

INS. CASE OWNER

CC 4 / AIG1800

7891, 6

LKK

IDAC

Surveyor:

Kha

DOI:

ASSIGNMENT

30/4/18

Date / Time:

27/4/18

Registered in Merimen:

30/4/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLG 7888E

Claim No.:

675674008464

Name of Insured:

Yang Yuxin

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A.:

20/4/18

Place of Accident:

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

SLM 4085T



INSRS:

WSP:

Tel:

Liability:

RMKS:

torque

5



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

3/4/18

SLM 4085T - F

SLG 7888E - F

no oi bia, sent out 1st letter.

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OE:

After call Itr to OE:

204 25-5-18

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OE:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GRA:

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:

45

SS 6100

(3 days)

Reduction:

75%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

100

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

NIL

If NO or B 28, Ass. Lia:

Repair Cost:

(4/6/18)

SS

61527

01D REVERSED

Loss of Rental (LOR):

SS

(\$ x 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)

C/A/LTA Search

SS

2.00

Medical:

SS

Disbursement:

SS

29.00

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

UP

\$250

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:



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/AIG18007891/jb3		
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 30-04-2018		
		Code : AIG		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SLG 7888E	Veh. Inspected	SLM 4085T	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	30/04/2018	
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	26/04/2018	Inspection Date		
Survey held at	TORQUE 5 PTE LTD 8 KAKI BUKIT AVENUE 4 #01-50 PREMIER @ KAKI BUKIT SINGAPORE 415875			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Torque 5 Pte Ltd

No.8 Kaki Bukit Ave 4, Premier @ Kaki Bukit, #01-50 Singapore 415875
Tel: +65 6452 4457 | Fax: +65 6452 4584 | Email: enquiry@torque5.com
Co. & GST Reg. No.: 201313221G

ESTIMATION REPORT

Vehicle No : SLM4085T
Make & Model : INFINITI, Q30 1.5D DCT, SJKDAAH15U1019721
Year of Manufacture : 2016

Estimation No. : E18040075
DOA : 27/04/2018

No	Description	Qty	U/P	Amt
Section: List Items				
1	Front bumper / <i>re</i>	✓ 1400	1.00 2511	0.00 / 0.00
2	Front bumper clip / <i>re</i>	✓ 50	1.00 70	0.00 / 0.00
3	Front bumper retainer (LH) X <i>NN</i>		1.00 25.6	0.00 X 0.00
4	Front bumper retainer (RH) / <i>re</i>	✓	1.00 35.6	0.00 / 0.00
5	Front bumper bracket (RH) X <i>NN</i>		1.00 250	0.00 X 0.00
6	Front bumper reinforcement X		1.00 1230	0.00 X 0.00
7	Front bumper sponge <i>CRA</i>	✓ 110	1.00 49.26	0.00 / 0.00
8	Front bumper fog lamp garnish (RH) / <i>scr</i>	✓ 180	1.00 290	0.00 / 0.00
9	Front bumper towing cap X <i>NN</i>		1.00 60	0.00 X 0.00
10	Front bumper lower grille X		1.00 420	0.00 X 0.00
11	Front grille assy X <i>CRA</i>	✓ 1100	1.00 1210	0.00 / 0.00
12	Front grille logo X	✓	1.00 119.2	0.00 / 0.00
13	Front grille clip X <i>re</i>	✓ 30	1.00 70	0.00 / 0.00
14	Front grille chrome piece X		1.00 212.3	0.00 X 0.00
15	Front panel X <i>NN</i>		1.00 1560	0.00 X 0.00
16	Front panel chrome piece X		1.00 389	0.00 X 0.00
17	Head lamp (RH) / <i>CRA</i>	✓ 4400	1.00 4670	0.00 / 0.00
18	Head lamp clip (RH) X		1.00 30	0.00 X 0.00
19	Front fender (RH) X		1.00 520	0.00 X 0.00
20	Front fender cowling (RH) X <i>NN</i>		1.00 205.4	0.00 X 0.00
21	Front fender cowling clip (RH) X		1.00 70	0.00 X 0.00
22	Front fender inner panel (RH) X		1.00 1284	0.00 X 0.00
23	Front fender arch garnish (RH) X <i>BR</i>	✓ 600	1.00 1200	0.00 / 0.00
24	Front fender arch garnish clip (RH) X <i>re</i>	✓ 30	1.00 70	0.00 / 0.00
25	Support panel X		1.00 872	0.00 X 0.00
26	Support panel top garnish X		1.00 495.3	0.00 X 0.00
27	Support panel side bracket (LH) X <i>NN</i>		1.00 91	0.00 X 0.00

8054.8

10%: 7249.32

Continue on next page...

**Torque 5 Pte Ltd**

No.8 Kaki Bukit Ave 4, Premier @ Kaki Bukit, #01-50 Singapore 415875
 Tel: +65 6452 4457 | Fax: +65 6452 4584 | Email: enquiry@torque5.com
 Co. & GST Reg. No: 201313221G

ESTIMATION REPORT

Vehicle No : SLM4085T
Make & Model : INFINITI, Q30 1.5D DCT, SJKDAAH15U1019721
Year of Manufacture : 2016

Estimation No. : E18040075
DOA : 27/04/2018

No	Description	Qty	U/P	Amt
28	Support panel side bracket (RH) X	1.00	91 0.00	0.00
29	Condenser X	1.00	1160 0.00	0.00
30	Radiator X	1.00	1783.70 0.00	0.00
31	Washer tank X	1.00	460 0.00	0.00
				22,130.78
				Amt S\$ 0.00
				Discount (0.00%) S\$ 0.00
				Subtotal S\$ 0.00

Section: Labour Items

32	To R&R accident affected areas	1.00	1,000.00	1,000.00
33	To putty & respray accident affected areas	1.00	1,000.00	1,000.00
34	To rust proof accident affected areas	1.00	60.00	60.00
35	To R&R aircon condenser & refill gas	1.00	200.00	200.00
36	To check wiring layout & head lamp focus	1.00	80.00	80.00
37	To check wheel alignment	1.00	180.00	180.00
				Amt S\$ 2,520.00
				Discount (0.00%) S\$ 0.00
				Subtotal S\$ 2,520.00

3 Days.

lump sum repair.

