

Surveyor:

WP

DOI:

ASSIGNMENT

3/9/2018

Date / Time:

3/9/2018

Registered in Merimen:

4/9/2018

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLD 1002 A

Claim No.:

Name of Insured:

Kenneth Boey Qi Yang.

Policy No.:

Insured Tel No.:

HP: 93830543

Make / Model:

Excess Sec II :SS

D.O.A: 27/8/2018

Place of Accident:

Alexandra Rd

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability: % Final ? Yes / No

SFT 280 G



INSRS:

WSP:

Tel:

Liability:

RMKS:

Hua Meng



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time		STAGE	DATE / PIC
6/9	OPK	Non-Reporting ltr (1st)	
		Non-Reporting ltr (2nd)	
		Non-Reporting ltr (Final)	
6/9		Notification ltr (if non-pickup)	
		Call CI: 1/11/18	
		After call ltr to CI	
7/9/18		Documentation Check List: Handler	Typist
8/9/18		Notification ltr (if non-pickup)	
		After call ltr to CI	
		Authorisation To Act	
		Release Voucher	
19/9/18		Final Repair Bill:	
		Car Rental Invoice:	
		Towing Invoice	
		LTA / GIA :	
15		Medical Bill:	
		PIR:	
		Mandate/Reject Instruction:	
		LOD	
		Payment Breakdown Form:	
		Post-Repair Photos:	
		Others:	

PRELIMINARY ADVICE Date/Time: _____ Sent By: _____

FINALIZATION Date/Time: _____ Confirm with: _____ Confirm by: _____

Repair Cost: \$S (_____ days) Reduction: _____ % Email Call

FINAL SETTLEMENT Date/Time: _____ Confirm with: _____ Email Call

Final Liability: % (Agreed / Assessed) BOLA S/N No. : _____ If NO or B 28, Ass. Lis : _____

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 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 24/10/19

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format: WP
- 3) Survey fee: \$290

ACC. REQ. BY Adrian Ling

REF:

ASSIGNMENT

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

Veh No: SFC280G Yr Regn: 2018, Jan-
 Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or _____
 Make: Mercedes Benz C180 cc 1595
 Colour: Grey A/C: Insured / Std / NI / NA
 Sp. Reading: 14690 T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 C/No: WDD2050402R339097
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: Inorder / Jammed / Leaked / Burnt or _____
 Brake: Inorder / Jammed / Leaked / Burnt or _____
 Modi: Nil / S/Rim / STD A/Rim or _____
 Tyre Size: F: 225/50R17
 R: 225/50R17
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or Continental

(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: 3 days Res: Yes or No
 Lum Sum: 20 % 3 Val.: Yes or No
 CA / REV / REP. / 24 HRS
 Date: _____ Person Contacted: _____
 Vehicle: IN / OUT

Front _____ Rear _____
 R/Bal: 06 mm R/Bal: 06 mm
 L/Bal: 06 mm L/Bal: 06 mm
 D.O.A. _____ D.O.I. 03/09/18
 Survey held at Hua Meng
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or
Front M/s.
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	<u>TP AIG.</u>
	<u>L/S - \$3700 (Red \$ 5759.80 / 61%)</u>

Date/Time, File Pass to? : Prel. Report
 : Final Report

Days Of Repair: _____
 Resurvey No. of Trip: _____

Add Fee: Site Insp (\$))
 Interview (\$))
 Tech. Invs (\$))
 Weekend (\$))

Survey Fee: _____
 Transportation: _____
 Hotel: _____
 Other: _____
 TOTAL: _____

Date/Time, File Return to? _____
 Report Format: _____
 Lump Sum / L.B.: (\$) _____

HUA MENG SPRAY PAINTING WORKSHOP

1, Kaki Bukit Avenue 6, Blk C #01-61 / 01-34, Singapore 417883

Autobay @ Kaki Bukit

Tel: 6747 8064, 6746 5519 / 9666 9680 Fax: 6743 4896

ESTIMATE

WDD2050402 R339097

DAI-CHI MANAGEMENT SYSTEMS(S) PTE LTD
53 UBI AVE 1 #01-05
PAYA UBI IND. PARK
S408934

TP ALG
Poh Kim

Date :13.09.2018
Vehicle no :SFT 280 G
Make/Model :MERCEDES C180
Accident date :27.08.2018

No	DESCRIPTION	Qty	Amount (S\$)
List Items			
1	Front bumper <i>Defendant</i>	1	\$ 1672 1485
2	Front bumper side holder @ \$77.00 <i>new</i>	2	\$ 154 +
3	Front bumper clips (1set) <i>new</i>	1	\$ 60 30
4	Front bumper sensor @ \$308.00 <i>new</i>	4	\$ 1232 ↓
5	Front LH head lamp <i>at</i>	1	\$ 3465 3120
6	Front LH fender <i>new</i>	1	\$ 976.8 +
	Total		\$ 7559.8

Labour Cost

- 1 Remove ,replace & repair consistent to the accident
- 2 Respray painting

	\$ 1000 - 250
	\$ 900 - 250
Total	\$ 1900

Grand Total \$ 9459.8

total 4671.50
L/S 37k. ✓
0.30 days.

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 "without Prejudice" basis
- No illegal modifications to be allowed
- Supplementary work(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer:
Signature:
Date:

View Received Message

This mail is associated with :

***SFT280G (03031407315G)**
[SLD1002A]

TP
DAI-CHI MANAGEMENT SYSTEMS (S) PTE LTD
Aug 27 2018 1:00PM
[KENNETH BOEY QI YANG (MEI QIYANG)]
Hua Meng Spray Painting Workshop

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From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 05/09/2018 10:35 AM.
To LKK_HQ
Subject No OI GIA Report (SLD1002A VS SFT280G)

Hi

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

OI name : KENNETH BOEY QI YANG (MEI QIYANG)

Address :
433A SENGKANG WEST WAY
#18-519
Singapore 791433

Mobile No: 93830543

Thank you.

Regards,

Syaza Irdina Azlan

DOCUMENTS SUMMARY

There are no documents.



Auto
Consultants
Pte Ltd

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

Our Ref: CC6/AIG18016170/Afa3

06 September, 2018

KENNETH BOEY QI YANG (MEI QIYANG)
433A SENGKANG WEST WAY
#18-519
SINGAPORE 791433

Dear Sirs,

**ACCIDENT INVOLVING SLD 1002A AND SFT 280G ON 27/08/2018 ALONG/
AT ALEXANDRA ROAD**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Poh Kin, Chong
Claims
Tel : 6841 2132
Fax: 6741 4108
Email : pohkin@lkkauto.com

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

Poh Kin (LKKAuto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Wednesday, 12 June 2019 4:31 PM
To: Poh Kin (LKKAuto)
Cc: Olivia Lau (LKKAuto)
Subject: RE: - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Dear Poh Kin,

Please submit w/p report onto merimen as we have reached settlement with TP solicitor.

Thank you.

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
www.aig.sg

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From: Syed-Yusoff, Saliha
Sent: Thursday, April 25, 2019 9:23 AM
To: pohkin@lkkauto.com
Cc: olivialau@lkkauto.com
Subject: RE: - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Importance: High

Dear Poh Kin,

Thank you for update.

- : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

From: Paramchand, Varsha
To: pohkin@lkkauto.com, Syed-Yusoff, Saliha
Cc: Quek, Joyceline-CH, Rumli, Sharizah
Sent: 21/3/2019 9:33:16 AM

Hi Poh Kin / Saliha,

Insd doesn't have NCD Protector.

Rgds,

**** Entered By: sspsaw (Sarah Mathew) @ 21/03/2019 08:43 AM ****

Hi Claim / Mutalip, Nurashikin

Insured has not NCDP. Please assist on the above. Thanks.

Varsha
AIG
Claims / AIG Asia Pacific Insurance Pte Ltd
Claims Care Associate

AIG Building, 78 Shenton Way #08-16 Singapore 079120
Fax: 68357416
www.aig.sg

AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)

From: Mutalip, Nurashikin
Sent: Thursday, March 21, 2019 9:04 AM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Subject: FW: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Importance: High

From: Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]
Sent: Wednesday, March 20, 2019 3:27 PM
To: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Importance: High

Our Ref: CC6/AIG18016170/Afa3
Your Ref: 0303140731SG

Hi Ekynn,

We refer to the above matter.

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Wednesday, 20 March 2019 3:27 PM
To: 'Mutalip, Nurashikin'; 'Syed-Yusoff, Saliha'
Cc: Admin A
Subject: RE: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Attachments: to seek view/comments/instruction; Your Ref: 0303140731SG; Our Ref: CC6/AIG18016170/Afa3

Importance: High

Our Ref: CC6/AIG18016170/Afa3
Your Ref: 0303140731SG

Hi Ekynn,

We refer to the above matter.

Apologies for late reply.

Please be informed that we manage to spoke to OI on this matter. We appreciate if you could kindly assist to check if OI has NCD protector feature.

Dear Ms Saliha,

We appreciate if you could let us have your view/comments/instruction on this matter.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



LKK
Consultants
Pte Ltd

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From: Mutalip, Nurashikin [mailto:Nurashikin.Mutalip@aig.com]
Sent: Wednesday, 20 March 2019 3:03 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>
Subject: FW: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Hi Poh kin,

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Friday, 15 February 2019 12:16 PM
To: 'Syed-Yusoff, Saliha'
Cc: Admin A
Subject: to seek view/comments/instruction; Your Ref: 0303140731SG; Our Ref: CC6/AIG18016170/Afa3

Importance: High

Your Ref: 0303140731SG
Our Ref: CC6/AIG18016170/Afa3

Dear Ms Saliha,

ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLD 1002A (OI) & SFT 280G (TP) ON 27/08/2018

We refer to the above matter.

Liability: 50/50, as both party changing lane and side swipe each other.

Kindly also refer to the TP video footage uploaded in Merimen.

Please be informed that we have offer 50% Liability to Third Party, However, Third party rejected 50/50 liability as claimant given a point of view that our Insured moving out from slip road.(not recorded in TP video footage). And intend to wait PIR.

Traffic Police Investigation Result: **NO ACTION TAKEN AGAINST BOTH PARTY** – Claimant oral informed TP repairer “M/s Hua Meng Spray Painting Workshop”, claimant didn’t furnish PIR to repairer.

Third party intend to escalate the matter to litigation as claimant do not agree Liability at 50/50 even though investigation result show no action taken to both party.

We hereby seek your view/comments/instruction on this matter.

Your prompt reply will be very much appreciated.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



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Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Thursday, 13 September 2018 1:33 PM
To: 'Hua Meng'
Cc: Admin A
Subject: Your Ref: SFT 280G; Our Ref: CC6/AIG18016170/Afa3

Importance: High

WITHOUT PREJUDICE

Your Ref: SFT 280G
Our Ref: CC6/AIG18016170/Afa3

Dear June,

ROAD TRAFFIC ACCIDENT INVOLVING SLD 1002A AND SFT 280G ON 27/08/2018

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is unclear for the above mentioned case. There is no conclusive evidence yet to substantiate either party's version. Below is a copy of our insured's accident report statement for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request the CCTV footage / accident scene photos / evidence in order to seek further instruction from our principal.

Thank you.

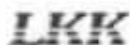
Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC6/AIG18016170/Afa3

19th September 2018

KENNETH BOEY QI YANG
Block 433A Sengkang West Way,
#18-519,
Singapore 791433.

BY POST

Dear Sir/Madam,

**ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLD 1002A AND SFT 280G
ALONG ALEXANDRA ROAD ON 27.08.2018**

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

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.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days by **29/09/2018**, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Poh Kin, Chong
Case Handler
DID: 6841 2132
FAX: 6741 4108
Email: pohkin@lkkauto.com

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

Poh Kin (LKKAuto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Wednesday, 12 June 2019 4:31 PM
To: Poh Kin (LKKAuto)
Cc: Olivia Lau (LKKAuto)
Subject: RE: - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Dear Poh Kin,

Please submit w/p report onto merimen as we have reached settlement with TP solicitor.

Thank you.

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
www.aig.sg

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From: Syed-Yusoff, Saliha
Sent: Thursday, April 25, 2019 9:23 AM
To: pohkin@lkkauto.com
Cc: olivialau@lkkauto.com
Subject: RE: - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Importance: High

Dear Poh Kin,

Thank you for update.

Please upload the email sent to insured onto merimen and submit w/p ASAP.

Thank you.

Kind Regards,
Saliha

Sallha Syed Yusoff
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
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From: pohkin@lkkauto.com [mailto:pohkin@lkkauto.com]
Sent: Tuesday, April 23, 2019 3:03 PM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: olivialau@lkkauto.com
Subject: RE: - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Our Ref: CC6/AIG18016988/Ufa3
Your Ref: 0303140731SG

Dear Ms Saliha,

We refer to the above matter and our tele-conversation.

Please be informed that the last time we spoke to Insured again is on 25.03.2019, informed OI about TP intend to escalate further as they not agree with 50/50.

OI willing to settle the matter at 50/50, would like to know whether he have any NCD protector.

I just spoke to OI again, informed him he doesn't have NCD Protector, NCD will affected due to this claim.

OI agree to let M/s AIG handle the claim and aware NCD will be affected.

Hope above information clarify.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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

From: Syed-Yusoff, Saliha

Sent: Tue, 16 Apr 2019 13:41:46 +0000

To: pohkin@lkkauto.com

Cc: Olivia Lau (LKKAuto)

Subject: RE: - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Dear Poh Kin,

We have received LOD from law firm since 14/03/19, appreciate your reply on urgent basis please.

Thank you.

Kind Regards,
Saliha

Saliha Syed Yusoff

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

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From: Syed-Yusoff, Saliha
Sent: Monday, April 1, 2019 1:36 PM
To: pohkin@lkkauto.com
Cc: 'Olivia Lau (LKKAuto)' <olivialau@lkkauto.com>
Subject: RE: aigencrypt - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Dear Poh Kin,

Have insured viewed the video and kindly advise if he has been apprised on damage to TP vehicle? Also, was there any inspection done to insured's vehicle?

Thank you

Kind Regards,
Saliha

Saliha Syed Yusoff
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120
Tel +(65) 6419 1917 |
www.aig.sg

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From: Paramchand, Varsha
Sent: Thursday, March 21, 2019 9:33 AM
To: pohkin@lkkauto.com; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>
Subject: aigencrypt - : sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Hi Poh Kin / Saliha,

Insd doesn't have NCD Protector.

Rgds,

**** Entered By: sspsaw (Sarah Mathew) @ 21/03/2019 08:43 AM ****

Hi Claim / Mutalip, Nurashikin

Insured has not NCDP. Please assist on the above. Thanks.

*Varsha
AIG
Claims / AIG Asia Pacific Insurance Pte Ltd
Claims Care Associate*

*AIG Building, 78 Shenton Way #08-16 Singapore 079120
Fax: 68357416
www.aig.sg*

**AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more.](#)**

From: Mutalip, Nurashikin
Sent: Thursday, March 21, 2019 9:04 AM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Subject: FW: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Importance: High

From: Poh Kin (LKKAuto) [<mailto:pohkin@lkkauto.com>]
Sent: Wednesday, March 20, 2019 3:27 PM
To: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3
Importance: High

Our Ref: CC6/AIG18016170/Afa3
Your Ref: 0303140731SG

Hi Ekynn,

We refer to the above matter.

Apologies for late reply.

Please be informed that we manage to spoke to OI on this matter. We appreciate if you could kindly assist to check if OI has NCD protector feature.

Dear Ms Saliha,

We appreciate if you could let us have your view/comments/instruction on this matter.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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

 Auto Consultants Pte Ltd *Save the Earth. Print only when necessary.*

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From: Mutalip, Nurashikin [<mailto:Nurashikin.Mutalip@aig.com>]
Sent: Wednesday, 20 March 2019 3:03 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>
Subject: FW: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

Hi Poh kin,

Please assist if insd has been contacted?

Thanks and Regards,
Ekynn

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, March 13, 2019 10:35 AM

To: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: sid 13328211 claim no 0303140731SG *** LKK REF: CC6/AIG18016170/Afa3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC3/CTI18019491/Nfa3	Poh Kin - 6841 2132

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 | fax: 67414108

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

From: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>

Sent: Wednesday, 13 March, 2019 10:01 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: FW: sid 13328211 claim no 0303140731SG

Hi LKK,

Insd called and wants to dispute on TP claim. He mentioned there was no hit or damage to the car and third party just drove off.

Please assist to ctc insd, Mr Kenneth @ 93830543 as he re requested to claims officer directly.

**** Entered By: sspsaw (Sarah Mathew) @ 13/03/2019 09:21 AM ****

Claim ref: 0303140731SG

Advised AIG has received letter dated 7/3/19 from Vision Law LLC.

He said there was no hit or damage & the other car just drove off.

Wants to talk to claim officer directly on this.

Thanks and Regards,
Ekynn

From: Mutalip, Nurashikin [mailto:cl.svc.amb8@aig.com]
Sent: Wednesday, March 13, 2019 9:51 AM
To: Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>
Subject: sid 13328211 claim no 0303140731SG

Referral & Escalation Form

Staff: Mutalip, Nurashikin
Vehicle number : SLD1002A
Third Party Vehicle number:
Type of Claim:
Type of Account:
Policy number : 1800037793
Policy Holder Name : (MEI QIYANG) KENNETH BOEY QI YANG
Caller Name : (MEI QIYANG) KENNETH BOEY QI YANG
Claims Amount :
Contact Number : **Fax:**
Email :
Service Description: Claims - Speak to Claims Examiner

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[[-1892331.2860970-]]

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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'ed	Status
Main	04 Sep 2018 Edit Reg		03 Sep 2018 00:00 Edit Adj Rpt	S\$3,700.00 Edit Estimates	S\$3,700.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
----------------------	---------------------------	-------------------------------	---------------------------	--------------------------

CLAIM SUBFOLDER DETAILS				[Created by adjuster]					
Insured:	KENNETH BOEY QI YANG (MEI QIYANG), ID: 58429913H								
Main Claimant:	DAI-CHI MANAGEMENT SYSTEMS (S) PTE LTD, Co. Reg. No.: 199701596W								
Vehicle Reg. No.:	SFT280G	Date of Loss:	27/08/2018 13:00 - :59 [7 Months and 16 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 03031407315G	Policy/Cover Note No.:	1800037793 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLD1002A	Policy No. (Claimant):	1800002296						
		Excess:							
Repairer:	Hua Meng Spray Painting Workshop (HQ) No 1 Kaki Bukit Avenue 5, #01-61 Autobay@Kaki Bukit, 417883 Kaki Bukit - Tel: 67478064, 67465519								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Syed-Yusoff, Saliha] Saliha.Syed-Yusoff@aig.com								
Claimant's Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 13/09/2018]								
ASSOCIATED MAIL RECEIVED				View All Compose Case Mail					
<ul style="list-style-type: none"> AIG_SG (10/09/2018): Re: request OI GIA Report (SLD1002A VS SFT280G) AIG_SG (05/09/2018): No OI GIA Report (SLD1002A VS SFT280G) 									
ALL ASSOCIATED TASKS				View All Search Tasks Create New Task Complete					
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

***SFT280G (03031407315G)**
[SLD1002A]
TP
DAI-CHI MANAGEMENT SYSTEMS (S) PTE LTD
Aug 27 2018 1:00PM
[KENNETH BOEY QI YANG (MEI QIYANG)]
Hua Meng Spray Painting Workshop

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Video			1 per page <input type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	19/09/18 14:59	TP video footage		<input type="checkbox"/>
2	19/02/19 18:51	Video - Accident		<input type="checkbox"/>
3	19/02/19 18:51	Video - Accident		<input type="checkbox"/>
Photos/Images			3 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
2	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
3	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
4	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
5	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
6	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
7	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
8	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
9	20/11/18 10:17	General View		<input checked="" type="checkbox"/>
10	20/11/18 10:18	General View		<input checked="" type="checkbox"/>
11	20/11/18 10:18	General View		<input checked="" type="checkbox"/>
12	20/11/18 10:18	Reinspection Photo		<input checked="" type="checkbox"/>
13	20/11/18 10:18	Reinspection Photo		<input checked="" type="checkbox"/>
14	20/11/18 10:18	Reinspection Photo		<input checked="" type="checkbox"/>
Documentation			1 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/09/18 09:08	TP GIA REPORT		<input type="checkbox"/>
2	06/09/18 08:31	Non reporting letter		<input type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	10/09/18 09:03	OI GIA REPORT		<input type="checkbox"/>

Documents Checklist

DOCUMENTS CHECKLIST	Reset Save Print
There are no document checklists configured.	
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>	

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

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

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

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC6/AIG18016170/ADA3Q2

Date: 30/10/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	1800037793
Claimant	Insured Vehicle No :	SLD1002A
Vehicle No : SFT280G	Nature of Claim:	TP
Date of Loss: 27/08/2018	Claim No:	0303140731SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SFT280G	
Make & Model:	MERCEDES-BENZ C180, 1.6 Avantgarde (R17 LED) (A)	Engine No: 27491031159315
Reg. Date:	11/01/2018 (Man. Year: 2017)	Chassis No: WDD2050402R339097
Colour:	Grey	Odometer: 14690 km
Engine Capacity:	1595 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):	Engine Modification:	No	Pre-accident Condition:	

CONDITION OF TYRES

Front Tyre Size:	225/50 R17	Rear Tyre Size:	225/50 R17
Front Left Side:	Continental 6 mm	Rear Left Side:	Continental 6 mm
Front Right Side:	Continental 6 mm	Rear Right Side:	Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	7,559.80	4,171.50	3,388.30	44.82
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,900.00	500.00	1,400.00	73.68
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	9,459.80	4,671.50	4,788.30	50.62
Approved Total (Overridden) (S\$)		3,700.00		
Nett Amount (S\$)	9,459.80	3,700.00	5,759.80	60.89
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment:	03/09/2018	
Date Inspected:	03/09/2018 Inspected At:	Hua Meng Spray Painting Workshop (HQ) No 1 Kaki Bukit Avenue 6, #01-61 Autobay@Kaki Bukit Singapore 417883
Estimated Period of Repair:	3.0 days	

Adjuster: ADRIAN LING

Manager: CHAN JIA LE

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Deformed	1,672.00 F	*1,485.00 FL
2	2		*FRONT BUMPER SIDE HOLDER	Not Necessary	154.00 F	*- FL
3	1		*SET FRONT BUMPER CLIPS	Necessary	60.00 F	*30.00 FL
4	4		*FRONT BUMPER SENSOR	Not Necessary	1,232.00 F	*- FL
5	1		*FRONT LH HEAD LAMP	Cut	3,465.00 F	*3,120.00 FL
6	1		*FRONT LH FENDER	Not Necessary	976.80 F	*- FL

F=Franchise part. L=ListItemDisc.

Sub Total (S\$)	7,559.80	4,635.00
- List Item Discount on L Items 0.00/10.00% (S\$)	0.00	463.50
Total Parts (S\$)	7,559.80	4,171.50

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
Labour Items				
1	REMOVE ,REPLACE & REPAIR CONSISTENT TO THE ACCIDENT	New	1,000.00	250.00
2	RESPRAY PAINTING	New	900.00	250.00
Gross Labour Cost (S\$)			1,900.00	500.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >