

INS. CASE OWNER:

Jacyln

CC

AG 180 11948 KC pass

LKK:

IDAC:

Director:

Kenneth

DOI:

ASSIGNMENT

6/7/18

Date / Time:

2/7/18

Registered in Merimen:

2/7/18

Pre-assign / CCU / FTE

SMA 1237T



Insured Vehicle No.:

Name of Insured:

PREMIUM LEASING R/L

Insured Tel No.:

HP:

63662323

Excess Sec II :SS

D.O.A:

26/6/18

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

ADNA STEW LAY PLEWA

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Andi A5

Place of Accident:

Stotts Rd

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

Insured Liability:

%

Final ? Yes / No

Som 828 m



INSRS:

WSP:

Tel:

Liability:

RMKS:

Blt Auto.



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

13/7/18

Som 828 m - x

SMA 1237T - x

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr 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:

Jacyln (A16) called in. She had uploaded a video in Merimen. Pls review liability as OI is complaining.

Reject Case

By (staff): Hanaong

Approved by: Vw

Date: 30-07-18

\* No estimate will be given.  
\* Submit up report without part price.

2/3/19 - File pass to Meri team to close (DATE) as no part price was given.

PRELIMINARY ADVICE	Date/Time:	Sent By:	STAGE	DATE / PIC
FINALIZATION	Date/Time:	Confirm with:	Confirm by:	
Repair Cost:	\$S	( days) Reduction:	%	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>	
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.:	If NO or B 28, Ass. Lia:	
Repair Cost:	\$S			
Loss of Rental (LOR):	\$S	( days)		
Loss of Use (LOU):	\$S	(\$ x days)		
Loss of Income (LOI):	\$S	(\$ x days)		
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/> [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 <input type="checkbox"/> Call <input type="checkbox"/>	
Payee 1:	\$S	Name 1:		
Payee 2: (Strike if N.A.)	\$S	Name 2:		
Payee 3: (Strike if N.A.)	\$S	Name 3:		

1) Claim status: Normal/Reject/Private Settle  
2) Report Format: DATE  
3) Survey fee: BT90

REF: ALH

11948/Kpa3

Lx

## ASSIGNMENT

From: Date: 06/07/2018

Veh No: SDM 828M Yr Regn: 03 13

Estimated Cost:

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

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

Truck / Trailer or

To Inspect Vehicle No: SDM 828M

Make:

A) M350 34P8

at Workshop m/s:

BH Auto

Colour:

N. Black

A/C: Insured / Std / NI / NA

of

Blk 1stn Mining Ind Est #01-15

Sp. Reading:

47933

T/Radio: Insured / Std / NI / NA

Insured:

Eng/No:

Policy No:

C/No:

WDC-1660572A 11847A

Claims No:

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured:

Excess:

Steering: In order / Jammed / Leaked / Burnt or

(Client's Record)

Brake: In order / Jammed / Leaked / Burnt or

Make of Veh:

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

(Policy Condition)

Tyre Size:

F:

R:

295/30ZR22

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



Bal. or Market Value:

Front

Rear

IDAC Accident Rpt: Consistent? : Yes or No

R/Bal.

R/Bal.

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

L/Bal.

L/Bal.

Est. Repairs: 05 days Res.: Yes or No

D.O.A.

D.O.A.

Lump Sum: 1-B.4 % 3 Val: Yes or No

Survey held at

CA / REV / REP. / 24 HRS

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

Date:

Person Contacted:

Vehicle: IN / OUT

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

Date / Time

Action / Instruction

9/7 Rk pass to Customer

Date/Time. File Pass to?

☐

Preli. Report

Days Of Repair:

1)

☐

Final Report

Resurvey No. of Trip:

Survey Fee:

Date/Time. File Return to?

Transportation

2)

Add Fee:

☐

Site Insp (\$)

) \$+PS \$

☐

Interview (\$)

) Photos

☐

Tech. Invs (\$)

) Other

☐

Weekend (\$)

)

Report Format:

Lump Sum / I.B.F. (\$)

TOTAL

# BH AUTO SERVICES PTE LTD

Blk 1, Sector C, Sin Ming Industrial Estate #01-111 / 113 / 115 / 117 Singapore 575636

Tel: 6559 8944 / Fax: 6269 2404

AIG Asia Pacific Insurance Pte. Ltd

AIG Building

78 Shenton Way #08-16

Singapore (079120)

ATTN: MOTOR CLAIM DEPARTMENT

Tel: 6419 3000 Fax: 6835 7416

DEAR SIR / MADAM :

*Not withain  
1.B.1  
Resumy B4 pam*

ACCIDENT REPAIR ON: SDM828M

MODEL : MERCEDES BENZ ML350A

POLICY NO : GA333683/1

CHASSIS NO : WDC1660572A118477

YEAR OF MANUFACTURE : 2013

DATE / TIME OF ACCIDENT: 26/06/2018 Time: 1830Hrs at Along Scotts Rd Towards Orchard Rd.

THIRD PARTY VEHICLE NO: SMA1237T

Date: 05/07/2018

Page : 1 of 2

Appended below are the estimated cost of repair and parts to be replaced for the above vehicle: -

## Replacement Of Parts

S/N		Quantity	Unit Price S\$	Condition	Amount S\$
1	Front bumper <i>Bu</i>	1			
2	Front bumper side retainer LH <i>D.Y ✓</i>	1			
3	Front bumper side retainer RH <i>Sn X</i>	1			
4	Front bumper rivet <i>re. -</i>	1			
5	Front bumper lower garnish <i>CR ✓</i>	1			
6	Front bumper lower centre grille <i>Sn X</i>	1			
7	Front bumper lower cover <i>?</i>	1			
8	Front bumper nozzle LH <i>Sn X</i>	1			
9	Front bumper nozzle cover LH <i>Sn X</i>	1			
10	Front bumper sensor <i>?</i>	1			
11	Front bumper sensor ring <i>?</i>	1			
12	Front bumper sensor retainer <i>?</i>	1			
13	Front bumper fog lamp LH <i>Sn X</i>	1			
14	Front bumper fog lamp grille LH <i>Sn X</i>	1			
15	Front bumper fog lamp garnish LH <i>Sn X</i>	1			
16	Front bumper sponge <i>Sn X</i>	1			
17	Front bumper reinforcement <i>R X</i>	1			
18	Headlamp LH <i>?</i>	1			
19	Headlamp control unit LH <i>?</i>	1			
20	Headlamp LED LH <i>?</i>	1			
21	Headlamp lower bracket LH <i>?</i>	1			
22	Front fender LH <i>R X</i>	1			
23	Front fender shield front section LH <i>D.Y ✓</i>	1			
24	Front fender shield rear section LH <i>Sn X</i>	1			
25	Front fender shield clips <i>re. -</i>	12			
26	Front wheel rim LH <i>D.Y ✓</i>	1			
27	Front absorber LH <i>Sn X</i>	1			
28	Front absorber mounting LH <i>Sn X</i>	1			
29	Front absorber stopper LH <i>Sn X</i>	1			
30	Front lower arm LH <i>Sn X</i>	1			
31	Front upper arm LH <i>Sn X</i>	1			
32	Front stabiliser link LH <i>Sn X</i>	1			
33	Front tie rod LH <i>Sn X</i>	1			
34	Front tie rod end LH <i>Sn X</i>	1			

35	Front knuckle arm LH	<i>pu x</i>	1
36	Front knuckle arm bearing LH	<i>mx</i>	1

Sub-Total: -  
Less: 10% discount -  
**Total Parts after 10% discount: -**

#### Special Nett Items

<i>Labour</i> → 1	Anti-rust coating	2	80.00	<i>nn</i> 160.00 <i>x</i>
2	Front tyre LH	1	450.00	<i>sh</i> 450.00 <i>x</i>
				610.00

**Total Parts: 610.00**

#### Labour Charges For LH Side Portion

1	Provide skill labour to remove all damaged parts, panel beat, cut & weld if necessary and align all panel and reinstall all damaged parts.	900.00	<i>500</i>
2	Provide skill labour & material to putty all damaged parts & panel & to respray with 2K paint with oven spray booth facilities	900.00	<i>800</i>
3	Provide skill labour to disconnect and check electrical wiring	80.00	<i>20</i>
4	Provide skill labour to remove and replace/refit front LH undercarriage	250.00	<i>x</i>
5	Provide skill labour to check and re-adjust wheel alignment	80.00	<i>60</i>
6	Provide skill labour to remove and replace bumper sensors	80.00	<i>60</i>
7	Provide skill labour to remove, refit, balancing wheel rim and install tyre	80.00	<i>20</i>
<b>Total Labour:</b>		<b>2,370.00</b>	
<b>Total Parts &amp; Labour:</b>		<b>2,980.00</b>	
<b>GST 7%</b>		<b>208.60</b>	
<b>Grand Total:</b>		<b>3,188.60</b>	

**Estimate Repair Duration** *08 days*

ACCIDENT VEHICLE OF : **SDM828M**

Page : 2 of 2

**Remark:** Supplementary estimate will be raised in the event additional damaged parts are found in the course of repair.

Yours sincerely,

ESTIMATOR: **WEN ZHENG**

Survey attended by:

Name : *Kenneth*  
Company : *LKK*  
Date : *6/7/18*  
Time : *10:35am*  
Contact No : *9681 0663*  
Email :

LKK Auto Consultants hence notify the Reparer 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 Reparer  
Signature:  
Date:

- Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

From: Chan, Yoke Shi  
To: ASSIGNMENTS@LKKAUTO.COM, Admin-a@lkkauto.com  
Cc: Tan, Lily (AIG), Fong, Andy-SY, Kaur, Baljit, Chin, Lee-Ying, Abu Kassim, Noor Mariesa, Md Ishak, Mohd Imran, Lim, Sheng Yang, Supramaniam, Darshene, Mithoosingh, Aashweenjeetkaur, A  
Sent: 2/7/2018 8:56:19 AM  
Attachments: SKM\_C224c13062716270\_0901.jpg; SAS2429751.pdf

Hi,

Please refer to the enclosed request from BH Auto Services Pte Ltd.