After repair photos.

Gmo Qiang.

30/4/18.

7679.32

20/02 6100

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey be "relater 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:

List Items Subtotal S\$ 0.00
Labour Items Subtotal S\$ 2,520.00
Total S\$ 2,520.00

Customer: SKS1702X	Date: 15-May-19 11:05AM
Company:	VIN
License NO:	Technician:
Odometer:	Order NO:

VEHICLE ALIGNMENT REPORT

Primary Angles			Initial	Specifications		Final
				Min.	Max.	
Front	Caster	Left	---	---	---	---
		Right	---	---	---	---
	Camber	Left	-0.6	---	---	-0.6
		Right	-0.3	---	---	-0.3
	Toe	Left	0.10	---	---	0.05
		Right	0.05	---	---	0.05
Total		0.15	---	---	0.10	
Rear	Camber	Left	-1.0	---	---	-1.0
		Right	-1.2	---	---	-1.2
	Toe	Left	0.10	---	---	0.10
		Right	0.05	---	---	0.05
		Total	0.15	---	---	0.15
	Max Thrust Angle			---		
Secondary Angles			Initial	Specifications		Final
				Min.	Max.	
		Total	---	---	---	---
Rear	Camber	Left	---	---	---	---
		Right	---	---	---	---
	Toe	Left	---	---	---	---
		Right	---	---	---	---
		Total	---	---	---	---
	Max Thrust Angle		---	---		---
Secondary Angles			Initial	Specifications		Final
				Min.	Max.	
SAI		Left	---	---	---	---
		Right	---	---	---	---
Included Angle		Left	---	---	---	---
		Right	---	---	---	---
Toe Out On Turns		Left	---	---	---	---
		Right	---	---	---	---
Max Turn Inside		Left	---	---	---	---
		Right	---	---	---	---
Toe Curve Change		Left	---	---	---	---
		Right	---	---	---	---
Setback		Front	---	---	---	---
		Rear	---	---	---	---
Track Width Diff.			---			---
Wheel Base Diff.			---			---
Front Ride Height		Left	---	---	---	---
		Right	---	---	---	---
Rear Ride Height		Left	---	---	---	---
		Right	---	---	---	---
Frame Angle						---

Customer: SKS1702X	Date: 7-May-19 4:13PM
Company:	VIN
License NO:	Technician:
Odometer:	Order NO:

VEHICLE ALIGNMENT REPORT

Primary Angles			Initial	Specifications		Final
				Min.	Max.	
Front	Caster	Left	---	---	---	---
		Right	---	---	---	---
	Camber	Left	-0.6	---	---	-0.6
		Right	-0.2	---	---	-0.2
	Toe	Left	0.10	---	---	0.10
		Right	0.85	---	---	0.85
Total		0.95	---	---	0.90	
Rear	Camber	Left	-1.0	---	---	-1.0
		Right	-1.2	---	---	-1.2
	Toe	Left	0.10	---	---	0.10
		Right	0.05	---	---	0.05
		Total	0.15	---	---	0.15
	Max Thrust Angle			---		
Secondary Angles			Initial	Specifications		Final
				Min.	Max.	
		Total	---	---	---	---
Rear	Camber	Left	---	---	---	---
		Right	---	---	---	---
	Toe	Left	---	---	---	---
		Right	---	---	---	---
		Total	---	---	---	---
	Max Thrust Angle		---	---		---
Secondary Angles			Initial	Specifications		Final
				Min.	Max.	
SAI		Left	---	---	---	---
		Right	---	---	---	---
Included Angle		Left	---	---	---	---
		Right	---	---	---	---
Toe Out On Turns		Left	---	---	---	---
		Right	---	---	---	---
Max Turn Inside		Left	---	---	---	---
		Right	---	---	---	---
Toe Curve Change		Left	---	---	---	---
		Right	---	---	---	---
Setback		Front	---	---	---	---
		Rear	---	---	---	---
Track Width Diff.			---			---
Wheel Base Diff.			---			---
Front Ride Height		Left	---	---	---	---
		Right	---	---	---	---
Rear Ride Height		Left	---	---	---	---
		Right	---	---	---	---
Frame Angle						---

MOTOR STOP PTE LTD
NO 8 KAKI BUKIT AVENUE 4
PREMIER@KAKI BUKIT
#01-07 SINGAPORE 415875
TEL: 93261342
FAX: 64524584

EMAIL: motorstopoffice@gmail.com

Work Order: R003226
 License: SJM6935B
 Date: 2.5.18 14:47

Mitsubishi (USA) : Lancer : 2008-16 (Including Sportback) : Front Wheel Drive
4-Wheel Total Alignment

Front : Left

Actual	Before	Specified Range
-0°26'	-0°29'	-0°35' 0°25'
2°21'	2°21'	2°10' 3°10'
0°03'	-0°12'	-0°02' 0°07'
15°08'	15°11'	12°00' 15°00'
14°42'	14°42'	11°25' 15°25'

Camber
 Caster
 Toe
 SAI
 Included Angle
 Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0°46'	-0°44'	-0°35' 0°25'
2°06'	2°06'	2°10' 3°10'
0°03'	-0°01'	-0°02' 0°07'
12°11'	12°09'	12°00' 15°00'
11°25'	11°25'	11°25' 15°25'

Front

Cross Camber
 Cross Caster
 Cross SAI
 Total Toe
 Cross Turn Diff.

Actual	Before	Specified Range
0°20'	0°15'	-0°30' 0°30'
0°15'	0°15'	-0°30' 0°30'
2°57'	3°02'	
0°06'	-0°12'	-0°05' 0°14'

Rear : Left

Actual	Before	Specified Range
-0°54'	-1°00'	-1°25' -0°25'
0°07'	-0°05'	0°02' 0°12'

Camber
 Toe

Rear : Right

Actual	Before	Specified Range
-0°34'	-0°33'	-1°25' -0°25'
0°05'	0°06'	0°02' 0°12'

Rear

Cross Camber
 Total Toe
 Thrust Angle

Actual	Before	Specified Range
-0°20'	-0°27'	-0°30' 0°30'
0°12'	0°01'	0°05' 0°24'
0°01'	-0°05'	

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	046D
Vehicle Details	
Vehicle No.:	SLM4085T
Vehicle to be Exported:	No
Intended Deregistration Date:	02 Sep 2019
Vehicle Make:	INFINITI
Vehicle Model:	Q30 1.5D DCT
Primary Colour:	White
Manufacturing Year:	2016
Engine No.:	K9KG481D002841
Chassis No.:	SJKDAAH15U1019721
Maximum Power Output:	80.0 kW (107 bhp)
Open Market Value:	\$26,987.00
Original Registration Date:	29 Mar 2017
First Registration Date:	29 Mar 2017
Transfer Count:	0
Actual ARF Paid:	\$19,782.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	28 Mar 2027
PARF Rebate Amount:	\$14,836.00
Intended COE Rebate Details	
COE Expiry Date:	28 Mar 2027
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$50,789.00
COE Rebate Amount:	\$38,446.00
Total Rebate Amount:	\$53,282.00

The information contained herein is correct as at 02 Sep 2019

OK

-PRE-REPAIR INSPECTION - ACCIDENT INVOLVING MOTOR VEHICLES NO SLG7888E AND SLM4085T ON 26 APRIL 2018

From: Md Ishak, Mohd Imran
To: admin-a@ikkauto.com, assignments@ikkauto.com
Cc: Tan, Lily (AIG), Fong, Andy-SY, Kaur, Baljit, Lim, Sheng Yang, Chan, Yoke Shi, Chin, Lee-Ying, Abu Kassim, Noor Mariessa, Fan, Winnie-LW, Supramaniam, Darshene
Sent: Monday, 30 April, 2018 11:06:35 AM
Attachments:  

WITHOUT PREJUDICE

Hi,

Please refer to the enclosed request from **TORQUE 5 GROUP**

Kindly carry out Policy coverage verification first before conducting the pre-repair inspection within 48 hours

If you have any queries/concerns, please let us know.

Kindly assist to assign – Adrian Ling as Single Joint Expert as requested.

Thank you

Sincerely,

Imran

Mohd Imran Md Ishak

AIG

Express Claims Adjuster II, FNOL SG Claims Operations - Auto
Shared Services - Malaysia | Global Business Services

AIG Shared Services (M) Sdn Bhd (887191-D)
Menara Worldwide, Level 14, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia
Tel +6 03 2719 6000 ext:1012661 | Fax +6 03 2685 5898

imran.ishak@aig.com | www.aig.com

IMPORTANT NOTICE

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From: assessment@torque5.com
To: Darshene.Supramaniam@aig.com
Cc: Lily.Tan@aig.com, Andy-SY.Fong@aig.com, Baljit.Kaur@aig.com, ShengYang.Lim@aig.com, yokeshi.chan@aig.com, Lee-Ying.Chin@aig.com, NoorMariessa.AbuKassim@aig.com, Winnie-LW.Fan@aig.com, Imran.Ishak@aig.com, assessment@torque5.com
Subject: BLOCKED ATTACHMENT: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING MOTOR VEHICLES NO SLG7888E AND SLM4085T ON 26 APRIL 2018
Date: Mon, 30 Apr 2018 02:49:05 +0000

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named image003.png,image012.jpg,image013.jpg,image014.jpg,image015.png,image016.png,image017.png,image018.png,image019.png,image020.wmf.gz,image020.wmf was removed from the email. If you believe that this is a legitimate email from a trusted source, please contact either the sender or your helpdesk to have the message resent in compliance with the corporate electronic messaging standard.

Please be aware that SPAM and other malicious email often have a forged sender to make it appear to be sent from someone on your contact list or otherwise trust.

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter and your email below.

Thank you for your reply.

We are agreeable to your list of surveyor – Adrian Ling from LKK as the SJE for this matter.

Kindly make the necessary arrangements.

Warmest Regards,

Stephanie Teo

Assessor | Motor Claims Department



Hotline (65) 6452 4487 | Fax (65) 6452 4584

Address 8 Raki Bukit Ave 4, #01-43/50/51/53/53/54
Premier @ K11, Singapore 415875

www.torque5.com



30047018 C1134am
Stephine reh in.
GR



From: Supramaniam, Darshene [mailto:Darshene.Supramaniam@aig.com]

Sent: Friday, 27 April, 2018 2:43 PM

To: assessment@torque5.com

Cc: Tan, Lily (AIG); Fong, Andy-SY; Kaur, Baljit; Lim, Sheng Yang; Chan, Yoke Shi; Chin, Lee-Ying; Abu Kassim, Noor Mariesa; Fan, Winnie-LW; Md Ishak, Mohd Imran

Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING MOTOR VEHICLES NO SLG7888E AND SLM4085T ON 26 APRIL 2018

WITHOUT PREJUDICE

Your Reference : SLM4085T

Our Reference : SLG7888E

Dear Sir/Madam,

We refer to your Notice of Accident of even date.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

Name of Surveyor	Company Name
Lim Kok Chong	AIG Asia Pacific Insurance Pte Ltd
Kumar Uthaya	AIG Asia Pacific Insurance Pte Ltd
Ken Wong	AIG Asia Pacific Insurance Pte Ltd
Lawrence Ng Chun Kee	Priority Services
Jeffrey Ong Leng Kiat	Priority Services
Jimmy Lee	Priority Services
EC Looi	Automobile Inspection Services Pte Ltd
Ricky Teng	RT Appraisal Pte Ltd
Elson Teng	RT Appraisal Pte Ltd
Michael Cheong	RT Appraisal Pte Ltd
Pang Kiah Keen (Frankie)	Formteam Adjusters Pte Ltd
Ng You Han	Formteam Adjusters Pte Ltd
Soon HanXin (Gary)	Formteam Adjusters Pte Ltd
Chow Bo Xiong	Formteam Adjusters Pte Ltd
Chua Soo Teck (Benjamin)	Formteam Adjusters Pte Ltd
Kalvin Ang	LKK Auto Consultants Pte Ltd
Xing Guo Qiang	LKK Auto Consultants Pte Ltd
Marcus Chua	LKK Auto Consultants Pte Ltd
Mohamad Taufikh	LKK Auto Consultants Pte Ltd
Adrian Ling	LKK Auto Consultants Pte Ltd
Henry Ng	LKK Auto Consultants Pte Ltd
Mohammed Rasul	LKK Auto Consultants Pte Ltd
Steven Foong	LKK Auto Consultants Pte Ltd
Wei Jie	LKK Auto Consultants Pte Ltd
Ma Chin Fook	LKK Auto Consultants Pte Ltd
Kenneth Kong	LKK Auto Consultants Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Thank you

Darshene Supramaniam

AIG

Express Claims Adjuster II, FNOL SG Claims Operations - Auto
Shared Services - Malaysia | Global Business Services

Level 12, Menara Worldwide, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia
Tel +603 2719 6000 ext 100-2208 | Fax +603 2719 615

From: Torque 5 Assessment (<mailto:assessment@torque5.com>)

Sent: Friday, April 27, 2018 11:59 AM

To: AIG SGP, Claims-Survey

Cc: assessment@torque5.com; sam.chang@torque5.com; eric.lee@torque5.com; claims@torque5.com

Subject: Accident involving SLM4085T & SLG7888E on 26/04/2018 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Alpha Drive Pte Ltd, to notify you of the aforesaid accident involving our client's vehicle SLM 4085 T and your insured's vehicle SLG 7888 E on 26/04/2018.

Please find enclosed our client's GIA report for your necessary action.

This serves as a NOTICE that we are claiming against SLG 7888 E for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: Stephanie Teo (9147 8841)

Contact Email: assessment@torque5.com

VEH IN (Date & Time) : 26/04/2018 04.30PM

PRS ARRANGEMENT (Date & Time) : 27/04/2018 11.58AM



Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Warmest Regards,

Heng Lee Yi

Administrative Assistant | Motor Claims Department



Hotline : (65) 6452 4457 | Fax (65) 6452 4584



Address : 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



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View Received Message

This mail is associated with :

***SLM4085T (67562400845G)
[SLG7888E]**

TP
ALPHA DRIVE PTE LTD
Apr 26 2018 2:00PM
[Yang Yuxin]
Torque 5 Pte Ltd

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

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 02/05/2018 10:37 AM.
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 :Yang Yuxin
Phone No. :84992673
Address :4 TREASURE ISLAND SINGAPORE 098343

Thank you
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) 62563564 FAX : (065) 62564315

Our Ref: CC4/AIG18007891/jb3

03RD May 2018

Yang Yuxin
4 TREASURE ISLAND
SINGAPORE 098343

Dear Sirs,

**ACCIDENT INVOLVING SLG 7888E AND SLM 4085T ON 26.04.2018 ALONG/ AT
BRADDELL TECH CARPARK**

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,

Joy
Claims
Tel : 6749-5792
Fax: 6741 4108
Email : joyirene@lkkauto.com

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

► Infiniti Q30 Used Vehicle List (4 vehicles)

Car Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Company	Available
Infiniti Q30 Diesel 1.5T Premium (Diesel - Euro 5 Engine and Above)	\$91,800	\$10,820 /yr	11-Jan-2017	1,461 cc	20,000 km	Highline Automotive	Available

1 Owner, Lowest Mileage In The Mkt. Premium Bose Sound System. Comes With Original Infiniti Roof Rack. Powerful, Sporty Looks With Great Fuel Savings, Agent Unit With Full Service & Warranty, Condition...

Office No. - 67778887

Harris Tan - 96881515 | Henry Ong - 98516566 | JC Chua - 87115663

Infiniti Q30 Diesel 1.5T Premium (Diesel - Euro 5 Engine and Above)	\$92,800	\$10,450 /yr	26-May-2017	1,461 cc	37,000 km	Car Search	Available
--	-----------------	--------------	-------------	----------	-----------	------------	-----------

First Owner, Interest Rate 2.48% Only! Agent Unit 5 Years Warranty Secured And Well Maintained By Fussy Owner. Immaculate Condition Inside And Outside. Certified With Assurance And Quality From STA Ev...

Office No. - 62620728

Ken - 93388994 | Jack - 91416611 | Rachel - 91126538 | Justin - 91827511

Infiniti Q30 Diesel 1.5T (Diesel - Euro 5 Engine and Above)	\$82,400	\$9,370 /yr	30-May-2017	1,461 cc	45,888 km	EU Automobile Pte Ltd	Available
--	-----------------	-------------	-------------	----------	-----------	-----------------------	-----------

Most Competitively Priced In The Market. Value For Money. Own A Continental Built Quality Car At The Price Of A Japanese. Super Fuel Efficient. Call Now! Loan And Trade In Available.

Office No. - 67771515

Jacky - 81066106 | Louis - 86282886 | Patrick - 98593180 | Dalton - 86008130

Infiniti Q30 Diesel 1.5T Premium (Diesel - Euro 5 Engine and Above)	\$95,000	\$10,190 /yr	20-Oct-2017	1,461 cc	20,000 km	AA Trust Automotive	Available
--	-----------------	--------------	-------------	----------	-----------	---------------------	-----------

1 Owner! AA Trust Certified Quality Pre Owned Vehicle! Full Agent Service And Comes With 5 Years Warranty By Wearnes! Very Well Taken Care By One Owner! Always Shelter Parking! 100% Accident Free! Own...

