

1552(11)

INS. CASE OWNER:

Angie. | CC 6<sup>ur</sup> / ATG1801 6554, April 2018

LKK:

IDAC:

Surveyor:

Adrian

DOI:

ASSIGNMENT

10/11/18

Date / Time:

10/11/18

Registered in Merimen:

11/11/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLP 4939P

Claim No.:

45242402VUSG

Name of Insured:

UR

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A:

9/11/18

Place of Accident:

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: YES / NO

Insured Liability:

%

Final ? Yes / No

SLP 4939P

INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:M/S  
solutionINSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time

14/9/18  
LIT

SLP 4939P-X

SLP 4939P-X

UR non reporting

19/9/18

Sent NR letter to OI

30/11/18

Represented case

30/11/18

File report to Shuper, the law

RECEIVED 31 OCT 2018

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:

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:

S\$

(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

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

JP  
\$350.00

(Representative)

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:

REF:

ASS. REC. BY: Adrian Ling**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:

(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:

4

days

Res.: Yes or No

Lum Sum:

20

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SLF926SU.

Yr Regn: 2016 / Sept.

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

Truck / Trailer or

Make:

Hyundai Elantra

C.C. 1591

Colour:

Silver.

A/C: Insured / Std / NI / NA

Sp. Reading

54946.

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

KMH0841CMHU199944

Gen. Cond: Good / Fair / Poor / BurntSteering: Inorder / Jammed / Leaked / Burnt orBrake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F: 195/65 R15

R: 195/65 R15

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Hankook.

Front

Rear

R/Bal.

06

mm

R/Bal.

06

mm

L/Bal.

06

mm

L/Bal.

06

mm

D.O.A.

D.O.I.

10/09/18.

Survey held at

M4 solution.

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

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

Date / Time

Action / Instruction

TP ALG.

45# 29w (Red# 7913.12/7771.

Date/Time, File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Invs (\$

☐

: Weekend (\$

Survey Fee:

Transportation:

S + RS, \$

Photos:

Others:

TOTAL

Report Format :

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




## LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
AIG ASIA PACIFIC INSURANCE PTE LTD		Ref : CC6/LCR18016554/Apb3		
78 SHENTON WAY #08-16 CHARTIS BUILDINGS SINGAPORE 079120		Date : 11-09-2018		
		Code : LCR		
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SLP 4939P	Veh. Inspected	SLF 9265U	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	11/09/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
<b>4. Description of Damages</b>				
<b>5. General Information</b>				
Accident Date	09/09/2018	Inspection Date	10/09/2018	
Survey held at	MG SOLUTION PTE LTD 23 KAKI BUKIT AVE 4 (SOUTH WING) #02-03B VICOM INSPECTION CENTRE, SINGAPORE 415933			
<b>5a. Remarks</b>				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

# MG SOLUTION PTE LTD

23 Kaki Bukit Avenue 4 (South Wing) #02-03 Singapore 415933

Tel: (+65) 6243 1373 | Fax: (+65) 6243 1376

Reg. No: 201427944N

Email : mg3solution@gmail.com

TO	: AIG	DATE	: 101/09/2018
ATTENTION	: MOTOR CLAIMS DEPT	JOB TYPE	: T/P CLAIM
ESTIMATE REPORT	:		
<u>VEHICLE DETAILS</u>			
VEHICLE NO	: SLF9265U		
MODEL	: HYUNDAI ELANTRA AD 1.6 GLS AT		
CHASSIS NO			
<u>ACCIDENT DETAILS</u>		DATE	: 9-Sep-18
		TIME	: 17:00HRS
THIRD PARTY REQUESTOR / CONTACT		:	JACK LI

## CLAIM DETAIL : PARTS (REAR)

S/N	DESCRIPTION	QTY	UNIT LIST PRICE	TOTAL LIST PRICE
1	REAR DOOR RH <i>Dented</i>	1	\$ 1,355.60	\$ 1,355.60 ✓
2	REAR DOOR STICKER RH <i>new</i>	1	\$ 90.30	\$ 90.30 ✓
3	REAR DOOR LOCK RH <i>not new</i>	1	\$ 276.50	\$ 276.50 +
4	REAR DOOR WEATHER STRIP RH <i>new</i>	1	\$ 174.30	\$ 174.30 ✓
5	REAR BUMPER <i>Rebuilt</i>	1	\$ 699.20	\$ 699.20 ✓
6	REAR BUMPER SIDE RETAINER RH <i>new</i>	1	\$ 62.00	\$ 62.00 ✓
7	REAR FENDER RH <i>Repair</i>	1	\$ 1,950.90	\$ 1,950.90 +
8	REAR FENDER INNER COWLING RH <i>new</i>	1	\$ 130.00	\$ 130.00 x
9	REAR FENDER AIR VENT RH <i>new</i>	1	\$ 64.30	\$ 64.30 +
10	REAR WINDSCREEN MOULDING <i>new</i>	1	\$ 80.00	\$ 80.00 x
11	REAR ALEX <i>not new</i>	1	\$ 1,455.90	\$ 1,455.90 +
12	REAR BEARING WITH HUB RH <i>new</i>	1	\$ 356.80	\$ 356.80 +
13	REAR SHOCK ABSORBER RH <i>new</i>	1	\$ 355.60	\$ 355.60 +

TOTAL PRICE \$ 7,051.40

LESS 20% \$ 1,410.28

SUB TOTAL PRICE \$ 5,641.12

## SPECIAL NETT ITEMS

S/N	DESCRIPTION	QTY	UNIT S/NETT	TOTAL S/NETT
-----	-------------	-----	-------------	--------------

1	REAR BUMPER CLIP(SET) <i>new</i>	1	\$ 20.00	\$ 20.00	✓
2	REAR FENDER SEALANT RH <i>new</i>	1	\$ 100.00	\$ 100.00	X.
3	REAR FENDER INNER COWLING RH CLIPS(SET) <i>new</i>	1	\$ 22.00	\$ 22.00	✓
4	REAR WINDSCREEN SEALANT <i>new</i>	1	\$ 100.00	\$ 100.00	X
5	REAR WHEEL SPORT RIM <i>lit</i>	1	\$ 850.00	\$ 850.00	700.
6	REAR WHEEL TYRE RH <i>new</i>	1	\$ 350.00	\$ 350.00	X
TOTAL			\$	1,442.00	

#### CLAIM DETAILS: LABOUR AND SPRAY PAINTING ( REAR)

1	PANEL BEATING, REMOVAL & REPLACING PANEL	\$ 1,400.00	500.	
2	TO SPRAY PAINT AFFECTED AREAS	\$ 1,000.00	600.	
3	TO APPLY RUST PROOFING & TUFF COAT	\$ 120.00	X.	
4	WIRING CHECK	\$ 60.00	30.	
5	REMOVE AND REFIX UPHOLSTRY AND ROOF LINING TO FACILITATE REPAIR	\$ 180.00	X.	
6	FOUR WHEEL ALIGNMENT	\$ 120.00	80	
7	REMOVE & REFIX WINDSCREEN	\$ 180.00	X.	
8	REMOVE & REFIX UNDER CARRIAGE	\$ 350.00	X	
9	TO TRANSFER FRONT AND REAR DOOR MECHANISM	\$ 200.00	80	
10	REMOVE AND REFIX REVERSE SENSOR AND DISTANCE SETTING	\$ 120.00	50	
TOTAL		\$3,730.00		

#### ESTIMATE REPORT

TOTAL PARTS COST : \$ 7,083.12  
 TOTAL LABOUR COST : \$ 3,730.00  
 TOTAL REPAIR COST : \$ 10,813.12

#### APPROVED DETAILS

SURVEYOR :

CONTACT NO :

FAX :

PART BY PART / LUMP SUM :  
 NO OF DAYS :

*Adrian Ling*  
*L/S 10/09/18.*  
*04 days.*

## Hsiao Tong (LKKAUTO)

---

**From:** Gan, Angiegeokling <Angiegeokling.Gan@aig.com>  
**Sent:** Monday, 17 September 2018 4:56 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** FW: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Our ref: 4524330220SG

Dear Hsiao Tong,

Please hold back further action at this moment as we need to conduct further enquiries.

We will update you once we have finalized our enquiries.

Thank you.

Best Regards,

Angie Gan  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +(65) 6419 1013 | Fax +(65) 6835 7416  
[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Eileen, May Hwee Yap [<mailto:eyap@lioncityrentals.com.sg>]  
**Sent:** Monday, September 17, 2018 4:16 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Gan, Angiegeokling; Insurance LCR SG; Huang Zanolun  
**Subject:** Fwd: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Hsiao Tong

Please refer to below for clarification:

1) Referring to your email below where you mentioned that the vehicle was driven by workshop personnel. Did you mean that the workshop personnel was Kamarul Ariff Bin Norman who lodged the police report? Mr Kamarul Ariff Bin Norman is the workshop personnel

2) Kindly advise if the driver/Kamarul Ariff Bin Norman was the hirer of your vehicle SLP4939P?  
The driver/Kamarul Ariff Bin Norman is not our Hirer

3) If he was not the hirer, please advise if he was granted permission to drive the said vehicle?  
The driver/Kamarul Ariff Bin Norman is not our Hirer and therefore he is not permitted to drive our vehicle.

4) We note that the driver had lodged a police report. In order for us to deal with third party claims as the insurer of the said vehicle we would need a GIA report as well as video footage from your in-car camera (if any).

We have informed our workshop to get the driver to file a GIA report as soon as possible. Will try to get hold of the video footage if any.

In short, we should not be held liable for any incoming claim that arises.

Please assist to re-direct all claims to the workshop/driver that was involved in the incident.

Thanks & Regards

Ms Eileen Yap

Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



**Main Office**

60 Anson Road  
#11-01 Mapletree Anson  
S079914

**Branch @ Textile Centre**

200 Jalan Sultan  
#03-33 Textile Centre  
S199018

**Branch @ Big Box**

1 Venture Ave  
#02-12U Big Box  
S608521

Office : (+65) 3158 4769

Web : [www.lioncityrentals.com.sg](http://www.lioncityrentals.com.sg)

----- Forwarded message -----

From: **Gan, Angiegeokling** <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

Date: Mon, Sep 17, 2018 at 10:32 AM

Subject: RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

To: "Eileen, May Hwee Yap" <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>, "Hsiao Tong (LKKAuto)" <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Cc: Insurance LCR SG <[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)>

Dear Eileen,

- 1) Referring to your email below where you mentioned that the vehicle was driven by workshop personnel. Did you mean that the workshop personnel was Kamarul Ariff Bin Norman who lodged the police report?



- 2) Kindly advise if the driver/Kamarul Ariff Bin Norman was the hirer of your vehicle SLP4939P?
- 3) If he was not the hirer, please advise if he was granted permission to drive the said vehicle?
- 4) We note that the driver had lodged a police report. In order for us to deal with third party claims as the insurer of the said vehicle we would need a GIA report as well as video footage from your in-car camera (if any).

We await your soonest advice.

Thank you.

Best Regards,

Angie Gan

AIG  
Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +(65) 6419 1013 | Fax +(65) 6835 7416

[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Eileen, May Hwee Yap [mailto:[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)]

**Sent:** Monday, September 17, 2018 10:05 AM

**To:** Hsiao Tong (LKKAuto)

**Cc:** Gan, Angiegeokling; Insurance LCR SG

**Subject:** Fwd: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Hsiao Tong

Please be advised the vehicle was driven by one the workshop personnel on Sunday, 9 Sep 2018.

Enclosed please find a copy of the police report lodged.

Thanks & Regards

Ms Eileen Yap

Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



**Main Office**

60 Anson Road

#11-01 Mapletree Anson

S079914

**Branch @ Textile Centre**

200 Jalan Sultan

#03-33 Textile Centre

S199018

Branch @ Big Box

1 Venture Ave

#02-12U Big Box

S608521

Office : (+65) 3158 4769

Web : www.lioncityrentals.com.sg

----- Forwarded message -----

From: **Hsiao Tong (LKKAuto)** <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Date: Fri, Sep 14, 2018 at 10:15 AM

Subject: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

To: "[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)" <[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)>

Cc: "Gan, Angiegeokling" <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

14 SEPTEMBER 2018

**LCRF PTE LTD**

Dear Sirs,

**ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71**

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG.

Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The

primary purpose of this reporting is to provide your version of the accident to AIG. Failure to report the accident may affect the standing of your insurance policy.

Kindly proceed to lodge your accident report immediately, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

Should you have any clarifications, please contact the undersigned within 7 days from the date of this letter.

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:** Gan, Angiegeokling <Angiegeokling.Gan@aig.com>  
**Sent:** Tuesday, 9 October 2018 9:53 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Dear Hsiao Tong,

Was there any repair estimate provided by the repairer? If so, please assist to upload in Merimen.

Thank you.

Best Regards,

Angie Gan  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +(65) 6419 1013 | Fax +(65) 6835 7416  
[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAUTO) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]  
**Sent:** Monday, September 17, 2018 5:00 PM  
**To:** Gan, Angiegeokling  
**Subject:** RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Angie,

Contents noted.

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:** Gan, Angiegeokling <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

**Sent:** Monday, 17 September 2018 4:56 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** FW: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Our ref: 4524330220SG

Dear Hsiao Tong,

Please hold back further action at this moment as we need to conduct further enquiries.

We will update you once we have finalized our enquiries.

Thank you.

Best Regards,

**Angie Gan**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419 1013 | Fax +(65) 6835 7416

[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Eileen, May Hwee Yap [<mailto:eyap@lioncityrentals.com.sg>]

**Sent:** Monday, September 17, 2018 4:16 PM

**To:** Hsiao Tong (LKKAuto)

**Cc:** Gan, Angiegeokling; Insurance LCR SG; Huang Zanlun

**Subject:** Fwd: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Hsiao Tong

Please refer to below for clarification:

1) Referring to your email below where you mentioned that the vehicle was driven by workshop personnel. Did you mean that the workshop personnel was Kamarul Ariff Bin Norman who lodged the police report? Mr Kamarul Ariff Bin Norman is the workshop personnel

2) Kindly advise if the driver/Kamarul Ariff Bin Norman was the hirer of your vehicle SLP4939P?  
The driver/Kamarul Ariff Bin Norman is not our Hirer

3) If he was not the hirer, please advise if he was granted permission to drive the said vehicle?  
The driver/Kamarul Ariff Bin Norman is not our Hirer and therefore he is not permitted to drive our vehicle.

4) We note that the driver had lodged a police report. In order for us to deal with third party claims as the insurer of the said vehicle we would need a GIA report as well as video footage from your in-car camera (if any).

We have informed our workshop to get the driver to file a GIA report as soon as possible. Will try to get hold of the video footage if any.

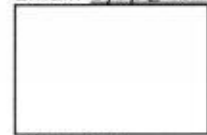
In short, we should not be held liable for any incoming claim that arises.

Please assist to re-direct all claims to the workshop/driver that was involved in the incident.

Thanks & Regards

Ms Eileen Yap

Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



**Main Office**

60 Anson Road  
#11-01 Mapletree Anson  
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**Branch @ Textile Centre**

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**Branch @ Big Box**

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#02-12U Big Box  
S608521

Office : (+65) 3158 4769

Web : [www.lioncityrentals.com.sg](http://www.lioncityrentals.com.sg)

----- Forwarded message -----

From: **Gan, Angiegeokling** <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

Date: Mon, Sep 17, 2018 at 10:32 AM

Subject: RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

To: "Eileen, May Hwee Yap" <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>, "Hsiao Tong (LKKAuto)"

<[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Cc: Insurance LCR SG <[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)>

Dear Eileen,

- 1) Referring to your email below where you mentioned that the vehicle was driven by workshop personnel. Did you mean that the workshop personnel was Kamarul Ariff Bin Norman who lodged the police report?
- 2) Kindly advise if the driver/Kamarul Ariff Bin Norman was the hirer of your vehicle SLP4939P?
- 3) If he was not the hirer, please advise if he was granted permission to drive the said vehicle?
- 4) We note that the driver had lodged a police report. In order for us to deal with third party claims as the insurer of the said vehicle we would need a GIA report as well as video footage from your in-car camera (if any).

We await your soonest advice.

Thank you.

Best Regards,

Angie Gan

AIG  
Complex Claims Examiner

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**From:** Eileen, May Hwee Yap [mailto:[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)]  
**Sent:** Monday, September 17, 2018 10:05 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Gan, Angiegeokling; Insurance LCR SG  
**Subject:** Fwd: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Hsiao Tong

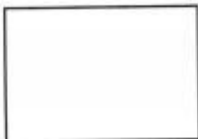
Please be advised the vehicle was driven by one the workshop personnel on Sunday, 9 Sep 2018.

Enclosed please find a copy of the police report lodged.

Thanks & Regards

Ms Eileen Yap

Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



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----- Forwarded message -----

From: **Hsiao Tong (LKKAuto)** <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Date: Fri, Sep 14, 2018 at 10:15 AM

Subject: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

To: "[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)" <[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)>

Cc: "Gan, Angiegeokling" <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

14 SEPTEMBER 2018

**LCRF PTE LTD**

Dear Sirs,

**ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/  
TAMPINES ST 71**

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG.

Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AIG. Failure to report the accident may affect the standing of your insurance policy.

Kindly proceed to lodge your accident report immediately, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

Should you have any clarifications, please contact the undersigned within 7 days from the date of this letter.

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:** Hsiao Tong (LKKAUTO)  
**Sent:** Friday, 12 October 2018 3:41 PM  
**To:** 'mg3solution@gmail.com'  
**Cc:** Adrian Ling (LKKAUTO)  
**Subject:** Your Ref: SLF 9265U \*Our Ref: CC6/LCR18016554/Apb3 [ACCIDENT INVOLVING SLP 4939P & SLF 9265U ON 09/09/2018 ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71]  
**Attachments:** POLICE REPORT\_SLP4939P.pdf

Your Ref: **SLF 9265U**  
Our Ref: CC6/LCR18016554/Apb3

Without Prejudice

Dear Sharon,

**ACCIDENT INVOLVING SLP 4939P & SLF 9265U ON 09/09/2018 ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71**

We refer to the above matter.

As spoken earlier, attached is a copy of police report from the driver of SLP 4939P for your easy reference.

Please be informed that case is under investigation.

We will get back to you once we receive AIG instruction.

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:** Gan, Angiegeokling <Angiegeokling.Gan@aig.com>  
**Sent:** Friday, 12 October 2018 4:24 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Our ref: 4524330220SG

Dear Hsiao Tong,

We were informed that at the time of the accident, our insured's vehicle was being held under the care and custody of the workshop M/s Auto Saver Pte Ltd for maintenance purposes. The driver whom was driving our insured's vehicle was an employee of the said workshop.

In this instance, the workshop's Motor Trade insurance policy should be activated.

Please inform the TP to re-direct their claim to the workshop's Motor Trade insurance. Our insured's motor policy does not cover use of vehicle in connection with the Motor Trade.

Thank you.

Best Regards,

Angie Gan  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120  
Tel +(65) 6419 1013 | Fax +(65) 6835 7416  
[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Tuesday, October 09, 2018 12:15 PM  
**To:** Gan, Angiegeokling  
**Subject:** RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Angie,

I will check with surveyor and get back to you.

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:** Gan, Angiegeokling <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

**Sent:** Tuesday, 9 October 2018 9:53 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Dear Hsiao Tong,

Was there any repair estimate provided by the repairer? If so, please assist to upload in Merimen.

Thank you.

Best Regards,

**Angie Gan**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

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---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

**Sent:** Monday, September 17, 2018 5:00 PM

**To:** Gan, Angiegeokling

**Subject:** RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Angie,

Contents noted.



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:** Gan, Angiegeokling <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

**Sent:** Monday, 17 September 2018 4:56 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** FW: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Our ref: 4524330220SG

Dear Hsiao Tong,

Please hold back further action at this moment as we need to conduct further enquiries.

We will update you once we have finalized our enquiries.

Thank you.

Best Regards,

**Angie Gan**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +(65) 6419 1013 | Fax +(65) 6835 7416

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**From:** Eileen, May Hwee Yap [<mailto:eyap@lioncityrentals.com.sg>]

**Sent:** Monday, September 17, 2018 4:16 PM

**To:** Hsiao Tong (LKKAuto)

**Cc:** Gan, Angiegeokling; Insurance LCR SG; Huang Zanlun

**Subject:** Fwd: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Hsiao Tong

Please refer to below for clarification:

- 1) Referring to your email below where you mentioned that the vehicle was driven by workshop personnel. Did you mean that the workshop personnel was Kamarul Ariff Bin Norman who lodged the police report? Mr Kamarul Ariff Bin Norman is the workshop personnel
- 2) Kindly advise if the driver/Kamarul Ariff Bin Norman was the hirer of your vehicle SLP4939P? The driver/Kamarul Ariff Bin Norman is not our Hirer
- 3) If he was not the hirer, please advise if he was granted permission to drive the said vehicle? The driver/Kamarul Ariff Bin Norman is not our Hirer and therefore he is not permitted to drive our vehicle.
- 4) We note that the driver had lodged a police report. In order for us to deal with third party claims as the insurer of the said vehicle we would need a GIA report as well as video footage from your in-car camera (if any). We have informed our workshop to get the driver to file a GIA report as soon as possible. Will try to get hold of the video footage if any.

In short, we should not be held liable for any incoming claim that arises.

Please assist to re-direct all claims to the workshop/driver that was involved in the incident.

Thanks & Regards

Ms Eileen Yap

Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



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From: **Gan, Angiegeokling** <[Angiegeokling.Gan@aig.com](mailto:Angiegeokling.Gan@aig.com)>

Date: Mon, Sep 17, 2018 at 10:32 AM

Subject: RE: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

To: "Eileen, May Hwee Yap" <[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)>, "Hsiao Tong (LKKAUTO)"

<[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Cc: Insurance LCR SG <[insurance@lioncityrentals.com.sg](mailto:insurance@lioncityrentals.com.sg)>

Dear Eileen,

- 1) Referring to your email below where you mentioned that the vehicle was driven by workshop personnel. Did you mean that the workshop personnel was Kamarul Ariff Bin Norman who lodged the police report?
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- 4) We note that the driver had lodged a police report. In order for us to deal with third party claims as the insurer of the said vehicle we would need a GIA report as well as video footage from your in-car camera (if any).

We await your soonest advice.

Thank you.

Best Regards,

Angie Gan

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**From:** Eileen, May Hwee Yap [mailto:[eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)]

**Sent:** Monday, September 17, 2018 10:05 AM

**To:** Hsiao Tong (LKKAUTO)

**Cc:** Gan, Angiegeokling; Insurance LCR SG

**Subject:** Fwd: <NOTIFICATION OF NON-REPORTING> ACCIDENT INVOLVING SLP 4939P(LCRF) & SLF 9265U ON 09/09/2018(17:00HRS) ALONG/ AT TAMPINES AVE 5/ TAMPINES ST 71

Hi Hsiao Tong

Please be advised the vehicle was driven by one the workshop personnel on Sunday, 9 Sep 2018.

Enclosed please find a copy of the police report lodged.

Thanks & Regards

Ms Eileen Yap

Email: [eyap@lioncityrentals.com.sg](mailto:eyap@lioncityrentals.com.sg)



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#11-01 Mapletree Anson

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