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.

Thank you.

Regards,

Yoke Shi @ Ashley  
AIG  
Claim Adjuster II, Singapore FNOL Claims Operations - Auto  
Shared Services - Malaysia | Global Business Services

AIG Shared Services (M) Sdn Bhd (887191-D)  
Menara Worldwide, Level 12, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia  
Tel +6 03 2719 6000 | Ext 1012102

yokeshi.chan@aig.com | www.aig.com

From: BHAS - Jacelyn Loh [mailto:jacelyn.loh@bhauto.com.sg]  
Sent: Friday, June 29, 2018 5:33 PM

To: Abu Kassim, Noor Mariesa

Cc: Tan, Lily (AIG); Fong, Andy-SY; Kaur, Baljit; Chin, Lee-Ying; Md Ishak, Mohd Imran; Lim, Sheng Yang; Supramaniam, Darshene; Mithoosingh, Aashweenjeetkaur; Azlan, Syazairdina; Fan, Winnie-LW; BHAS - Moo Wen Zheng; BHAS - Anthony Lau

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SMA1237T AND SDM828M ON 26/06/2018

Dear sir / mdm,

We choose below surveyor: LKK Auto Consultants Pte Ltd

Ps- vehicle currently not in our workshop.

Thank You & Best Regards,

Jacelyn Loh

**BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: jacelyn.loh@bhauto.com.sg

Website: <http://www.bhauto.com.sg>

From: Abu Kassim, Noor Mariesa [mailto:NoorMariesa.AbuKassim@aig.com]  
Sent: Friday, 29 June 2018 5:17 PM

To: BHAS - Jacelyn Loh <jacelyn.loh@bhauto.com.sg>

Cc: Tan, Lily (AIG) <Lily.Tan@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>; Kaur, Baljit <Baljit.Kaur@aig.com>; Chin, Lee-Ying <Lee-Ying.Chin@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Md Ishak, Mohd Imran <Imran.Ishak@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Supramaniam, Darshene <Darshene.Supramaniam@aig.com>; Mithoosingh, Aashweenjeetkaur <Aashweenjeetkaur.Mithoosingh@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Fan, Winnie-LW <Winnie-LW.Fan@aig.com>; BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SMA1237T AND SDM828M ON 26/06/2018

Without Prejudice

Your Reference : SDM828M

Our Reference : SMA1237T

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

9.13am @ 02/07/2018  
vehicle not in  
person @ jacelyn

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.

Regards,

Mariesa Abu Kassim (Mariesa)

AIG

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto

Shared Services – Malaysia | Global Business Services

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

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

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

NoorMariesaAbuKassim@aig.com | www.aig.com

**From:** BHAS - Jacelyn Loh [mailto:jacelyn.loh@bhauto.com.sg]

**Sent:** Friday, June 29, 2018 4:32 PM

**To:** AIG SGP, Claims-Survey; Tan, Lily (AIG); Fong, Andy-SY; Kaur, Baljit; Chin, Lee-Ying; Abu Kassim, Noor Mariesa; Md Ishak, Mohd Imran; Lim, Sheng Yang; Supramaniam, Darshene; Mithoosingh, Aashweenjeetkaur; Azlan, Syazairdina; Chan, Yoke Shi

**Cc:** BHAS - Moo Wen Zheng; BHAS - Janice Koh; BHAS - Anthony Lau

**Subject:** RE: pre repair inspection (OUR VEHICLE - SDM 828M / YOUR VEHICLE - SMA1237T)

Dear all, urgent

Please refer to below email, thanks

Thank You & Best Regards,

Jacelyn Loh

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: Jacelyn.loh@bhauto.com.sg

Website: http://www.bhauto.com.sg

**From:** BHAS - Jacelyn Loh

**Sent:** Friday, 29 June 2018 11:26 AM

**To:** 'AIGSGP\_ClaimsSurvey@aig.com' <AIGSGP\_ClaimsSurvey@aig.com>

**Cc:** BHAS - Moo Wen Zheng <wenzheng.moo@bhauto.com.sg>; BHAS - Janice Koh <janice.koh@bhauto.com.sg>; BHAS - Anthony Lau <anthony.lau@bhauto.com.sg>

**Subject:** pre repair inspection (OUR VEHICLE - SDM 828M / YOUR VEHICLE - SMA1237T)

To: the officer in charge

Dear sir, mdm,

I would like to arrange surveyor on of the above mentioned accident vehicle.

Ps- vehicle currently not in our workshop.

Appreciate awaiting for your favourable reply asap. Please kindly assist.

Greatly appreciate it. Thank you and have a nice day

Thank You & Best Regards,  
Jacelyn Loh

Address: Blk 1, Sector C, Sin Ming Industrial Estate  
#01-111/113/115/117 Singapore: 575636  
(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404  
Email: [jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)  
Website: <http://www.bhauto.com.sg>

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# BH AUTO SERVICES PTE LTD

BLK 1 SIN MING INDUSTRIAL ESTATE

SECTOR C #01-115

SINGAPORE 575636

Tel: 6559 8944 Fax: 6269 2404

CO. REG. NO. 2009175125K

Your Vehicle: SMA1237T

Our Vehicle: SDM828M

Date: 27/06/2018

M/s AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way

#07-16

Singapore 079120

WITHOUT PREJUDICE

BY FAX: 6415 3727 ONLY

Dear Sir,

**ACCIDENT INVOLVING SDM828M & SMA1237T ON 26/06/2018 ALONG SCOTTS RD.**

We refer to the above matter.

Kindly let us have your list of ten surveyors for our consideration within the stipulated timeline under the NIMA protocol.

Please be informed that the said vehicle can be inspected at:

BLK 1 SIN MING INDUSTRIAL ESTATE

SECTOR C #01-115

SINGAPORE 575636

Please note that if you fail to conduct the pre-repair inspection within the next 2 DAYS excluding any intervening Saturday, Sunday and/or Public Holiday, we will commence repairs thereafter without any further notice or reference to you.

Yours Faithfully,



BH Auto Services Pte Ltd / Jacelyn Ioh

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Monday, 9 July 2018 5:13 PM  
**To:** BHAS - Jacelyn Loh  
**Cc:** BHAS - Moo Wen Zheng; BHAS - Anthony Lau; BHAS - Bernard Kee; Admin A  
**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018  
\*\*\* LKK REF: CC4/AIG18011948/pa3

### Without Prejudice

Hi,

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client hit onto her stationary vehicle.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) for our consideration.

Appreciate and early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

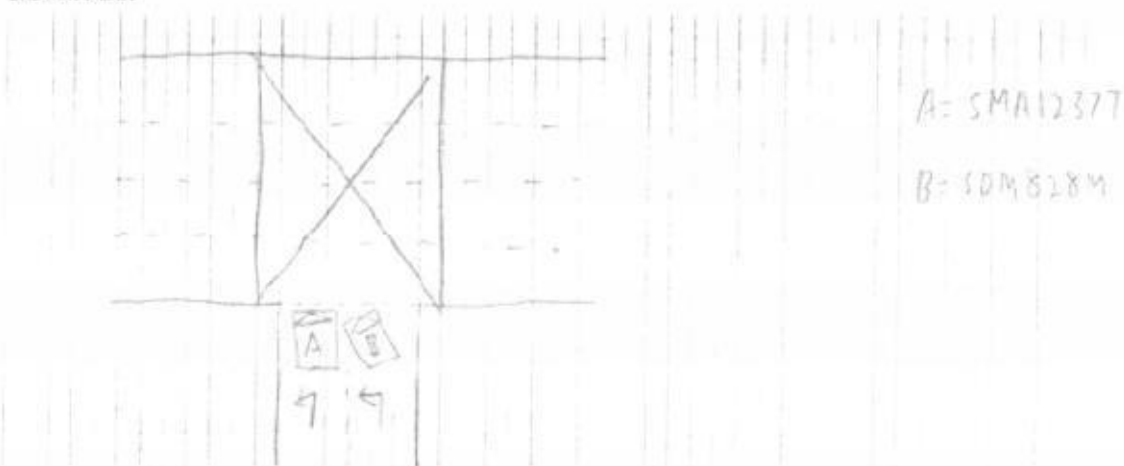
**From:** Mei Kwan (LKKAUTO)  
**Sent:** Monday, 9 July 2018 2:47 PM  
**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018 \*\*\* LKK REF: CC4/AIG18011948/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On Tuesday, 26/6/2018, at approximately 6.40pm. I was waiting at the junction of the Marriott Hotel Carpark exit and Scotts Road.
I was waiting on the left-lane, waiting for traffic to clear before turning out onto Scotts Road.
I was stationary on the junction and suddenly I felt a strong impact on my right side.
After the accident, the other party reverse her car behind me and we exchange particulars.
She apologies that she did not see my car on the left side of her and she turned into my lane.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

**Sent:** Friday, 6 July, 2018 4:04 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear sir / madam,

As your requested, please find the attached file for your perusal.

Kindly advise on this liabilities status and forwards me sketch plan and statement.

Please advise me on liability : SGC924K / SJZ8694P / SKB3302T

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: [Jacelyn.loh@bhauto.com.sg](mailto:Jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** BHAS - Jacelyn Loh

**Sent:** Thursday, 5 July 2018 3:42 PM

**To:** Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear all,

Noted and thanks.. 06.07.2018 @ 10.30am

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: [Jacelyn.loh@bhauto.com.sg](mailto:Jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Thursday, 5 July 2018 3:41 PM

**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Jacelyn,

As spoken, we arrange survey on 06.07.2018 @ 10.30am.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

**Sent:** Thursday, 5 July, 2018 2:48 PM

**To:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>  
**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Madam,

I would like to arrange surveyor on DATE: 06/06/2018 AND TIME:10AM of the above mentioned accident vehicle.

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singaopre:575636

(T) +65-6559 8944 /8940 (F) +65-6515 3144 / +65-6269 2404

Email: [Jacelyn.loh@bhauto.com.sg](mailto:Jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 2 July 2018 9:49 AM

**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Jacelyn,

Noted, with thanks.

BEST REGARDS,

G.Nivitha | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

**Sent:** Monday, 2 July 2018 9:47 AM

**To:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Nivitha,

Vehicle not in workshop.

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singaopre:575636

(T) +65-6559 8944 /8940 (F) +65-6515 3144 / +65-6269 2404

Email: [Jacelyn.loh@bhauto.com.sg](mailto:Jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 2 July 2018 9:15 AM

**To:** BHAS - Janice Koh <[janice.koh@bhauto.com.sg](mailto:janice.koh@bhauto.com.sg)>

**Cc:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>

**Subject:** Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Janice,

Is the vehicle SDM 828M in the workshop?

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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



**AVG**

This email has been checked for viruses by AVG antivirus software.

[www.avg.com](http://www.avg.com)

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 14 July 2018 1:30 PM  
**To:** 'Kesaval, Jaclyn-M'  
**Subject:** <Seek Instruction> Your Ref: 8060251181SG \*Our Ref: CC4/AIG18011948/Kpa3  
[ACCIDENT INVOLVING SMA 1237T(OI) & SDM 828M(TP) ON 26/06/2018]  
**Attachments:** SDM 828M vs SMA 1237T - OI VIDEO.mp4

Your Ref: **8060251181SG**  
Our Ref: CC4/AIG18011948/Kpa3

Dear Sirs,

### **ACCIDENT INVOLVING SMA 1237T(OI) & SDM 828M(TP) ON 26/06/2018**

We refer to the above matter.

Based on OI video footage, it shows that our insured vehicle had just inched out and hit by third party who was on her right. We are of the view that third party had encroached into our insured's lane while third party was making a left turn. Our insured is not liable for the accident.

In view of this, we are intending to reject third party claim.

**For your comments/ instruction please.**

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

## Hsiao Tong (LKKAUTO)

---

**From:** Kesaval, Jaclyn-M <Jaclyn-M.Kesaval@aig.com>  
**Sent:** Monday, 16 July 2018 9:05 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: <Seek Instruction> Your Ref: 8060251181SG \*Our Ref: CC4/AIG18011948/Kpa3 [ACCIDENT INVOLVING SMA 1237T(OI) & SDM 828M(TP) ON 26/06/2018]

Dear Hsiao Tong,

We refer to your email below.

As per attached video, please assist to reject TP claim.

Thank you.

Jaclyn M K  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1953 | Fax +(65) 6835 7416

[Jaclyn-M.Kesaval@aig.com](mailto:Jaclyn-M.Kesaval@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

### IMPORTANT NOTICE:

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---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Saturday, July 14, 2018 1:30 PM  
**To:** Kesaval, Jaclyn-M  
**Subject:** <Seek Instruction> Your Ref: 8060251181SG \*Our Ref: CC4/AIG18011948/Kpa3 [ACCIDENT INVOLVING SMA 1237T(OI) & SDM 828M(TP) ON 26/06/2018]

Your Ref: **8060251181SG**  
Our Ref: CC4/AIG18011948/Kpa3

Dear Sirs,

### ACCIDENT INVOLVING SMA 1237T(OI) & SDM 828M(TP) ON 26/06/2018

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In view of this, we are intending to reject third party claim.

**For your comments/ instruction please.**

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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## Hsiao Tong (LKKAuto)

---

**From:** Chan, Yoke Shi <yokeshi.chan@aig.com>  
**Sent:** Monday, 16 July 2018 2:25 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Md Ishak, Mohd Imran; Supramaniam, Darshene; Mithoosingh, Aashweenjeetkaur; Azlan, Syazairdina  
**Subject:** RE: Request for OI GIA [SKE 9048Y; DOA: 10/11/2017]

Dear Hsiao Tong,

Please be informed that OI has not reported till date  
Thank you.

Regards,

Yoke Shi @ Ashley  
AIG  
Claim Adjuster II, Singapore FNOL, Claims Operations – Auto  
Shared Services – Malaysia | Global Business Services

AIG Shared Services (M) Sdn Bhd (887191-D)  
Menara Worldwide, Level 12, 198 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia  
Tel +6 03 2719 6000 | Ext 1012102

[yokeshi.chan@aig.com](mailto:yokeshi.chan@aig.com) | [www.aig.com](http://www.aig.com)

**From:** Do-Not-Reply [mailto:do-not-reply@merimen.com]  
**Sent:** Monday, July 09, 2018 9:40 AM  
**To:** Abu Kassim, Noor Mariesa; Lim, Sheng Yang; Md Ishak, Mohd Imran; Chan, Yoke Shi; Supramaniam, Darshene; Mithoosingh, Aashweenjeetkaur; Azlan, Syazairdina  
**Cc:** [chewht@lkkauto.com](mailto:chewht@lkkauto.com)  
**Subject:** Request for OI GIA [SKE 9048Y; DOA: 10/11/2017]

This mail is associated with :  
**\*SHC5843R (8600801701SG)**  
**[SKE9048Y]**  
TP  
TRANS-CAB SERVICES PTE LTD  
Nov 10 2017 1:00PM  
[CROW STUART DOUGLAS]  
Trans-cab Auto Services Pte Ltd

Hi,

We refer to the above matter.

Kindly advise if there is any OI GIA. If so, kindly assist to upload a copy of it in Merimen for our necessary action.

Hsiao Tong  
LKK Auto Consultants Pte Ltd

<-- Original Message -->

From: AIG\_SG

To: LKK\_HQ

Sent On: 20/06/2018 10:40 AM

Subject: No OI GIA Report

Hi

Pls be advice that no OI GIA report received  
Pls find OI details below for your further actions

OI name : CROW STUART DOUGLAS

Address :

27

NASSIM ROAD

Singapore 258402

Mobile No: 90119278

Thank you.

Regards,  
Aashween.

This is an auto-generated email. Do not reply to this email.

Sent by : CHEW HSIAO TONG (LKK Auto Consultants Pte Ltd)

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.

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 19 July 2018 9:10 AM  
**To:** 'BHAS - Jacelyn Loh'  
**Cc:** 'BHAS - Moo Wen Zheng'; 'BHAS - Anthony Lau'; 'BHAS - Bernard Kee'; Admin A  
**Subject:** <REJECTION>- SDM828M VS SMA1237T (OI) DOA: 26/06/2018 \*\*\* LKK REF: CC4/AIG18011948/Kpa3  
**Attachments:** SDM 828M vs SMA 1237T - OI VIDEO.MP4

### Without Prejudice

Hi Sirs/ Mdm,

We refer to the above matter.

We attached here with a copy of our insured video footage for your easy reference. From our insured's video, it shows that your client had encroached into our insured's path while your client was making a left turn. We are of the view that our insured is not liable for the accident.

In view of this, we regret to inform your that we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

***\*\*Please note that the video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.***

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 9 July 2018 5:13 PM  
**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>  
**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018 \*\*\* LKK REF: CC4/AIG18011948/pa3

### Without Prejudice

Hi,

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client hit onto her stationary vehicle.

Kindly let us have evidences (ie: video footage/ scene photos / PIR) for our consideration.

Appreciate and early reply.

**"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."**

**In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."**

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Mei Kwan (LKKAuto)

**Sent:** Monday, 9 July 2018 2:47 PM

**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

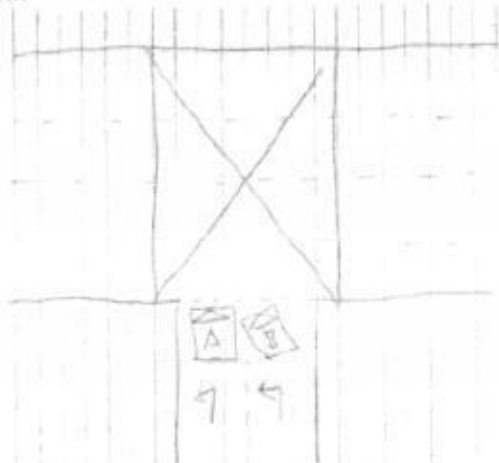
**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018 \*\*\* LKK  
REF: CC4/AIG18011948/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



A: SMA12377

B: SDM828M

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On Tuesday, 26/6/2018, at approximately 6.40pm, I was waiting at the junction of the Marriott Hotel Carpark exit and Scotts Road.
I was waiting on the left-lane, waiting for traffic to clear before turning out onto Scotts Road.
I was stationary on the junction and suddenly I felt a strong impact on my right side.
After the accident, the other party reverse her car behind me and we exchange particulars.
She apologies that she did not see my car on the left side of her and she turned into my lane.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

**Sent:** Friday, 6 July, 2018 4:04 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear sir / madam,

As your requested, please find the attached file for your perusal.

Kindly advise on this liabilities status and forwards me sketch plan and statement.

Please advise me on liability : SGC924K / SJZ8694P / SKB3302T

Thank You & Best Regards,

Jacelyn Loh



Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: [jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** BHAS - Jacelyn Loh

**Sent:** Thursday, 5 July 2018 3:42 PM

**To:** Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear all,

Noted and thanks.. 06.07.2018 @ 10.30am

Thank You & Best Regards,

Jacelyn Loh



Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: [jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Thursday, 5 July 2018 3:41 PM

**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Jacelyn,

As spoken, we arrange survey on 06.07.2018 @ 10.30am.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

**From:** BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

**Sent:** Thursday, 5 July, 2018 2:48 PM

**To:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau

<anthony.lau@bhauto.com.sg>; BHAS - Bernard Kee <bernard.kee@bhauto.com.sg>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Madam,

I would like to arrange surveyor on DATE: 06/06/2018 AND TIME:10AM of the above mentioned accident vehicle.

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: [Jacelyn.loh@bhauto.com.sg](mailto:Jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

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**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 2 July 2018 9:49 AM

**To:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Jacelyn,

Noted, with thanks.

BEST REGARDS,

G.Nivitha | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** BHAS - Jacelyn Loh [<mailto:jacelyn.loh@bhauto.com.sg>]

**Sent:** Monday, 2 July 2018 9:47 AM

**To:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** BHAS - Moo Wen Zheng <[wenzheng.moo@bhauto.com.sg](mailto:wenzheng.moo@bhauto.com.sg)>; BHAS - Anthony Lau <[anthony.lau@bhauto.com.sg](mailto:anthony.lau@bhauto.com.sg)>; BHAS - Bernard Kee <[bernard.kee@bhauto.com.sg](mailto:bernard.kee@bhauto.com.sg)>

**Subject:** RE: Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Nivitha,

Vehicle not in workshop.

Thank You & Best Regards,

Jacelyn Loh

 **BH AUTO SERVICES PTE LTD**

Address: Blk 1, Sector C, Sin Ming Industrial Estate

#01-111/113/115/117 Singapore: 575636

(T) +65-6559 8944 / 8940 (F) +65-6515 3144 / +65-6269 2404

Email: [Jacelyn.loh@bhauto.com.sg](mailto:Jacelyn.loh@bhauto.com.sg)

Website: <http://www.bhauto.com.sg>

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 2 July 2018 9:15 AM

**To:** BHAS - Janice Koh <[janice.koh@bhauto.com.sg](mailto:janice.koh@bhauto.com.sg)>

**Cc:** BHAS - Jacelyn Loh <[jacelyn.loh@bhauto.com.sg](mailto:jacelyn.loh@bhauto.com.sg)>

**Subject:** Pre repair inspection request - SDM828M VS SMA1237T (OI) DOA: 26/06/2018

Dear Janice,

Is the vehicle SDM 828M in the workshop?

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)

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

Fastlane

### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	04 Jul 2018 <a href="#">Edit Reg</a>		02 Jul 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$0.00</b> <a href="#">Edit Estimates</a>	<b>S\$0.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main

Reference

Claim Details

Documents

[Show All](#)

### CLAIM SUBFOLDER DETAILS

[Created by adjuster]

Insured:	<b>PREMIUM LEASING PTE LTD</b> , Co. Reg. No.: 201009676M		
Main Claimant:	<b>YAP KUAN MIN FREDERICK</b> , ID: S8702836D		
Vehicle Reg. No.:	<b>SDM828M</b>	Date of Loss:	26/06/2018 18:00 - :59 [63 Months and 15 Days From LTA Reg Date (Man Yr)]
Claim Type:	<b>TP / 8060251181SG</b>	Policy/Cover Note No.:	0999994958
Vehicle Reg. No. (Insured):	<b>SMA1237T</b>	Policy No. (Claimant):	GA333683/1
		Excess:	
Repairer:	<b>BH Auto Services Pte Ltd (Sin Ming)</b> Blk 1 Sin Ming Industrial Estate Sector C, #01/111/113/115/117, 575636 Sin Ming - Tel: 6559 8944		
Handling Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Kesaval, Jaclyn-M</b> ] Jaclyn-M.Kesaval@aig.com		
Claimant's Insurer:	<b>AXA Insurance Pte Ltd (HQ)</b> - Tel: 6338 7288		
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KENNETH KONG</b> ] ... [Final Rpt due 11/07/2018]		

### ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

There are no mail for this case.

### 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?
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No results.



































## Claim Documents

**\*SDM828M (8060251181SG)  
[SMA1237T]**

**TP**

**YAP KUAN MIN FREDERICK  
Jun 26 2018 6:00PM  
[PREMIUM LEASING PTE LTD]  
BH Auto Services 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>	
<b>Video</b>			1 per page <input type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		
1	13/07/18 10:36	<b>Video - Accident</b>	 Load MP4	Print
<b>Photos/Images</b>			3 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		
1	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
2	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
3	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
4	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
5	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
6	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
7	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
8	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
9	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
10	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
11	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
12	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
13	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
14	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
15	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
16	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
17	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
18	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
19	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
20	14/07/18 16:28	<b>Odometer Reading</b>	 Load JPG	<input checked="" type="checkbox"/>
21	14/07/18 16:28	<b>General View</b>	 Load JPG	<input checked="" type="checkbox"/>
22	14/07/18 16:28	<b>Chassis Number</b>	 Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		
1	02/07/18 13:44	<b>EMAIL FROM AIG DD 02.07.2018</b>	 Load PDF	
2	02/07/18 13:44	<b>EMAIL FROM TP REPAIRER DD 02.07.2018</b>	 Load PDF	
3	02/07/18 13:44	<b>ACKNOWLEDGEMENT EMAIL TO AIG SDD 02.07.2018</b>	 Load PDF	
4	02/07/18 13:44	<b>TP GIA REPORT</b>	 Load PDF	
5	02/07/18 13:44	<b>NOTIFICATION FROM WORKSHOP</b>	 Load JPG	<input checked="" type="checkbox"/>
6	10/07/18 11:43	<b>TP ESTIMATE - INCOMPLETE</b>	 Load PDF	
7	19/07/18 09:04	<b>Email from AIG_Aproved Rejection dd 160718</b>	 Load PDF	
8	19/07/18 09:10	<b>Email to TP_reject dd 190718</b>	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		
			Thumbnail	Print

Video			1 per page ▾	<input checked="" type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	04/07/18 09:23	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: CS3/AIG18011948/KPA3S2

Date: 28/03/2019

## REFERENCE

Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	0999994958
Claimant Vehicle No :	SDM828M	Insured Vehicle No :	SMA1237T
Date of Loss:	26/06/2018	Nature of Claim:	TP
		Claim No:	8060251181SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No:	SDM828M	Engine No:	27695530175653
Make & Model:	MERCEDES-BENZ ML350, 3.5 (A)	Chassis No:	WDC1660572A118477
Reg. Date:	11/03/2013 (Man. Year: 2012)	Odometer:	47933 km
Colour:	Metallic Black		
Engine Capacity:	3498 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:	Good	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Yes	Engine Modification:	No	Pre-accident Condition:	

## CONDITION OF TYRES

Front Tyre Size:	295/30ZR22	Rear Tyre Size:	295/30ZR22
Front Left Side:	Pirelli 4 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 4 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

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

## INSPECTION

Date of Assignment: 02/07/2018

Date Inspected: 06/07/2018 Inspected At:

BH Auto Services Pte Ltd (Sin Ming)  
Blk 1 Sin Ming Industrial Estate Sector C,  
#01/111/113/115/117  
Singapore 575636

Estimated Period of Repair: 5.0 days

Adjuster: KENNETH KONG

Manager: CHEW HSIAO TONG

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

# REPAIR DETAILS

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Buckled	0.00 F	*- F
2	1		*FRONT BUMPER SIDE RETAINER LH	Distorted	0.00 F	*- F
3	1		*FRONT BUMPER SIDE RETAINER RH	Serviceable	0.00 F	*- F
4	1		*FRONT BUMPER RIVET	Necessary	0.00 F	*- F
5	1		*FRONT BUMPER LOWER GARNISH	Cracked	0.00 F	*- F
6	1		*FRONT BUMPER LOWER CENTRE GRILLE	Serviceable	0.00 F	*- F
7	1		*FRONT BUMPER LOWER COVER	*Check	0.00 F	*- F
8	1		*FRONT BUMPER NOZZLE LH	Serviceable	0.00 F	*- F
9	1		*FRONT BUMPER NOZZLE COVER LH	Serviceable	0.00 F	*- F
10	1		*FRONT BUMPER SENSOR	*Check	0.00 F	*- F
11	1		*FRONT BUMPER SENSOR RING	*Check	0.00 F	*- F
12	1		*FRONT BUMPER SENSOR RETAINER	*Check	0.00 F	*- F
13	1		*FRONT BUMPER FOG LAMP LH	Serviceable	0.00 F	*- F
14	1		*FRONT BUMPER FOG LAMP GRILLE LH	Serviceable	0.00 F	*- F
15	1		*FRONT BUMPER FOG LAMP GARNISH LH	Serviceable	0.00 F	*- F
16	1		*FRONT BUMPER SPONGE	Serviceable	0.00 F	*- F
17	1		*FRONT BUMPER REINFORCEMENT	Repair	0.00 F	*- F
18	1		*HEADLAMP LH	*Check	0.00 F	*- F
19	1		*HEADLAMP CONTROL UNIT LH	*Check	0.00 F	*- F
20	1		*HEADLAMP LED LH	*Check	0.00 F	*- F
21	1		*HEADLAMP LOWER BRACKET LH	*Check	0.00 F	*- F
22	1		*FRONT FENDER LH	Repair	0.00 F	*- F
23	1		*FRONT FENDER SHIELD FRONT SECTION LH	Distorted	0.00 F	*- F
24	1		*FRONT FENDER SHIELD REAR SECTION LH	Serviceable	0.00 F	*- F
25	12		*FRONT FENDER SHIELD CLIPS	Necessary	0.00 F	*- F
26	1		*FRONT WHEEL RIM LH	Dented	0.00 F	*- F
27	1		*FRONT ABSORBER LH	Serviceable	0.00 F	*- F
28	1		*FRONT ABSORBER MOUNTING LH	Serviceable	0.00 F	*- F
29	1		*FRONT ABSORBER STOPPER LH	Serviceable	0.00 F	*- F
30	1		*FRONT LOWER ARM LH	Serviceable	0.00 F	*- F
31	1		*FRONT UPPER ARM LH	Serviceable	0.00 F	*- F
32	1		*FRONT STABILIZER LINK LH	Serviceable	0.00 F	*- F
33	1		*FRONT TIE ROD LH	Serviceable	0.00 F	*- F
34	1		*FRONT TIE ROD END LH	Serviceable	0.00 F	*- F
35	1		*FRONT KNUCKLE ARM LH	Serviceable	0.00 F	*- F
36	1		*FRONT KNUCKLE ARM BEARING LH	Not Necessary	0.00 F	*- F
37	1		*FRONT TYRE LH	Serviceable	0.00 F	*- F

F=Franchise part.

**Total Parts (\$\$)**      **0.00**      **0.00**

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

There are no labour items selected.

Report was unsubmitted during this print-out.

< END OF ESTIMATES >