

INSURANCE

INS. CASE OWNER:

CC 4<sup>UP</sup> / AIG 1801 0281, T1 job

LKK  
IDAC

Surveyor:

Tan Jiah

DOI:

ASSIGNMENT

7/6/18

Date / Time:

4/6/18

Registered in Merimen:

6/6/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SUF 33672

Name of Insured:

UP

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

22/4/18

Is driver the owner?

( YES / ☒ NO )

Nature of Accident:

If NO, Driver Name / Age:

UM CHENG SOON

Driver Tel No.:

(V/L: ☒ YES / NO )

Claim No.:

245206468054

Policy No.:

Make / Model:

Fit

Place of Accident:

WENTHURST

OI GIA REPORT:

☒ YES / NO

TP GIA REPORT:

☒ YES / NO

Insured Liability:

% Final ? Yes / No

SBS 34075



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Tower  
Transit



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/Time

8/6/18  
JMS

SBS 34075 - X

SUF 33672 - X

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

JOY 8-6-18

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

19-6-19

EMAILED AIG FOR INSTRUCTION.

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

100

(Agreed / Assessed) BOLA S/N No.

NK

IF NO or B 28, Ass. Lia.

Repair Cost:

SS

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

(5

x

days)

Loss of Income (LOI):

SS

(5

x

days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tiaw/Independent)

Legal Cost:

SS

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

320

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:

NOT SENT  
W/6/18

DOI EXITED 2 HIT  
TP BUS.  
UP





# 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/LCR18010281/jb3

78 SHENTON WAY #08-16  
CHARTIS BUILDINGS SINGAPORE 079120

Date : 06-06-2018



Code : LCR

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLF 3367Z	Veh. Inspected	SBS 3407S
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	06/06/2018

## 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	27/05/2018	Inspection Date
Survey held at	TOWER TRANSIT SINGAPORE PTE. LTD. 21 BULIM DRIVE SINGAPORE 648170	

## 5a. Remarks

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

BUS REGISTRATION NUMBER	SB534075
BUS TYPE (SD/DD)	DD
BUS ROUTE NUMBER	
BUS ADVERTS (Y/N)	N

SECTION 5: REPAIRS TO BUS ADVERTISEMENT VINYL/PANELS (ADVERTISEMENT COST)

TOTAL ADVERTISEMENT REPAIR COST	-
---------------------------------	---

SECTION 6: RECOVERY OF ACCIDENT BUS (TOWING COST)

TOTAL TOWING COST	-
-------------------	---

SECTION 7: NUMBER OF DAYS UNDER ACCIDENT REPAIR (LOSS OF USE COST)

		Date In For Repairs	7/6/2018
		Date Out From Repairs	8/6/2018
		Number of Days Under Repair	1
BUS TYPE (\$D / DD)	DD	LOSS OF USE COST	
		\$400.00	

SUMMARY	
SECTION NO.	COST
1	\$0.00
2	\$513.60
3	-
4	-
5	\$400.00
ESTIMATED ACCIDENT REPAIR COST (1+2+3+4+5)	\$913.60

Tauhin 97495749  
 WR 7/6/18 @ 1415  
 01 days  
 sur @ 14 auto - w m

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer  
 Signature:  
 Date:

**Joy Irene (LKKAuto)**

---

**From:** Joy Irene (LKKAuto)  
**Sent:** Monday, 24 June 2019 4:37 PM  
**To:** Tan, Wilson-KL  
**Cc:** Admin A  
**Subject:** RE: AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

Hi Wilson,

Yes. We have surveyed the vehicle.

We will expedite submission.

Thank you.

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

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**From:** Tan, Wilson-KL [mailto:[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com)]  
**Sent:** Monday, 24 June 2019 3:30 PM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

Hi Joy

Will LKK be billing us?

**Wilson Tan**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

**AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.**  
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---

**From:** Tan, Wilson-KL  
**Sent:** Wednesday, June 19, 2019 6:18 PM  
**To:** Joy Irene (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

Hi Joy

Since last correspondence with them was over a year ago, **please proceed to close file** due to no developments for over a year.

Will you be billing us??

**Wilson Tan**  
AIG  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.  
  
78 Shenton Way #08-16 Singapore 079120  
  
Tel +(65) 6419 1753 | Fax +(65) 6835 7416

**Wilson-KL.Tan@aig.com** | **www.aig.com.sg**

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**From:** Joy Irene (LKKAUTO) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Wednesday, June 19, 2019 6:13 PM  
**To:** Tan, Wilson-KL  
**Cc:** Admin A  
**Subject:** [EXTERNAL] RE: AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

**This message is from an external sender; be cautious with links and attachments.**

Hi Wilson,

No correspondence with Tower Transit since inspection date 7/6/18.

No development from them since then.

May we proceed to wp and close this file?

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

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---

**From:** Tan, Wilson-KL [<mailto:Wilson-KL.Tan@aig.com>]  
**Sent:** Wednesday, 19 June 2019 6:08 PM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

Dear Joy

May I know when was your last correspondence with TP workshop??

**Wilson Tan**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Wednesday, June 19, 2019 5:47 PM  
**To:** Tan, Wilson-KL  
**Cc:** Admin A  
**Subject:** [EXTERNAL] RE: AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

This message is from an external sender; be cautious with links and attachments.

Hi Wilson,

Based on our surveyor's markings, adjusted COR is \$200.00

No development til' date from TP.



Would you like us to chase TP for their LOD?

Kindly advise.

Thank you.

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

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---

**From:** Tan, Wilson-KL [<mailto:Wilson-KL.Tan@aig.com>]  
**Sent:** Tuesday, 18 June 2019 2:53 PM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Subject:** AIG REF: 2452064680SG003 Third Party: SBS3407S Accident Date: 27 May 2018

Dear Joy

As spoken, kindly advise us on the latest developments to this PD matter.

Merimen status is "Pending Adjuster Survey"

Thank you.

**Wilson Tan**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1753 | Fax +(65) 6835 7416

**[Wilson-KL.Tan@aig.com](mailto:Wilson-KL.Tan@aig.com)** | **[www.aig.com.sg](http://www.aig.com.sg)**

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**...CLAIM SUBFOLDER...(Pending for Survey Report)**

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Jun 2018 <a href="#">Edit Reg</a>		04 Jun 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$200.00</b> <a href="#">Edit Estimates</a>	<b>\$200.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>



Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	LCRF PTE LTD, Co. Reg. No.: 201624597K								
Main Claimant:	TOWER TRANSIT SINGAPORE PTE LTD, Co. Reg. No.: 201419417K								
Vehicle Reg. No.:	SBS3407S	Date of Loss:	27/05/2018 20:00 - :59 [45 Months and 26 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 2452064680SG	Policy/Cover Note No.:	0999994803 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLF3367Z	Policy No. (Claimant):	D-17089154MF8P						
		Excess:							
Repairer:	Tower Transit Singapore Pte Ltd (HQ) 21 Bulim Drive, Bulim Bus Depot, 648170 Jurong West - Tel: 81688950								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Tan, Wilson-KL] Wilson-KL.Tan@aig.com								
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 18/06/2018]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SBS3407S (2452064680SG)  
 [SLF3367Z]  
 TP  
 TOWER TRANSIT SINGAPORE PTE LTD  
 May 27 2018 8:00PM  
 [LCRF PTE LTD]  
 Tower Transit Singapore Pte Ltd

<a href="#">Upload Documents</a>	<a href="#">Upload Photos</a>	<a href="#">Compose New Letter</a>	<a href="#">Upload Video</a>	<a href="#">Upload Audio</a>	<b>View</b> <a href="#">View in Browser</a>
----------------------------------	-------------------------------	------------------------------------	------------------------------	------------------------------	---

Photos/Images			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
2	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
3	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
4	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
5	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
6	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
7	19/06/19 17:45	General View	 Load JPG	<input checked="" type="checkbox"/>
8	19/06/19 17:45	General View	 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	06/06/18 14:34	EMAIL FROM AIG DD 04062018	 Load PDF	
2	06/06/18 14:34	TP GIA REPORT	 Load PDF	
3	08/06/18 15:39	TP ESTIMATE- MARKED	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	07/06/18 12:37	OI GIA REPORT	 Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	<a href="#">Reset</a>	<a href="#">Save</a>	<a href="#">Print</a>
There are no document checklists configured.			
<div style="border: 1px solid black; height: 100px; margin-bottom: 5px;"></div> <b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

## LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/LCR18010281/T1JB3Q2

Date: 24/06/2019

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999994803  
**Claimant Vehicle No :** SBS3407S **Insured Vehicle No :** SLF3367Z  
 Date of Loss: 27/05/2018 Nature of Claim: TP Claim No: 2452064680SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: **SBS3407S**  
 Make & Model: VOLVO B9TL, 9.4 D (A) Engine No: D9192908  
 Reg. Date: 01/08/2014 (Man. Year: 2014) Chassis No: YV3S4P923EA167613  
 Colour: Green Odometer: 0 km  
 Engine Capacity: 9364 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: 275/70 R22.5 Rear Tyre Size: 275/70 R22.5 (D)  
 Front Left Side: Michelin 8 mm Rear Left Side: Michelin 8/8 mm  
 Front Right Side: Michelin 8 mm Rear Right Side: Michelin 8/8 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	480.00	200.00	280.00	58.33
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>480.00</b>	<b>200.00</b>	<b>280.00</b>	<b>58.33</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

## INSPECTION

Date of Assignment: 04/06/2018  
 Date Inspected: 07/06/2018 Inspected At: Tower Transit Singapore Pte Ltd (HQ)  
 21 Bulim Drive, Bulim Bus Depot  
 Singapore 648170  
 Estimated Period of Repair: 1.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: Joy Irene Bascao

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



## REPAIR DETAILS

### Recommended Parts

There are no new parts selected.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REPLACE /REPAIR THE DAMAGED PARTS (INCLUDING SPRAY PAINTING)	New	480.00	200.00
Gross Labour Cost (\$\$)			480.00	200.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >