monday, 24 June 2019 2:45 PM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: 9705177781SG *** LKK REF: CC6/AIG18006168/pa3

Hi Jimmy,

We refer to your below email.

We are still pending response from third party.

Last email to third party was on 31/08/2018(email had been uploaded in Merimen).

Thanks.

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: Mei Kwan (LKKAuto)

Sent: Monday, 24 June 2019 2:32 PM

To: Foo, Chityan <Chityan.Foo@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: 9705177781SG *** LKK REF: CC6/AIG18006168/pa3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

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

Hi Hsiao Tong,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Monday, 24 June, 2019 2:31 PM

To: Admin A <admin-a@lkkauto.com>

Subject: 9705177781SG

Dear LKK,

We refer to the above matter

Kindly let us have your status update.

Kind regards,

Jimmy Foo
AIG
Complex Claims Examiner
AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into 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.

...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	04 Apr 2018 Edit Reg		10 Apr 2018 00:00 Edit Adj Rpt	S\$1,400.00 Edit Estimates	S\$1,400.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	JANICE LEOW HUI LING , ID: S8314140								
Main Claimant:	LEW KUOK HWEE , ID: S7711229D								
Vehicle Reg. No.:	SJF9595R	Date of Loss:	31/03/2018 14:00 - :59 [69 Months and 3 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 9705177781SG	Policy/Cover Note No.:	1700004505 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLN6907D	Policy No. (Claimant):	10114641						
Repairer:	Shu Fatt Auto Works (HQ) Block 1009 Bukit Merah Lane 3, #01-90, 159723 Bukit Merah - Tel: 62730119								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Foo, Chit Yan] Chityan.Foo@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 MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 13/04/2018]								
ASSOCIATED MAIL RECEIVED				View All	Compose Case Mail				
• AIG_5G (05/04/2018): NO OI GIA REPORT									
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

***SJF9595R (9705177781SG)**
[SLN6907D]
TP
LEW KUOK HWEE
Mar 31 2018 2:00PM
[JANICE LEOW HUI LING]
Shu Fatt Auto Works

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View View in Browser	
Video										1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)						Thumbnail	Print		
1	12/04/18 14:42	Video - Accident SJF 9595R vs SLN 6907D - TP VIDEO							Load MP4		
Assessment Reports										1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)						Thumbnail	Print		
1	04/05/18 16:46	Accident Statement From: SC - Reg. No: SLN6907D, Claimant: JANICE LEOW HUI LING							Load HTM		
Photos/Images										3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
2	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
3	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
4	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
5	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
6	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
7	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
8	11/04/18 12:16	General View							Load JPG	<input checked="" type="checkbox"/>	
9	11/04/18 12:16	Odometer Reading							Load JPG	<input checked="" type="checkbox"/>	
10	11/04/18 12:16	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	04/04/18 14:53	NOTIFICATION FROM WORKSHOP + TP GIA REPORT							Load PDF		
2	11/04/18 11:16	Non reporting letter							Load PDF		
3	21/11/18 12:31	Email to TP dd 310818							Load PDF		
4	25/09/19 09:29	Email to AIG dd 250919							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: <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: CC6/AIG18006168/T1PA3Q2

Date: 02/10/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 1700004505
Claimant
Vehicle No : SJF9595R **Insured Vehicle No :** SLN6907D
Date of Loss: 31/03/2018 **Nature of Claim:** TP **Claim No:** 9705177781SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SJF9595R**
 Make & Model: BMW 328i, 2.0 (A) Engine No: A6430131N20B20A
 Reg. Date: 28/06/2012 (Man. Year: 2012) Chassis No: WBA3A52020F253822
 Colour: White Odometer: 66444 km
 Engine Capacity: 1997 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: 225/45 R16 Rear Tyre Size: 225/45 R16
 Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm
 Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,748.31	1,126.93	3,621.38	76.27
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,500.00	600.00	900.00	60.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	6,248.31	1,726.93	4,521.38	72.36
Approved Total (Overridden) (S\$)		1,400.00		
(S\$)	6,248.31	1,400.00	4,848.31	77.59
+ GST 7.00/7.00% (S\$)	437.38	98.00	339.38	77.59
Nett Amount (S\$)	6,685.69	1,498.00	5,187.69	77.59
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 10/04/2018
 Date Inspected: 10/04/2018 Inspected At: Shu Fatt Auto Works (HQ)
 Block 1009 Bukit Merah Lane 3, #01-90
 Singapore 159723
 Estimated Period of Repair: 3.0 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		*LEFT FRT HEADLIGHT	Not Necessary	2,235.85 FN	*- FN
2	1		*FRT BUMPER	Cracked	1,192.15 FN	*1,192.15 FN
3	1		*FRT LOWER BUMPER	*Check	950.00 FN	*- FN
4	2		*FRT BUMPER BRACKETS	*Check	84.00 FN	*- FN
5	1		*SET RR BUMPER CLIPS	Necessary	60.00 FN	*60.00 FN
6	2		*FRT BUMPER SIDE RETAINERS	*Check	76.00 FN	*- FN
7	1		*FRT BUMPER LOWER LIP	Not Necessary	425.10 FN	*- FN
8	1		*FRT BUMPER LOWER GRILLE	Not Necessary	127.90 FN	*- FN
9	1		*LEFT FRT FOG LIGHT GARNISH	Not Necessary	69.90 FN	*- FN
10	1		*FRT NUMBER PLATE	Not Necessary	55.00 FN	*- FN

F=Franchise part. N=NetItemDisc.

Sub Total (\$\$)	5,275.90	1,252.15
- Nett Item Discount on N Items 10.00/10.00% (\$\$)	527.59	125.22
Total Parts (\$\$)	4,748.31	1,126.93

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	TO KNOCK ,STRAIGHTEN FRT SUPPORT PANEL,FRT INNER PANEL ,FRT LOWER PANEL,FRT SIDE PANEL ,LEFT FRT FENDER ,LEFT FRT WHEEL HOUSE ,RENEW LEFT FRT HEADLIGHT ,FRT BUMPER AND ASSEMBLY	New	600.00	250.00
2	TO RESPRAY DAMAGED PARTS	New	750.00	250.00
3	TO CHECK AND RESET ECU	New	150.00	100.00
Gross Labour Cost (S\$)			1,500.00	600.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >