

BORCAKHO

CC 3 / AIG 180 11539

Vua 3/1

Surveyor:

Sathya

DOI:

ASSIGNMENT

2/26/18

Time / Time:

2/26/18

Registered in Merimen:

25/6/18

Pre-assign / CCU / FTE



Insured Vehicle No. : SKT 2564R

Claim No. : 09263589949G

Name of Insured : CHA HER LONG

Policy No. : 2100419305

Insured Tel No. : HP: \_\_\_\_\_

Make / Model : m-81WZ C200

Excess Sec II :SS D.O.A 18/6/18

Place of Accident : CCE Ave 4

Is driver the owner? ( YES /  ) Nature of Accident :

If NO, Driver Name / Age : LOO CHHANH OTIHL

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No. : 98318931 (V/L: YES / NO)

Insured Liability : % Final ? Yes / No

SMB 90A



INSRS: WSP: SMP, ML Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date/ Time		STAGE	DATE / PIC
2/26/18	SMB 90A	Non-Reporting ltr (1st):	
1/24	SKT 2564R	Non-Reporting ltr (2nd):	
	Handwritten notes	Non-Reporting ltr (Final):	
		Notification ltr (if non-pickup):	
		Call OI:	
		After call ltr to OI:	Handwritten notes
17/12/18	Handwritten notes	Documentation Check List:	Handler Typist
		Notification ltr (if non-pickup):	<input type="checkbox"/>
		After call ltr to OI:	<input checked="" type="checkbox"/>
		Authorisation To Act:	<input type="checkbox"/>
		Release Voucher:	<input type="checkbox"/>
		Final Repair Bill:	<input checked="" type="checkbox"/>
		Car Rental Invoice:	<input type="checkbox"/>
		Towing Invoice:	<input type="checkbox"/>
		LTA/GIA:	<input checked="" type="checkbox"/>
		Medical Bill:	<input type="checkbox"/>
		PIR:	<input type="checkbox"/>
		Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
		LOD:	<input checked="" type="checkbox"/>
		Payment Breakdown Form:	<input type="checkbox"/>
		Post-Repair Photos:	<input type="checkbox"/>
		Others:	<input type="checkbox"/>

**PRELIMINARY ADVICE** Date/Time: \_\_\_\_\_ Sent By: \_\_\_\_\_

**FINALIZATION** Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Confirm by: \_\_\_\_\_

Repair Cost: **46** \$S 1,650.00 ( 2 days) Reduction: **26** % Email  Call

**FINAL SETTLEMENT** Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Email  Call

Final Liability: % **0** (Agreed / Assessed) BOLA S/N No.: **NL**

Repair Cost: \$S -

Loss of Rental (LOR): \$S - ( days)

Loss of Use (LOU): \$S - (5 x days)

Loss of Income (LOI): \$S - (5 x days)

LOR only  LOU only  LOR + LOU  LOR + LOI  [Tick only one]

GIA/LTA Search: \$S -

Medical: \$S -

Disbursement: \$S - (e.g. Tow/ Independent)

Legal Cost: \$S -

**Total:** \$S - **Global Sum \$S:** \_\_\_\_\_

**FINAL PAYMENT** Date/Time: \_\_\_\_\_ Confirm with: \_\_\_\_\_ Email  Call

Payee 1: \$S - Name 1: \_\_\_\_\_

Payee 2: (Strike if N.A.) \$S - Name 2: \_\_\_\_\_

Payee 3: (Strike if N.A.) \$S - Name 3: \_\_\_\_\_

COPY SENT

REF:

## ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
OD / TP / WS / TP RES / OD RES / EVA / INV / MY  
 To inspect Vehicle No: \_\_\_\_\_  
 at Workshop m/s \_\_\_\_\_  
 of \_\_\_\_\_  
 Insured \_\_\_\_\_  
 Policy No. \_\_\_\_\_  
 Claims No. \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: \_\_\_\_\_  
 IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No  
 GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No  
 Est. Repairs: 2 days Res.: Yes or No  
 Lum Sum: \_\_\_\_\_ % 3 Val.: Yes or No  
 CA / REV / REP. / 24 HRS  
 Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

Veh No: SMB90A Yr Regn: Jul, 2009  
 Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Mercedes Benz cc 11967  
 Colour: Green A/C: Insured / Std / NI / NA  
 Sp. Reading: 64627.4 T/Radio: Insured / Std / NI / NA  
 Eng/No: 45796600168708  
 C/No: WEB63442021000220  
 Gen. Cond: Good / Fair / Poor / Burnt  
 Steering: Insider / Jammed / Leaked / Burnt or  
 Brake: Insider / Jammed / Leaked / Burnt or  
 Modi: NI / S/Rim / STD A/Rim or  
 Tyre Size: F: 275 / 70 R22.5  
 R: 275 / 70 R22.5

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or

Front		Rear
R/Bal. <u>6</u> mm		R/Bal. <u>6</u> mm
L/Bal. <u>6</u> mm		L/Bal. <u>6</u> mm
D.O.A. <u>13/6/2018</u>		D.O.I. <u>22/6/2018</u>

Survey held at SMRT  
 Des. of Damages: FR / Rear / O/S / NI / UIC / Rooftop or  
Front N/S  
 The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time | Action / Instruction

L/S \$1,650.00  
CRB: \$606.98 (26%)

Date/Time, File Pass to?

: Preli. Report  
 : Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Date/Time, File Return to?

Transportation:

3)

Add Fee:  : Site Insp (\$ \_\_\_\_\_) \$ + RS. \$ \_\_\_\_\_  
 : Interview (\$ \_\_\_\_\_) Photos  
 : Tech. Invs (\$ \_\_\_\_\_) Others  
 : Weekend (\$ \_\_\_\_\_)

Report Format :

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

TOTAL

## SMRT Accident Vehicle Repair Estimates

### Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SMB90A  
 Ref. No : BUS/06/18/5028  
 Reg. Date : 21/06/2018  
 Vehicle Type : BUS -12M  
 Make : MBOC500 (MERCEDES)  
 Model : MERCEDES MBOC500  
 Name of Driver : Ren Chaobo  
 Type of Accident : SIDE SWIPE  
 Date / Time of Accident : 18/06/2018 06:25:00 PM  
 Accident Reported Date / Time : 19/06/2018 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by : AIG  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time :  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No :  
 Special Instruction to ARC,if any :  
 SMB90A - LEFT FRONT PORTION  
 SKT2564R (TP) - INSURED WITH AIG  
 Prepared Date : 21/06/2018 11:19:00 AM



Sathya Sai

22/6/2018

98072012

- Lump Sum Repair
- Photo after paint.

2 day

LKK Auto Consultants hence notify the Repairer of the following:

- To repair the vehicle within 2 days
- To provide a written estimate of the repair work
- To provide a written estimate of the repair work
- To provide a written estimate of the repair work
- To provide a written estimate of the repair work
- To provide a written estimate of the repair work
- To provide a written estimate of the repair work
- To provide a written estimate of the repair work

Acknowledged by: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

**Part 4 - Spare Parts / Material Usage**

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
	FRONT	6009358	FRONT BUMPER LH ✓ <i>QML</i>	1	621.00	10.00	558.90 ✓	Replace	Replace	No
	VE	6009511	FRONT FOG LAMP LH ✓ <i>MS</i>	1	300.00	10.00	270.00 ✓	Replace	Replace	No
		6009375	RETAINER (MALE & FEMALE) ✓ <i>CUT</i>	1	74.80	10.00	67.32 ✓	Replace	Replace	No
<b>TOTAL MATERIALS</b>							<b>896.22</b>	<b>896.22</b>		
<b>TOTAL MATERIALS(Discounted)</b>							<b>828.90</b>	<b>828.90</b>		

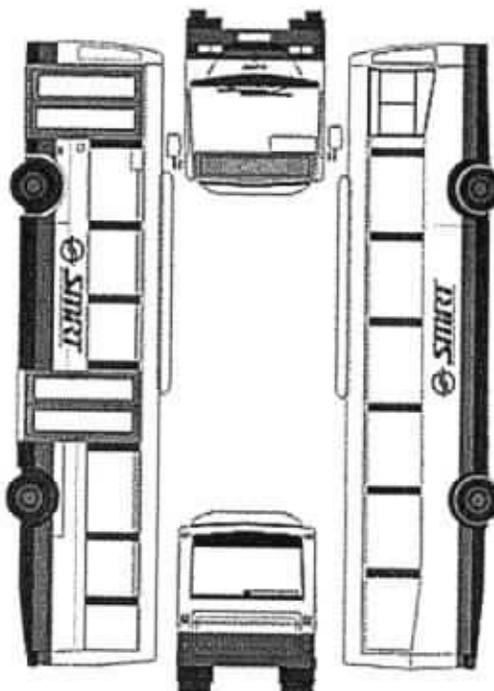
**Added Spare Parts / Material Usage After Surveyor Signed off**

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
<b>TOTAL SUPPLEMENTARY MATERIALS</b>									

## SMRT Accident Vehicle Repair Estimates

**Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre**

Reg. No : SMB90A  
 Ref. No : BUS/06/18/5028  
 Reg. Date : 29/07/2009  
 Vehicle Type : BUS -12M  
 Make : MBOC500 (MERCEDES)  
 Model : MERCEDES MBOC500  
 Name of Driver : Ren Chaobo  
 Type of Accident : SIDE SWIPE  
 Date / Time of Accident : 18/06/2018 06:25:00 PM  
 Accident Reported Date / Time : 19/06/2018 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by : AIG  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time : 01/01/2000  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No : 000024096660  
 Special Instruction to ARC,if any :  
 SMB90A - LEFT FRONT PORTION  
 SKT2564R (TP) - INSURED WITH AIG  
 Prepared Date : 21/06/2018 11:19:00 AM



896.22  
 - 20%  
 -----  
 716.98  
 + 530.00  
 + 380.00  
 -----  
 1626.98

L/S : \$ 1650 @ 2 days  
 -----  
 confirmed

**Section B - To be Completed by Service Advisor, Accident Repair Centre**

Chassis No : Mileage : 0  
Work Shop : Repair Completed Date / Time : 01/01/2000

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,060.00	530.00
Total Spray Painting Charges	: 480.00	380.00
Total Material Charges	: 716.98	716.98
Other Charges	: 0.00	0.00
<b>TOTAL</b>	<b>: 2,256.98</b>	<b>1,626.98</b>
<b>Lump Sum Total</b>	<b>: 2,250.00</b>	<b>1,650.00</b>
No. of Repair Days	: 2.00	2.00
Prepared / Adjusted By	: Sim Kim Bock	sathya san 98072012
Arc / Surveyor Sing Off Date	: 22/06/2018 01:52:01 PM	22/06/2018 05:02:51 PM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 22/06/2018 01:52:01 PM

**Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair**

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

**Section D - Details of Repair Estimates**

**Part 1 - Labour Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH FRONT PORTION	1,060.00	530.00
<b>Total Labour</b>	<b>1,060.00</b>	<b>530.00</b>

**Part 2 - Spray Painting & Panel Beating Related Works**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	480.00	380.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>480.00</b>	<b>380.00</b>

**Part 3 - Other Costs - Accident and Accident Repair Related Expenses**

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
<b>Total Other Costs</b>		

**Part 4 - Spare Parts / Material Usage**

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
	FRONT	6009358	FRONT BUMPER LH	1	621.00	10.00	558.90	Replace	Replace	No ✓
	VE	6009511	FRONT FOG LAMP LH	1	300.00	10.00	270.00	Replace	Replace	No ✓
		6009375	RETAINER (MALE & FEMALE)	1	74.80	10.00	67.32	Replace	Replace	No ✓
<b>TOTAL MATERIALS</b>								<b>896.22</b>	<b>896.22</b>	
<b>TOTAL MATERIALS(Discounted)</b>								<b>716.98</b>	<b>716.98</b>	

DIR  
MS  
CA'

**Added Spare Parts / Material Usage After Surveyor Signed off**

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
<b>TOTAL SUPPLEMENTARY MATERIALS</b>									

## Vic (LKKAuto)

---

**From:** Vic (LKKAuto)  
**Sent:** Monday, 14 October, 2019 4:38 PM  
**To:** Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** RE: LOD - ACCIDENT INVOLVING SMB90A AND SKT2564R ON 18/06/2018 ALONG CCK AVE 4 \*\*\* LKK REF: CC3/AIG18011539/Vha3  
**Attachments:** STATEMENT.pdf

Without Prejudice

Dear Sir/Madam,

We refer to the subject matter.

Please be informed that our principal had further reviewed the matter and based on the available information, it was observed that our insured was travelling along within its lane when your client's vehicle was filtering lane. Your client had already confirmed that he was filtering lane.

As such, we have our principal's instruction and that we are unable to look into your client's claim. Unless proven otherwise.

We will now close the matter in our end.

Thank you.

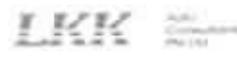
Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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

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**From:** Eileen Bay Yee Ling (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:eileenbay@smrt.com.sg>]  
**Sent:** Monday, 6 May, 2019 10:54 AM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A; Poh Kin (LKKAuto); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** RE: LOD - ACCIDENT INVOLVING SMB90A AND SKT2564R ON 18/06/2018 ALONG CCK AVE 4 \*\*\* LKK REF: CC3/AIG18011539/Vha3  
**Importance:** High

**WITHOUT PREJUDICE**

## Vic (LKKAuto)

---

**From:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Sent:** Monday, 14 October, 2019 4:27 PM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: Accident Involving SKT2564R and SMB90A On 18/06/2018 | 9946355994SG-003 - LKK REF CC3/AIG18011539/Vha3

Dear Vic,

Please proceed as proposed.

Thanks.

**Best Regards,**

Bernard Ler  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]  
**Sent:** 09 October 2019 15:00  
**To:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Subject:** [EXTERNAL] RE: Accident Involving SKT2564R and SMB90A On 18/06/2018 | 9946355994SG-003 - LKK REF CC3/AIG18011539/Vha3

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

Dear Bernard,

We refer to the below email.

The Insured reported he was travelling within lane when TP vehicle encroached into his lane. Insured Driver further mentioned that he got video footage, however, till date, we have not received any feedback from Insured Driver about his video footage and his claim update against TP.

The TP driver reported that he was filtering lane at the junction when Insured vehicle from the minor road turned left and collided to his filtering bus. However, TP repairer confirmed no video footage available for this accident.

In view that TP driver confirmed he filtered lane and does not have any video footage to support his version, we would like to deny the TP claim.

For your approval and/or further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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---

**From:** Ler, Bernard-JQ [<mailto:Bernard-JQ.Ler@aig.com>]

**Sent:** Monday, 29 July, 2019 4:26 PM

**To:** Vic (LKKAuto)

**Cc:** Admin A

**Subject:** Accident Involving SKT2564R and SMB90A On 18/06/2018 | 9946355994SG-003

Hi Vic,

The subject matter refers.

Kindly assist to provide update/ last correspondence with TP's repairer on the claim.  
There is no need to notify TP if there is no development.

Thank you.

**Best Regards,**

Bernard Ler

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**Vic (LKKAuto)**

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**From:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
<eileenbay@smrt.com.sg>  
**Sent:** Tuesday, 17 July, 2018 5:06 PM  
**To:** Admin A  
**Cc:** CS A Team  
**Subject:** LOD - ACCIDENT INVOLVING SMB90A AND SKT2564R ON 18/06/2018 ALONG CCK AVE 4  
**Attachments:** img-717165837-0001.pdf

Our Ref: BUS/06/18/5028/EB

Dear Sir / Madam,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle Reg. No.: SMB90A.  
Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

Cost of Repair	\$1,650.00
Loss of Use	\$550.00 ( 2 days x \$275.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$2,207.00</b>

We enclose the following documents:

- 1) Repair Invoice
- 2) LTA Search
- 3) SAS report

We look forward to your confirmation to settle our claims within 15 days from the date of this email.  
Kindly issue payment in favour to SMRT BUSES LTD.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency (Bus Team)  
DID: +65 6556 3549 | E: [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140





17 DECEMBER 2018

**CHUA GEK LENG  
31 LOYANG RISE  
SINGAPORE 507570**

Dear Sir/Madam,

**OUR REF : CC3/AIG18011539/Vha3  
YOUR REF : SKT 2564R  
ACCIDENT INVOLVING SKT 2564R AND SMB 90A ALONG CHOA CHU LANG  
AVENUE 4 ON 18.06.2018**

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

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SMB 90A against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defense, please reply to us within 10 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) within 10 days from the date of this letter **if not provided at AIG's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)



Auto  
Consultants  
Pte Ltd

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

- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AIG shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com).

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

Vic Alpeh  
Case Handler  
DID: 6841 2096  
FAX: 6741 4108  
Email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)

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



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV180700145  
Date : 10.07.2018  
Vehicle No. : SMB90A  
Your Ref No. : BUS/06/18/5028  
Our Ref No. : 24096660  
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) \$	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			\$ 1,650.00
<b>GRAND TOTAL</b>				<b>\$ 1,650.00</b>

Remark :

Make/Model : MBOC500  
Accident Date : 18.06.2018

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	21 Jun 2018 / 11:18:22	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SKT2564R		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180621111822479478
Search Date / Time:	18 Jun 2018 18:25:00		
Insurance Company:	AIG ASIA PACIFIC INSURANCE PTE. LTD.		

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

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

Revoked / No settlement

**CLAIM SUBFOLDER TRACKING**

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	26 Jun 2018 <a href="#">Edit Reg</a>		22 Jun 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$1,650.00</b> <a href="#">Edit Estimates</a>	<b>S\$1,650.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

<a href="#">Main</a>	<a href="#">Reference</a>	<a href="#">Claim Details</a>	<a href="#">Documents</a>	<a href="#">Show All</a>
----------------------	---------------------------	-------------------------------	---------------------------	--------------------------

CLAIM SUBFOLDER DETAILS		[Created by adjuster]							
Insured:	CHUA GEK LENG, ID: S1685267H								
Main Claimant:	SMRT BUSES LTD, Co. Reg. No.: 198202292D								
Vehicle Reg. No.:	SMB90A	Date of Loss:	18/06/2018 18:00 - -59 [106 Months and 20 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 99463559945G	Policy/Cover Note No.:	2100419355 (Comprehensive)						
Vehicle Reg. No. (Insured):	SKT2564R	Policy No. (Claimant):	D-18090224MFBP						
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Ler, Bernard-JQ] BernardJiQian.Ler@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 Sathya Sai Kathirrasen] ... [Final Rpt due 04/07/2018]								
<b>ASSOCIATED MAIL RECEIVED</b>		<a href="#">View All</a>	<a href="#">Compose Case Mail</a>						
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b>		<a href="#">View All</a>	<a href="#">Search Tasks</a>						
		<a href="#">Create New Task</a>	<a href="#">Complete</a>						
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SMB90A (9946355994SG)  
[SKT2564R]  
TP  
SMRT BUSES LTD  
Jun 18 2018 6:00PM  
[CHUA GEK LENG]  
SMRT Automotive Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View	View in Browser
<b>Photos/Images</b>															3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
2	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
3	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
4	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
5	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
6	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
7	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
8	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
9	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
10	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
11	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
12	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
13	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
14	26/06/18 09:14	Chassis Number											Load JPG <input checked="" type="checkbox"/>			
15	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
16	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
17	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
18	26/06/18 09:14	General View											Load JPG <input checked="" type="checkbox"/>			
19	26/06/18 09:14	Odometer Reading											Load JPG <input checked="" type="checkbox"/>			
20	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
21	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
22	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
23	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
24	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
25	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
26	28/06/18 14:25	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
<b>Documentation</b>															1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	25/06/18 18:50	TP ESTIMATE - MARKED											Load PDF			
2	25/06/18 18:50	TP GIA REPORT											Load PDF			
3	17/12/18 19:26	LETTER TO OI											Load PDF			
4	14/10/19 16:31	EMAIL FROM AIG											Load PDF			
5	14/10/19 16:38	EMAIL TO TP REJECT											Load PDF			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)										Thumbnail	Print			
1	26/06/18 11:50	OI GIA REPORT											Load PDF			

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

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

**Show Remarks To:**  Handling Insurer

Note: Remarks are private unless you show it to other parties.

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

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

Singapore 408933

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

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG18011539/VHA3Q2

Date: 17/10/2019

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100419355  
 Claimant Vehicle No : SMB90A Insured Vehicle No : SKT2564R  
 Date of Loss: 18/06/2018 Nature of Claim: TP Claim No: 9946355994SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: **SMB90A**  
 Make & Model: MERCEDES-BENZ OC500LE1830H, 12.0 D (A) Engine No: 45796600168708  
 Reg. Date: 29/07/2009 (Man. Year: 2009) Chassis No: WEB63442021000220  
 Colour: Green Odometer: 646274 km  
 Engine Capacity: 11967 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  
 Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm  
 Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	995.80	896.22	99.58	10.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,540.00	910.00	630.00	40.91
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>2,535.80</b>	<b>1,806.22</b>	<b>729.58</b>	<b>28.77</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>1,650.00</b>		
<b>Nett Amount (S\$)</b>	<b>2,535.80</b>	<b>1,650.00</b>	<b>885.80</b>	<b>34.93</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

## INSPECTION

Date of Assignment: 22/06/2018  
 Date Inspected: 22/06/2018 Inspected At: SMRT Automotive Services Pte Ltd  
 (Woodlands)  
 60 Woodlands Industrial Park E4  
 Singapore 757705  
 Estimated Period of Repair: 2.0 days

Adjuster: Sathya Sai Kathirrasen

Manager: VIC ALPEH

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 LH	Damaged	621.00 F	*621.00 FL	
2	1		*FRONT FOG LAMP LH	Missing	300.00 F	*300.00 FL	
3	1		*RETAINER (MALE & FEMALE)	Cut	74.80 F	*74.80 FL	
					<b>Sub Total (\$\$)</b>	<b>995.80</b>	<b>995.80</b>
					<b>- List Item Discount on L Items 0.00/10.00% (\$\$)</b>	<b>0.00</b>	<b>99.58</b>
					<b>Total Parts (\$\$)</b>	<b>995.80</b>	<b>896.22</b>

F=Franchise part. L=ListItemDisc

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 REPAIR LH FRONT PORTION	New	1,060.00	530.00
2	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	New	480.00	380.00
Gross Labour Cost (S\$)			1,540.00	910.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >