

12/03/2007

ASS. REC. BY:

REF:

C1/AIG18008258/NC

Special Instruction:

Surveyor:

ASSIGNMENT (Office)

From (Person): Priscilla Sim

of AIG

Date/Time: 2/11/2018

Estimated Cost:

Bill to:

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

To Inspect Vehicle No: SLG 565H

Insured:

at Workshop m/s

Tel:

of

Policy No:

Claim No:

Sum Insured:

Excess:

Make of Veh:  
(Client's Record)

D.O.A. 13/4/2018

CA / REV / REP. / REV 24 HRS

R.O.D. Endorsement:

Date/Time:

Person Contacted:

Vehicle IN/OUT

Date/Time	Action/Instruction ( ) Estimate
	SLG 565H - X

1801 p

## RE: OD CLAIM / SLG565H / MAZDA UBI

Bryan Ang (LKKAuto)

Mon 23/4/2018 5:36 PM

To: Fong, Andy-SY &lt;Andy-SY.Fong@aig.com&gt;; Naz (LKKAuto) &lt;Naz@lkkauto.com&gt;;

Cc: Sim, Priscilla-LK &lt;Priscilla-LK.Sim@aig.com&gt;; Lim, Kok-Chong &lt;Kok-Chong.Lim@aig.com&gt;;

Dear All

Have just spoken to insured, Mr Haw and made arrangement to meet him tomorrow morning 1000hrs at this office.

He is upset on the delay. Told him that we will put forth our findings to AIG as fast as we can.

My colleague, Naz will be handling the matter.

Best Regards,

**Bryan Ang****LKK Auto Consultants Pte Ltd**phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

**From:** Fong, Andy-SY [mailto:[Andy-SY.Fong@aig.com](mailto:Andy-SY.Fong@aig.com)]**Sent:** Monday, 23 April 2018 5:12 PM**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>**Cc:** Sim, Priscilla-LK <[Priscilla-LK.Sim@aig.com](mailto:Priscilla-LK.Sim@aig.com)>; Lim, Kok-Chong <[Kok-Chong.Lim@aig.com](mailto:Kok-Chong.Lim@aig.com)>**Subject:** RE: OD CLAIM / SLG565H / MAZDA UBI

Hi Bryan

Appreciate you can contact claimant to establish an understanding that the matter is being investigated as claimant is pressing for a status update from AIG.

Thanks

**Andy Fong****AIG**

Claims Technical Control Manager

Singapore | Hong Kong

AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1708 | M: +(65) 9138 1785

[Andy-SY.Fong@AIG.com](mailto:Andy-SY.Fong@AIG.com) | [www.AIG.com.sg](http://www.AIG.com.sg)

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**From:** Sim, Priscilla-LK [<mailto:Priscilla-LK.Sim@aig.com>]  
**Sent:** Monday, April 23, 2018 2:07 PM  
**To:** Fong, Andy-SY; Lim, Kok-Chong  
**Subject:** FW: OD CLAIM / SLG565H / MAZDA UBI

+ Andy

---

**From:** Sim, Priscilla-LK  
**Sent:** Monday, April 23, 2018 2:05 PM  
**To:** Bryan Ang ([bryanang@lkkauto.com](mailto:bryanang@lkkauto.com))  
**Subject:** RE: OD CLAIM / SLG565H / MAZDA UBI

Hi Bryan

Kindly accept new assignment.

Possible to contact insured today as he is pressing for his car to be repaired.

The damage seems inconsistent and also possible that the car being pushed down / rolled down ?

Priscilla Sim LK  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1755 | Fax +(65) 6835 7416  
[priscilla-lk.sim@aig.com](mailto:priscilla-lk.sim@aig.com) | [www.aig.com.sg](http://www.aig.com.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.

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to renege policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### ACCIDENT STATEMENT

Date Of Report	17/04/2018 13:42
Date Of Accident	13/04/2018 17:30
Exact Location Of Accident	JALAN RUSA CENTURY GARDEN
Country/State of Loss	MALAYSIA/JOHOR DARUL TAKZIM

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLG565H
<b>Insured/Policyholder</b>	
Name Of Registered Owner	HAW PENG CHAI
NRIC No	S2550063F
Email Address	ALEX@SUNHOCOCONSTRUCTION.COM.SG
Mobile Phone No	(LOCAL) +65-96663113
Alternative Phone No	Others-96663113

### Vehicle Particulars

Manufacturer	MAZDA
Model	MAZDA 3
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

### Insurance Company

Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	2100485668-01
Cover Note Number	

### Driver

Name of Driver	HAW PENG CHAI
NRIC No	S2550063F
Date Of Birth	05/04/1954
Occupation	INDOOR
Date Of Driving Pass	05/10/1978
Driving Experience	39 YEARS AND 6 MONTHS

Gender	MALE
Mobile Number	(LOCAL) +65-96663113
Fax Number	
Contact Number	OTHERS-96663113
E-Mail Address	ALEX@SUNHDCONSTRUCTION.COM.SG
Address	BLK 621 BUKIT BATOK CENTRAL #10-518
Postcode	650621
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

#### General Information of the Accident

Type Of Accident	NO COLLISION
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	0

#### Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	ALEXANDRA NPP
Police Station Address	ROAD: BLK 46 TANGLIN HAIT RD #01-328 , POSTCODE: 140462 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: - FAX NO:
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

REFER TO SKETCH PLAN & STATEMENT

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

Sketch Plan

SKETCH PLAN

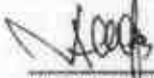
PLEASE SEE POLICE REPORT  
of PHOTOS ATTACHED

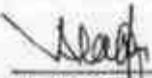
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On: 13/04/2018 at about 1500hrs, I parked my car SL6565H  
at Jalan Rukh Johor Bahru and secured the car.  
When I returned to the car at about 1730hrs, I discovered  
that my car was moved in between 2 staircases near  
said location.  
I wish to state that nothing was stolen from the car,  
however my car was damaged as tow truck came and  
pulled my car from the rear, up a flight of staircase.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

  
Policyholder's Signature  
Date & Time: 17/04/18  
12:30pm

  
Driver's Signature  
(If driver is not the policyholder)  
Date & Time: 17/04/18  
12:30pm

  
Reporting Centre Person's Signature  
Name:  
NIC/PPN No.:

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorized Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to regulate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurers) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "insurers", the insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.

  
Policyholder's Signature  
Date & Time: 17-04-18  
12:30pm

  
Driver's Signature  
(If driver is not the policyholder)  
Date & Time: 17-04-18  
12:30pm

  
Reporting Centre Person's Signature  
Name:  
NAIC/IN No.:

POLICE REPORT





**SINGAPORE  
POLICE FORCE**



D/20180416/2065

2 of 2

POLICE REPORT (NP299)

CONTINUATION OF REPORT

Report No. D/20180416/2065

Signature Of Officer Recording The Report:

D / Staff Sgt MOHAMMED HARIS BIN MOHAMED  
PAHORASI

Signature Of Interpreter:  
Not applicable

Officer In-Charge Of Case:  
D / Clementi Police Divisional Investigation Branch /  
Insp DOMINIC LEE JIAN XIONG  
Contact No.: 6774 0000

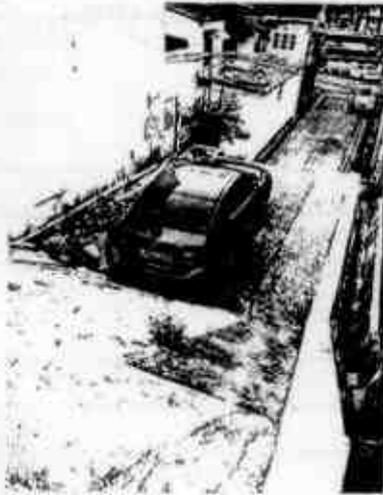
Authentication Stamp

Signature Of Informant:

Date/Time:  
16/04/2018 18:47

Classification Of Case:

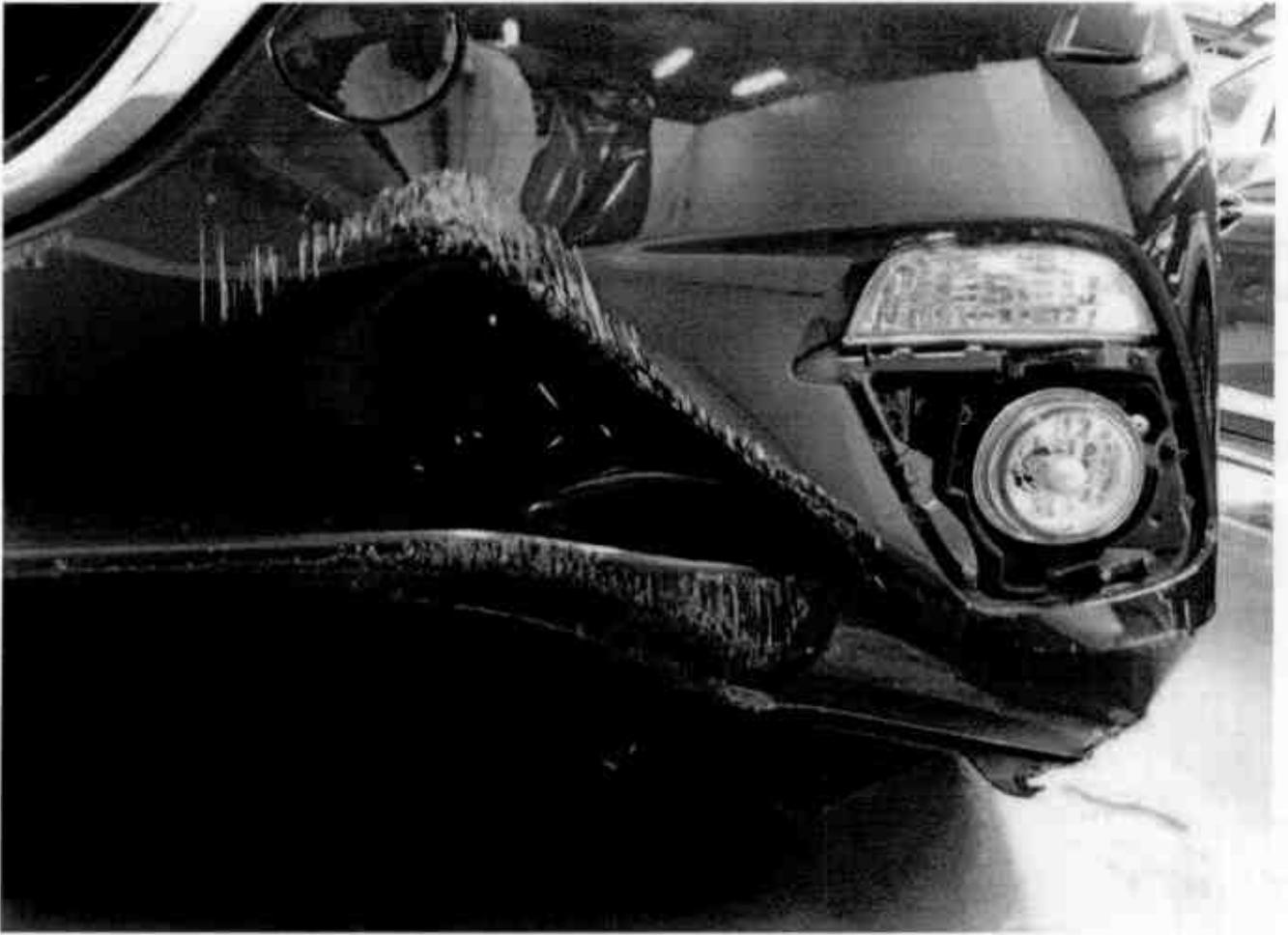




Accident Photo



Accident Photo



THE ABOVE IS A TRUE AND CORRECT COPY OF THE ORIGINAL PHOTO TAKEN AT THE ACCIDENT SCENE.

DATE: 08/15/2011

TIME: 10:30 AM

LOCATION: 12345 MAIN STREET, ANYTOWN, CA 90001

VEHICLE: 2010 HONDA CIVIC, VIN: 1HGBH4EJ1A1101010

DRIVER: JOHN DOE

INSURER: ABC

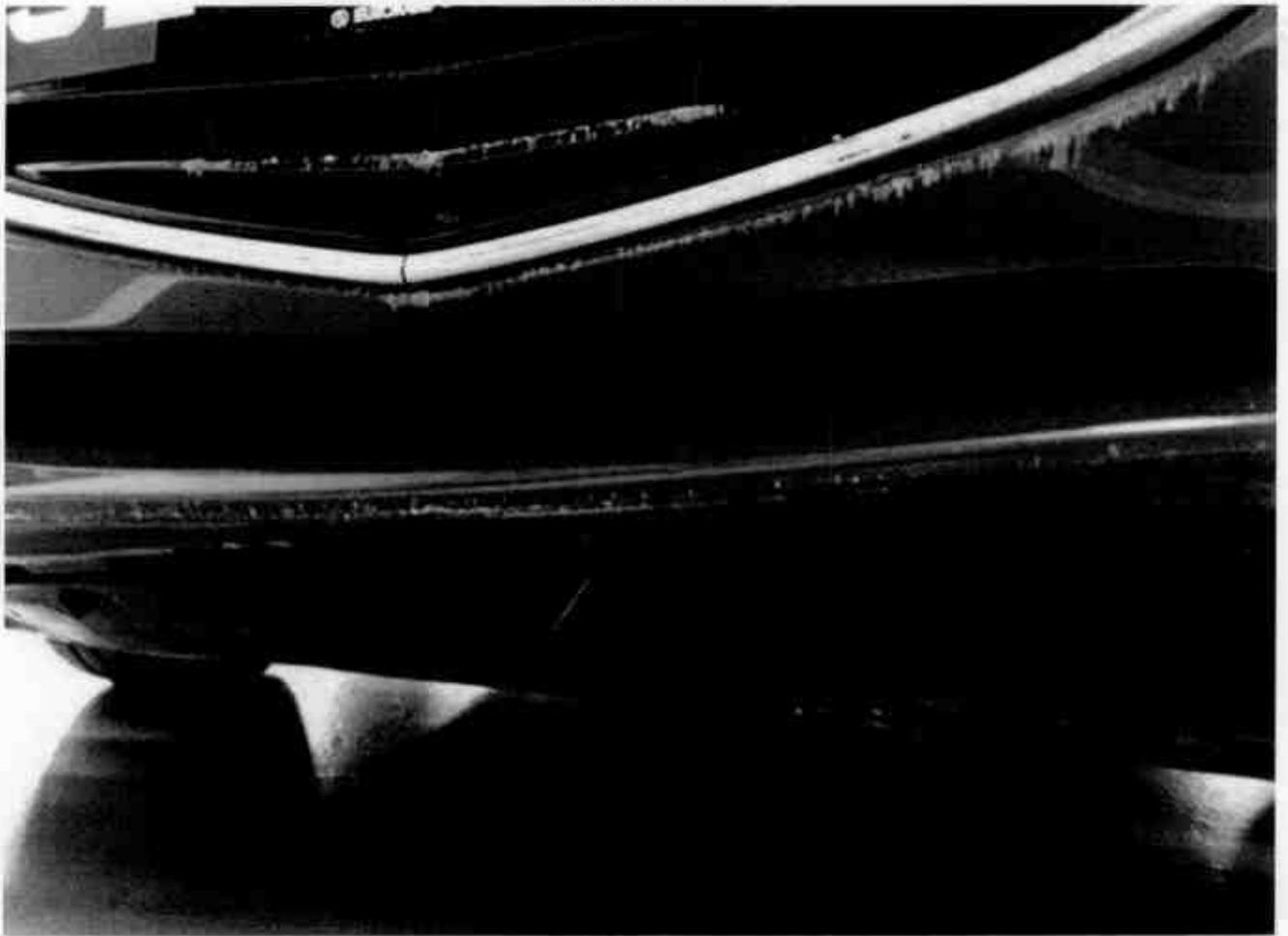
INSURANCE COMPANY  
12345 MAIN STREET  
ANYTOWN, CA 90001  
PHONE: (555) 123-4567

### INVOICE

NEW BRUSHES (2) \$10.00  
NEW BRUSHES (2) \$10.00  
TOTAL \$20.00  
TAX \$1.00  
TOTAL \$21.00

12345 MAIN STREET, ANYTOWN, CA 90001

Accident Photo



Faded, illegible text, likely a report or document, visible through the paper. The text is too light to transcribe accurately but appears to be organized into paragraphs and possibly includes a date or reference number.

Accident Photo







## Enquire Transfer Fee

Vehicle Details			
Vehicle No. :	SLG565H		
Vehicle Type :	P10 - Passenger Motor Car		
Vehicle Attachment 1 :	With Sun Roof		
Vehicle Scheme :	Normal		
Vehicle Make :	MAZDA		
Vehicle Model :	MAZDA3 4-DOOR SEDAN 1.5L SP6EAT		
Chassis No. :	JM6BM42A8G0344184		
Propellant :	Petrol		
Engine No. :	P520370474		
Engine Capacity :	1496 cc		
Maximum Power Output :	88.0 kW ( 118 bhp )		
Maximum Laden Weight :	1835 kg		
Unladen Weight :	1321 kg		
Year Of Manufacture :	2016		
Original Registration Date :	19 Sep 2016		
Lifespan Expiry Date :	-		
COE Category :	A - Car up to 1600cc & 97kW (130bhp)		
Quota Premium :	\$51,506.00		
COE Expiry Date :	18 Sep 2026		
Road Tax Expiry Date :	18 Sep 2018		
PARF Eligibility Expiry Date :	18 Sep 2026		
inspection Due Date :	18 Sep 2019		
Intended Transfer Date :	24 Apr 2018		
CO2 Emission :	135.00 (g/km)		
CEV/VES Rebate Utilised Amount :	\$5,000.00		
CO Emission :	-		
HC Emission :	-		
NOx Emission :	-		
PM Emission :	-		
Late renewal fee(s) will be imposed if road tax / lay up has expired. Please use Enquire Road Tax Payable for fee(s) payable.			
Road tax, including Over Payment (if any), of a vehicle will follow the vehicle to the new registered owner when its ownership is being transferred.			
<b>Amount Payable</b>			
	<b>Amount Before GST</b>	<b>GST Amount</b>	<b>Amount After GST</b>
	<b>(S\$)</b>	<b>(S\$)</b>	<b>(S\$)</b>
Transfer Fee :	25.00	-	25.00
<b>Total Amount Payable :</b>			<b>25.00</b>

You may print this page for reference.

OK

Print

## Enquiry on Vehicle Recall - Vehicle Specific

\* ONLY INFORMATION ON VEHICLE RECALLS SUBMITTED FROM 9 APRIL 2007 IS AVAILABLE

### Vehicle Owner Particulars

Owner ID Type:	Singapore NRIC
Owner ID:	0063F

### Vehicle Details

Vehicle Registration number:	SLG565H
Maker:	MAZDA
Vehicle Model:	MAZDA3 4-DOOR SEDAN 1.5L SP6EAT
Engine No.:	P520370474
Chassis No.:	JM6BM42A8G0344184

### Recall Details

No Recall Detail records

OK



Auto  
Consultants  
Pte Ltd

**STATEMENT**

**PARTICULARS**

Name : HAW PENG CHAI  
 NRIC / Passport No. : S255063F  
 Address : BLK 621 RUKIT BATOK CENTRAL  
 Telephone : (R) \_\_\_\_\_ (O) 62809800  
 (HP) 98663113  
 Sex / Age : M / 67  
 Occupation / Name of Company : SELF-EMPLOYED / SUN HO CONSTRUCTION PTE LTD.  
 Nationality : SINGAPOREAN

Recorded By : MUHAMMAD NAZRIK Date : 24/4/18 Time: 1000  
 Place Recorded: SUN HO CONSTRUCTION PTE LTD.  
 Language Spoken: ENGLISH Interpreted By: N/A.

**FACTS OF CASE:**

I am the owner and driver of the vehicle bearing registration number SL6565H that was involved in the incident which occurred on 13/4/18 at 1730 hours. I was from home headed to Johor Bahru with my wife. We left home located at Rukit Batok Central at about 1630-1700 hours. We travelled via PIE / BKE to the causeway at Woodlands. The traffic was light, weather was clear and the road surface was dry. We reached JB at about two hours. We went to the Pelangi area to go for our dental checkup. We left the dentist at about 1300 hours. We headed to KSL Shopping Centre to do some shopping. I could not find a parking spot so I dropped off my wife at the entrance and drove around to find an available parking lot. I could not find any so I parked my car at Johor Bahru which is near KSL Shopping Centre. I parked in front of a staircase about 1 meter from the stairwell. The time was approximately 1700 hours.

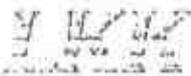
When we returned to the car at about 1730 hours, I found my car was stuck on a landing in between 2 staircases. There were damages to the rear bumper and left lamp. I intended to drive my car down the 2nd stairwell but I saw the 1st steps

Signed:

  
S255063F

Recorded by:

  
MUHAMMAD NAZRIK  
LKK



Auto  
Consultants  
Pte Ltd

STATEMENT

high

was unusually high I did not dare to drive my car down. Fortunately there was a Malay boy at the scene. He did not know how high what happened to my car as he was on route home when he saw my car. He helped me to call a tow truck. The tow truck arrived in about 1 and a half hours. The tow truck driver used a mechanical winch to pull the car up the 1st flight of stairs. The underside of the front bumper sustained more damage due to the car being towed up the staircase. I paid the tow truck driver RM 200. After the car was towed up, I started the engine. There was no warning indicator lights or night warning lights displayed. I checked the fuel tank but there was no leakage of coolant. I drove the car back to Singapore at about 1000 hours. I reached home at 2100 hours.

but there was no carbonyl

high temp

on 16/4/17

I went to call Eurocar, as my car is still under agent warranty. I finally got through to the hotline at about 4 in the afternoon. They told me that I needed to make a police report first as the incident happened at Malaysia. I made a police report at the Alexandra Neighbourhood Police Post on 16/4/18 at 1647 hours. I went there as my secretary stays in that area so I made the report after I dropped her off. I did the insurance report at Eurocar at Labi the next day on 17/4/17 at 1342 hours. I left my car there for the insurance claim.

There is no in-car video footage of the incident as the camera is switched off when the engine is switched off. There is no motion detection feature on my in-car camera. I took photographs of the incident location. I did not see if my car was pushed or hit from the rear, causing it to roll down the staircase. I remember engaging it to 'Park' mode and pulling the handbrake after I had parked the car in front of the staircase. I have no idea how it could have rolled down the staircase.

I wish to affirm that I did not consume any alcohol or take any medication that could cause drowsiness and may impair my ability to drive at the material date and time of the incident.

I hereby confirm that the above statement is true and correct at the time it was written.

Signed:

Recorded by:



Suresh



MURALI