Office No. - 63450381

Dave - 98500051 | Clement - 93365036 | Willey - 91692071 | Andra - 92221331

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Joy Irene (LKKAuto)

From: Joy Irene (LKKAuto)
Sent: Friday, 25 May 2018 11:56 AM
To: 'Steve Takehiko'
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SLG 7888E AND SLM 4085T ON 26/04/2018

OUR REF: LKK: CC4/AIG18007891/jb3

YANG YUXIN

Policy Holder

Dear Sir/Madam,

ACCIDENT INVOLVING SLG 7888E AND SLM 4085T ON 26/04/2018

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. 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 7 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.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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

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From: Steve Takehiko [mailto:steve.takehiko@gmail.com]
Sent: Friday, 25 May 2018 11:41 AM
To: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING SLG 7888E AND SLM 4085T ON 26/04/2018



Torque 5 Pte Ltd
No.8 Kaki Bukit Ave 4, Premier @ Kaki Bukit, #01-50 Singapore 415875
Tel: +65 6452 4457 | Fax: +65 6452 4584 | Email: enquiry@torque5.com
Co. & GST Reg. No.: 201313221G

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way
#07-16 AIG Building
Singapore 079120
Tel: 6419 1000

Proforma Invoice

Inv No. : PF51810004
Date : 02 Oct 2018
Ref : 26/04/18
Currency : SGD
Terms : 30 Days
Veh No. : SLM4085T

#	Description	Qty	UOM	U/P	Disc	Amt
1	TO SUPPLY SPARE PARTS AND LABOUR FOR ACCIDENT REPAIR PARTS LUMP SUM AMOUNT	1.00		9,880.00	0.00	9,880.00

X
to
over

I agree to the price as listed above and
affirm that the goods are received in good
condition.

(Customer's Signature and Company Stamp)

Subtotal : S\$ 9,880.00
GST 7.0% : S\$ 691.60
Total : S\$ 10,571.60

For **TORQUE 5 PTE. LTD.**





Torque 5 Pte Ltd

No.8 Kaki Bukit Ave 4, Premier @ Kaki Bukit, #01-50 Singapore 415875
Tel: +65 6452 4457 | Fax: +65 6452 4584 | Email: enquiry@torque5.com
Co. Reg. No.: 201313221G

LETTER OF AUTHORISATION

Accident on 26/04/2018 along Graddell Tech Carpark
Involving vehicles SLM4085T & SLM7885E

In consideration of Torque 5 Pte Ltd, 8 Kaki Bukit Ave 4, Premier @ Kaki Bukit #01-50 Singapore 415875, repairing my/our motor vehicle no SLM4085T at my request, I/We, ALPHA DRIVE PTE LTD ("the claimant") of 2 Leng Lee Road #02-08 Thye Hong (Pte) Sdn Bhd (address) bearing NRIC No 920418046D the owner of motor vehicle no SLM4085T, hereby authorize them to demand claim, settle and receive whatever amount settle payable by the insurance company or third party or commence legal proceeding for cost of repairs, loss of use and etc to any of their appointed solicitors to act for me/us in respect of the said accident/claim and all the amount claimed or settled shall belong and make payable to them absolutely by the insurance company of the third party. I/We further authorized them to give an absolute discharge on my/our behalf and to sign discharge voucher(s) and any other documents necessary or incidentals to the conduct and disposal of my/our above claims.

I/We further agree to fully co-operate and attend all court hearings related to this accident that are necessary to prosecute the claims maintained by Torque 5 Pte Ltd.

I/We further agree and undertake to indemnify them against my/our claim for costs which arise therewith. In the event that my/our claim is unsuccessful due to untruthful statements from me/us, I/we undertake to pay to Torque 5 Pte Ltd the cost of repairs to my/our vehicle.

In the event that the settlement/payment cheque is being made in my/our favour, I/we hereby undertake to return the full amount to Torque 5 Pte Ltd account, within 7 days from receiving and clearance of the said settlement/payment cheque. Failing which, Torque 5 Pte Ltd will have the legal rights to take legal proceedings against me/us to recover the said sum, with further costs and disbursements to be incurred by me/us.

I/We further authorize Torque 5 Pte Ltd to settle the aforesaid claim in a manner that you deem fit and to utilize the monies to pay your charges without further reference to me/us. The payment to Torque 5 Pte Ltd shall amount to a good discharge of Torque 5 Pte Ltd obligation to me/us in respect of the settlement monies. This authorisation shall remain in force until revoked by me/us in writing to you, subject to terms and condition being agreed by both parties. I/We further understand that revocation is not allowed once your workshop has commenced on the repair of my/our vehicle.

Dated this 26 day of 04 (month) 20 18 (year)



Signed by "the claimant"

Name: Alpha Drive Pte

NRIC No: _____



Signed by Torque 5 Pte Ltd

Name: Peach Ang

SATISFACTION VOUCHER

I / We, ALPHA DRIVE PTE LTD hereby confirm that repairs to my / our
vehicle no. SLM4085T have been completed to my / our satisfaction and
that I / we have collected my / our said vehicle on the under-mentioned date.

Date in: 26/04/2018

Date out: 5/5/2018



Owner's Signature

Name: Alpha Drive Pte Ltd

NRIC No.: 201418046D

Date: 5/5/2018

Time: 2pm

4/27/2018

Invoice



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-063967

Date of Request: 27/04/2018

Your Ref No:

Online Purchase

Torque 5 Pte Ltd
No. 8 Kaki Bukit Ave 4,
#01-50
Singapore 415875

Dear Sir/Madam,

Enquiry Date: 27/04/2018
Enquiry By: Stephanie Teo Wen Ting
TP Vehicle No.: SLG7888E
Accident Date: 26/04/2018

SLM
4085T**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLG7888E	AIG Asia Pacific Insurance Pte. Ltd.	29/05/2017-28/05/2018	65-6419-3000

Thank You.

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4/27/2018

Invoice



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-063987
Date of Request: 27/04/2018

Your Ref No: Online Purchase

Torque 5 Pte Ltd
No. 8 Kaki Bukit Ave 4,
#01-50
Singapore 415875

Dear Sir/Madam,

Enquiry Date: 27/04/2018
Enquiry By: Stephanie Teo Wan Ting
TP Vehicle No: SLG7888E
Accident Date: 26/04/2018

SLM40857

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



**GENERAL
INSURANCE
ASSOCIATION**

RECORDS MANAGEMENT CENTRE

GENERAL INSURANCE ASSOCIATION OF SINGAPORE

RECORDS MANAGEMENT CENTRE

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-084759

Date of Request: 30/04/2018

Your Ref No:

Online Purchase

Torque 5 Pte Ltd
No. 8 Kaki Bukit Ave 4,
#01-50
Singapore 415875

Dear Sir/Madam,

Your Search Criteria:

Date of Accident: 26/04/2018

Place of Accident: BRADDELL TECH CARPARK

Client Vehicle No: SLM4085T

DESCRIPTION	AMOUNT (\$S)
E-File Search Fee (Public)	14.02
GST Amount	0.98
Total Amount Due (GST Inclusive)	15.00

Thank You.

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For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



**GENERAL
INSURANCE
ASSOCIATION**

RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**
6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

SBM

TAX INVOICE

Our Ref No: GR-18-065815
Date of Request: 02/05/2018

Your Ref No: Online Purchase

Torque 5 Pte Ltd
No. 8 Kaki Bukit Ave 4,
#01-50
Singapore 415875

Dear Sir/Madam,

Date of Accident: 26/04/2018
Vehicle No: SLM4085T
Place of Accident: BRADDELL TECH CARPARK
Involved Vehicle No: SLG7888E

With reference to your application for the accident report, we have attached the following accident reports as requested:

DOCUMENTS	ACCIDENT LOCATION	PER DOC (\$\$)	QTY	AMOUNT (\$\$)
SLG7888E	BRADDELL TECH CARPARK	14.00	1	13.08
GST Amount				0.92
Total Amount Due (GST Inclusive)				14.00

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Thank You.

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For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Wednesday, 15 January 2020 1:41 PM
To: 'claims@torque5.com'
Cc: Admin A
Subject: FW: Accident Involving SLM 4085T & SLG 7888E on 26/04/2018. Our ref: SLM4085T
Attachments: MARKED ESTIMATE.pdf

WITHOUT PREJUDICE

Dear Sir/Madam,

For COR, recommended amount at L/S \$6,100.00(before GST) with 3 repair days.

** Kindly forward your amended LOD and final repair bill to us (LKK) for our necessary action.

Please note that all the finalisation subject to insurer approval.

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."

Spoken to Ikuam CT Phys
↓
he will do the
needful.

15/1/2020
khanchna

Wishing you a Happy and Prosperous Lunar New Year



Best Regards,

Khanchna Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Friday, 10 January 2020 9:27 AM

To: Torque 5 Assessment <assessment@torque5.com>; claims@torque5.com

Cc: Admin A <admin-a@lkkauto.com>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>

Subject: RE: Accident Involving SLM 4085T & SLG 7888E on 26/04/2018. Our ref: SLM4085T

WITHOUT PREJUDICE

TRANSMISSION VERIFICATION REPORT

TIME : 16/01/2020 01:59
NAME :
FAX : 67414108
TEL :
SER.# : E69899L3N245962

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

16/01 01:58
64524584
00:00:37
03
OK
STANDARD
ECM

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Monday, 16 December 2019 9:29 AM
To: Torque 5 Assessment; claims@torque5.com
Cc: Admin A; Guo Qiang (LKKAuto)
Subject: FW: Accident Involving SLM 4085T & SLG 7888E on 26/04/2018. Our ref: SLM4085T
Attachments: MARKED ESTIMATE.pdf

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter and e-mails as trailed.

For COR, recommended amount at **L/S \$6,100.00(before GST)** with 3 repair days.

**** Kindly forward your amended LOD and final repair bill to us (LKK) for our necessary action.**

Please note that all the finalisation subject to insurer approval.

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 Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Khanchna Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Wednesday, 4 December 2019 4:57 PM

To: 'Torque 5 Assessment' <assessment@torque5.com>

Cc: Admin A <admin-a@lkkauto.com>; 'claims@torque5.com' <claims@torque5.com>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>

Subject: RE: Accident Involving SLM 4085T & SLG 7888E on 26/04/2018. Our ref: SLM4085T

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter and e-mails as trailed.

For COR, recommended amount at **L/S \$6,100.00(before GST)** with 3 repair days.

**** Kindly forward your amended LOD and final repair bill to us (LKK) for our necessary action.**

Please note that all the finalisation subject to insurer approval.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Monday, 21 October 2019 4:37 PM

To: Torque 5 Assessment <assessment@torque5.com>

Cc: Admin A <admin-a@lkkauto.com>; claims@torque5.com

Subject: RE: Accident Involving SLM 4085 T & SLG 7888 E on 26/04/2018. Our ref: SLM4085T

WITHOUT PREJUDICE

Dear Sir/Madam,

Kindly let us have your amended tax invoice and also your LOD for our further action.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>

Sent: Monday, 2 September 2019 10:07 AM

To: Torque 5 Assessment <assessment@torque5.com>; CS A Team <cs-a@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; claims@torque5.com; Khanchna (LKK Auto)

<khanchna@lkkauto.com>

Subject: RE: Accident Involving SLM 4085 T & SLG 7888 E on 26/04/2018. Our ref: SLM4085T

Dear Stephanie,

Finalize COR \$6100 before GST @ 3 working days.

Regards,
Guo Qiang

From: Torque 5 Assessment [mailto:assessment@torque5.com]

Sent: Friday, 30 August, 2019 5:48 PM

To: CS A Team; Guo Qiang (LKKAuto)

Cc: Admin A; claims@torque5.com

Subject: RE: Accident Involving SLM 4085 T & SLG 7888 E on 26/04/2018. Our ref: SLM4085T

Importance: High

**** URGENT ATTENTION REQUIRED**

Dear Joy & Guoqiang,

Kindly advise on this matter on urgent basis.

We require your estimate calculation for our consideration.

This case had been prolonged for an extended period after numerous reminder sent to you.



Looking forward to close this case ASAP.
Thank you.

Warmest Regards,

Stephanie Teo

Assessor | Motor Claims Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54
Premier @ KB, Singapore 415875

www.torque5.com



Khanchna (LKK Auto)

From: Microsoft Outlook
To: Torque 5 Assessment; claims@torque5.com
Sent: Thursday, 30 January 2020 5:52 PM
Subject: Undeliverable: RE: Accident Involving SLM 4085T & SLG 7888E on 26/04/2018. Our ref: SLM4085T

Delivery has failed to these recipients or groups:

Torque 5 Assessment (assessment@torque5.com)

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For more information and tips to fix this issue see this article:
<https://go.microsoft.com/fwlink/?LinkId=389361>.

claims@torque5.com (claims@torque5.com)

Your message couldn't be delivered. Despite repeated attempts to deliver your message, querying the Domain Name System (DNS) for the recipient's domain location information failed.

For more information and tips to fix this issue see this article:
<https://go.microsoft.com/fwlink/?LinkId=389361>.

Diagnostic information for administrators:

Generating server: HK0PR03MB5108.apcprd03.prod.outlook.com
Receiving server: HK0PR03MB5108.apcprd03.prod.outlook.com
Total retry attempts: 4

assessment@torque5.com

1/30/2020 9:51:42 AM - Server at HK0PR03MB5108.apcprd03.prod.outlook.com returned '550 5.4.312 Message expired, DNS query failed(ServerFailure)'

1/30/2020 9:41:24 AM - Server at torque5.com (0.0.0.0) returned '450 4.4.312 DNS query failed [Message=ServerFailure] [LastAttemptedServerName=torque5.com] [PU1APC01FT063.eop-APC01.prod.protection.outlook.com](ServerFailure)'

claims@torque5.com

1/30/2020 9:51:42 AM - Server at HK0PR03MB5108.apcprd03.prod.outlook.com returned '550 5.4.312 Message expired, DNS query failed(ServerFailure)'

1/30/2020 9:41:24 AM - Server at torque5.com (0.0.0.0) returned '450 4.4.312 DNS query failed'

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Thursday, 20 February 2020 9:28 AM
To: 'Foo, Chityan'
Cc: Admin A
Subject: RE: 6756240084SG003 *** LKK REF: CC4/AIG18007891/Gkb3 [Accident between SLM 4085T & SLG 7888E [AIG] on 26/04/2018]

Dear Mr. Jimmy,

Kindly be informed that we are pending for amended tax invoice and amended LOD from the Third party workshop and we are unable to get in touch with the Third party workshop repairer.

In view of the above, we will proceed to temporary close the file and submit WP to your office.

If there is any new development in future, we will keep you informed for an update and follow up the matter accordingly.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Foo, Chityan <Chityan.Foo@aig.com>
Sent: Friday, 24 January, 2020 11:11 AM
To: Admin A <admin-a@lkkauto.com>
Subject: 6756240084SG003

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

...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	30 Apr 2018 Edit Reg		27 Apr 2018 00:00 Edit Adj Rpt	S\$6,100.00 Edit Estimates	S\$6,100.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: Yang Yuxin , ID: -									
Main Claimant: ALPHA DRIVE PTE LTD , Co. Reg. No.: 201418046D									
Vehicle Reg. No.: SLM4085T		Date of Loss: 26/04/2018 14:00 - :59 [12 Months and 28 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 6756240084SG		Policy/Cover Note No.: 2100414161-03 (Comprehensive)							
Vehicle Reg. No. (Insured): SLG7888E		Policy No. (Claimant): 5088463295-01							
		Excess:							
Repairer: Torque 5 Pte Ltd (Kaki Bukit) No. 8 Kaki Bukit Ave 4, #01-50, 415875 Kaki Bukit - Tel: 64524457									
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: NTUC Income Insurance Co-operative Ltd (HQ) - Tel:									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 10/05/2018]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• AIG_SG (02/05/2018): 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

*SLM4085T (6756240084SG)
[SLG7888E]
TP
ALPHA DRIVE PTE LTD
Apr 26 2018 2:00PM
[Yang Yuxin]
Torque 5 Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View		View in Browser	
Photos/Images															3 per page		<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)														Thumbnail	Print	
1	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
2	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
3	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
4	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
5	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
6	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
7	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
8	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
9	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
10	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
11	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
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19	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
20	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
21	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
22	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
23	01/03/19 11:40	General View														Load JPG	<input checked="" type="checkbox"/>	
24	01/03/19 11:40	Odometer Reading														Load JPG	<input checked="" type="checkbox"/>	
25	01/03/19 11:40	Chassis Number														Load JPG	<input checked="" type="checkbox"/>	
26	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
27	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
28	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
29	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
30	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
31	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
32	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
33	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
34	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
35	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
36	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
37	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
38	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
39	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
40	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
41	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
42	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	
43	01/03/19 11:41	Dismantled Parts														Load JPG	<input checked="" type="checkbox"/>	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
44	01/03/19 11:41	Dismantled Parts		Load JPG	<input checked="" type="checkbox"/>
45	01/03/19 11:41	Dismantled Parts		Load JPG	<input checked="" type="checkbox"/>
46	01/03/19 11:41	Dismantled Parts		Load JPG	<input checked="" type="checkbox"/>
47	01/03/19 11:41	Dismantled Parts		Load JPG	<input checked="" type="checkbox"/>
48	01/03/19 11:41	Dismantled Parts		Load JPG	<input checked="" type="checkbox"/>
49	01/03/19 11:41	Dismantled Parts		Load JPG	<input checked="" type="checkbox"/>
50	03/09/19 11:05	After Repair Photo		Load JPG	<input checked="" type="checkbox"/>
51	03/09/19 11:05	After Repair Photo		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	30/04/18 15:04	EMAIL FROM AIG DD 30042018		Load PDF	
2	30/04/18 15:04	TP GIA REPORT		Load PDF	
3	03/05/18 11:05	Non reporting letter		Load PDF	
4	10/05/18 18:50	TP ESTIMATE- MARKED		Load PDF	
5	25/05/18 10:59	EDDIES		Load PDF	
6	25/05/18 11:58	OID PASS AND IDL		Load PDF	
7	25/05/18 11:59	LETTER TO INSURED		Load PDF	
8	21/10/19 16:40	MARKED ESTIMATE (FINAL)		Load PDF	
9	20/02/20 09:29	EMAIL TO AIG		Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	07/05/18 12:10	E-filed GIA report SLG7888E		Load PDF	
2	07/05/18 12:11	E-filed GIA report SLM4085T		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
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: CC4/AIG18007891/GKA3Q2

Date: 20/02/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100414161-03

Claimant Vehicle No : SLM4085T Insured Vehicle No : SLG7888E

Date of Loss: 26/04/2018 Nature of Claim: TP Claim No: 6756240084SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLM4085T
 Make & Model: INFINITI Q30, 1.5 D PREMIUM DCT (A) Engine No: K9KG481D002841
 Reg. Date: 29/03/2017 (Man. Year: 2016) Chassis No: SJKDAAH15U1019721
 Colour: White Odometer: 83162 km
 Engine Capacity: 1461 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition: Yes

CONDITION OF TYRES

Front Tyre Size: 215/60 R17 Rear Tyre Size: 215/60 R17
 Front Left Side: Michelin 7 mm Rear Left Side: Michelin 7 mm
 Front Right Side: Michelin 7 mm Rear Right Side: Michelin 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	21,197.70	7,249.32	13,948.38	65.80
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,520.00	430.00	2,090.00	82.94
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	23,717.70	7,679.32	16,038.38	67.62
Approved Total (Overridden) (S\$)		6,100.00		
(S\$)	23,717.70	6,100.00	17,617.70	74.28
+ GST 7.00/7.00% (S\$)	1,660.24	427.00	1,233.24	74.28
Nett Amount (S\$)	25,377.94	6,527.00	18,850.94	74.28
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 27/04/2018

Date Inspected: 30/04/2018 Inspected At:

Torque 5 Pte Ltd (Kaki Bukit)
No. 8 Kaki Bukit Ave 4, #01-50
Singapore 415875

Estimated Period of Repair: 3.0 days

Adjuster: XING GUO QIANG

Manager: Khanchna Pothuraj

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Deformed	1,400.00 F	*1,400.00 FL
2	1		*FRONT BUMPER CLIP	Necessary	70.00 F	*50.00 FL
3	1		*FRONT BUMPER RETAINER (LH)	Not Necessary	35.60 F	*- FL
4	1		*FRONT BUMPER RETAINER (RH)	Deformed	35.60 F	*35.60 FL
5	1		*FRONT BUMPER BRACKET (RH)	Not Necessary	250.00 F	*- FL
6	1		*FRONT BUMPER REINFORCEMENT	Not Necessary	1,230.00 F	*- FL
7	1		*FRONT BUMPER SPONGE	Cracked	443.60 F	*110.00 FL
8	1		*FRONT BUMPER FOG LAMP GARNISH (RH)	Scratched	290.00 F	*180.00 FL
9	1		*FRONT BUMPER TOWING CAP	Not Necessary	60.00 F	*- FL
10	1		*FRONT BUMPER LOWER GRILLE	Not Necessary	420.00 F	*- FL
11	1		*FRONT GRILLE ASSY	Cracked	1,210.00 F	*1,100.00 FL
12	1		*FRONT GRILLE LOGO	Necessary	119.20 F	*119.20 FL
13	1		*FRONT GRILLE CLIP	Necessary	70.00 F	*30.00 FL
14	1		*FRONT GRILLE CHROME PIECE	Not Necessary	212.30 F	*- FL
15	1		*FRONT PANEL	Not Necessary	1,560.00 F	*- FL
16	1		*FRONT PANEL CHROME PIPE	Not Necessary	389.00 F	*- FL
17	1		*HEAD LAMP (RH)	Cracked	4,670.00 F	*4,400.00 FL
18	1		*HEAD LAMP CLIP (RH)	Not Necessary	30.00 F	*- FL
19	1		*FRONT FENDER (RH)	Not Necessary	920.00 F	*- FL
20	1		*FRONT FENDER COWLING (RH)	Not Necessary	205.40 F	*- FL
21	1		*FRONT FENDER COWLING CLIP(RH)	Not Necessary	70.00 F	*- FL
22	1		*FRONT FENDER INNER PANEL (RH)	Not Necessary	1,284.00 F	*- FL
23	1		*FRONT FENDER ARCH GARNISH (RH)	Broken	1,200.00 F	*600.00 FL
24	1		*FRONT FENDER ARCH GARNISH CLIP(RH)	Necessary	70.00 F	*30.00 FL
25	1		*SUPPORT PANEL	Not Necessary	872.00 F	*- FL
26	1		*SUPPORT PANEL TOP GARNISH	Not Necessary	495.30 F	*- FL
27	1		*SUPPORT PANEL SIDE BRACKET (LH)	Not Necessary	91.00 F	*- FL
28	1		*SUPPORT PANEL SIDE BRACKET (RH)	Not Necessary	91.00 F	*- FL
29	1		*CONDENSER	Not Necessary	1,160.00 F	*- FL
30	1		*RADIATOR	Not Necessary	1,783.70 F	*- FL
31	1		*WASHER TANK	Not Necessary	460.00 F	*- FL

F=Franchise part. L=List/ItemDisc.

Sub Total (\$\$) **21,197.70** **8,054.80**

- List Item Discount on L Items 0.00/10.00% (\$\$) 0.00 805.48

Total Parts (\$\$) **21,197.70** **7,249.32**

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 R&R ACCIDENT AFFECTED AREAS	New	1,000.00	200.00
2	TO PUTTY & RESPRAY ACCIDENT AFFECTED AREAS	New	1,000.00	200.00
3	TO RUST PROOF ACCIDENT AFFECTED AREAS	New	60.00	0.00
4	TO R&R AIRCON CONDENSER & REFILL GAS	New	200.00	0.00
5	TO CHECK WIRING LAYOUT & HEAD LAMP FOCUS	New	80.00	30.00
6	TO CHECK WHEEL ALIGNMENT	New	180.00	0.00
Gross Labour Cost (S\$)			2,520.00	430.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >