

INSURANCE

INS. CASE OWNER:

LEE HING YAO

CC Y/AIG1900

479, 6163 9/

LKK:

IDAC:

Surveyor:

XGQ

DOI:

ASSIGNMENT

19102119

Date / Time:

12/1/19

Registered in Merimen:

12/1/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SBH 824

Name of Insured:

TAN KIM HAN EVAN

Insured Tel No.:

HP: 9823 3553

Excess Sec II :\$5

D.O.A.:

30/1/19

Is driver the owner?

( YES / NO )

Nature of Accident:

Claim No.:

82976240459

Policy No.:

1800139811

Make / Model:

VOLVO XC60

Place of Accident:

HAIN RD UP BRIDGE

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

578 63215

INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:my  
car  
consultantINSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time

10-4-19 @ 518 w/ jerry of my car  
req for video

01 - NO CONTACT.  
- TP VIDEO IN. UPLOADED IN WEBSITE

- FINISHED

16/2/19

- TO DO HEIGHT MEASUREMENT  
- TP WORKSHOP COMPLETED NO REPAIR  
FORS TO TP VEH. OWNER PLO NOT  
COMES BACK.  
- BUILT TO AG TO SUBMIT WP  
REPORT.

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OE

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OE

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:

YLP

\$5

100.00

( 2 days)

Reduction:

89

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

\$5

—

Loss of Rental (LOR):

\$5

—

( days)

Loss of Use (LOU):

\$5

—

(\$ x

days)

Loss of Income (LOI):

\$5

—

(\$ x

days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GLA/LTA Search:

\$5

—

Medical:

\$5

—

Disbursement:

\$5

—

(e.g. Tow/ Independent)

Legal Cost:

\$5

—

Total:

\$5

—

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

—

Name 1:

—

Payee 2: (Strike if N.A.)

\$5

—

Name 2:

—

Payee 3: (Strike if N.A.)

\$5

—

Name 3:

—

1) Claim status: N

2) Report Format:

3) Survey fee:

WP REPORT

\$250.00

NO SETTLEMENT

IF OWNER DID NOT

RETURN/NO REPAIR

Yvel.

ALG

J

C 98946

18/2/19

SKZ 6321S

28 Jan 2016

ON ☒ W5 / TP RES / QU RES / EVA / RV / MY

to inspect Vehicle No

SKZ 6321S

g West / g point

My Car Consultant

of 53 ubi Ind. park 1 #01-33

Insured

Policy No

Claim No

Sum Insured

Excess

(Client's Record)

Make of Veh

(Value / Condition)

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



Est. or Market Value

IDAC Accident Report

Consistent? Yes or No

GIA / PR Seen

Consistent? Yes or No

Est. Repairs

2

days

Res. Yes or No

Lump Sum

%

3 Val: Yes or No

CA / REV / REP. / 24 HRS

lup

Vehicle: IN / OUT

Date

Person Contacted

Date / Time

Action / Instruction

Sub No

Type ☒ W5 / H Cycle / Bus / Van / Heavy / Taxi / Prime Mover /

Truck / Trailer or

Make

Volvo XC 90 T6 1969

Color

Silver

Insured / Std / NI / NA

Op Reading

74/55

Eff Code Insured / Std / NI / NA

Eng No

YVILFA2ACG 1055086

C No

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size

F:

225/45R20

R:

BS / DUN / EXNOVA / GY / FS / LZA / MICH / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

R/Rail

6

mm

Rear

R/Rail

6

mm

L/Rail

6

mm

L/Rail

6

mm

D.O.A.

D.O.A.

19-02-19

Survey held at

w/s

11:30

Des. of Damages: Frt / Rear / ☒ N/S / WC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision

\$400. x ✓

(rev: 43,227.58/21%)

(Subsides: File Page to)

☐

Prel. Report

to

☐

Final Report

(Subsides: File Return to)

to

Report Format

Lump Sum / L.B. / L.C.

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Add Fee:

☐

Site Insp: \$

☐

After Insp: \$

☐

Evening Insp: \$

☐

Weekend: \$

1/1/18



# MY CAR CONSULTANT PTE LTD

Reg no.: 201605878Z

Address: 53 Ubi Ave 1 #01-33 Paya Ubi Industrial Park Singapore 408934

HP: 98888885

## Estimation

Date: 12 February 2019  
Vehicle: SKZ6321A  
Make / Model: VOLVO  
Chassis: YV1LFA2ACG1055086

No.	Description	Unit	Unit Price	Amount
<b>Parts Replacement:</b>				
1	RH SIDE SILL GARNISH STEP	1		\$ 2,109.34
2	RH SILLGARNISH STEP CHROME	1		\$ 921.30
			Less 10%	\$ 3,030.64
				\$ 303.06
				\$ 2,727.59
<b>S/NETT ITEMS</b>				
3	RH SILL GARNISH CLIP	1 SET		\$ 40.00
				\$ 40.00
			Parts Total:	\$ 2,767.58
<b>Labour to:</b>				
4	PANEL BEATING ON AFFECTED AREAS			\$ 400.00
5	SPRAY PAINTING ON AFFECTED AREAS			\$ 400.00
6	APPLY ANTI RUST ON AFFECTED AREAS			\$ 60.00
				\$ 860.00
Grand total:				\$ 3,627.58

2 Days.

part by part.

After repair (new & old)

Gmo Corp - 82880282

19/2/19.

UP: Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	9894G
Vehicle Details	
Vehicle No.:	SKZ6321S
Vehicle to be Exported:	No
Intended Deregistration Date:	20 Feb 2019
Vehicle Make:	VOLVO
Vehicle Model:	XC90 T6 INSCRIPTION A/T AWD S/R
Primary Colour:	Gold
Manufacturing Year:	2015
Engine No.:	B4204T271453736
Chassis No.:	YV1LFA2ACG1055086
Maximum Power Output:	235.0 kW (315 bhp)
Open Market Value:	\$65,496.00
Original Registration Date:	28 Jan 2016
First Registration Date:	28 Jan 2016
Transfer Count:	0
Actual ARF Paid:	\$89,893.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Jan 2026
PARF Rebate Amount:	\$67,419.00
Intended COE Rebate Details	
COE Expiry Date:	27 Jan 2026
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$62,140.00
COE Rebate Amount:	\$43,097.00
<b>Total Rebate Amount:</b>	<b>\$110,516.00</b>

The information contained herein is correct as at 20 Feb 2019

OK

- Pre repair inspection request - SKZ6321S VS SBH82Y (OI) DOA 30/01/2019

From: Azlan, Syazairdina  
To: admin-ai@lkkauto.com, assignments@lkkauto.com  
Cc: Fong, Andy-SY, Chin, Lee-Ying, Abu Kassim, Noor Marissa, Md Ishak, Mohd Imran, Lim, Sheng Yang, Mithoosingh, Aashweenjeetkaur, Chan, Yoke Shi, Kaur, Baljit, Hor, Yinnul  
Sent: 12/2/2019 9:06:04 AM  
Attachments:  GIA Report.pdf

Hi,

Please refer to the enclosed request from My Car Consultant.

Claim no : 82292635045G003  
Case Owner : MING YAO LEE

If you have any queries/concerns, please let us know.

Thanks and regards,

Syaza Irdina Azlan  
AIG  
Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto  
SG Claims Operations | AIG Shared Services

Syazairdina.Azlan@aig.com | www.aig.sg

From: admin@mycar.sg [mailto:admin@mycar.sg]  
Sent: Monday, February 11, 2019 4:51 PM  
To: Azlan, Syazairdina  
Subject: RE: - PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SBH82Y AND SKZ6321S ON 30/01/2019

WITHOUT PREJUDICE

OUR REF: SKZ6321S

YOUR REF: SBH82Y

We agree to your list of surveyor and will like to select LKK Auto Consultants Pte Ltd

Thanks & Regards,

Huiqin

My Car Consultant

53 Paya Ubi Industrial Park #01-33 S(408934)

Tel: 88668832

From: Azlan, Syazairdina  
Sent: Mon, 11 Feb 2019 08:13:31 +0000  
To: admin@mycar.sg  
Cc: Fong, Andy-SY, Chin, Lee-Ying, Abu Kassim, Noor Marissa, Md Ishak, Mohd Imran, Lim, Sheng Yang, Mithoosingh, Aashweenjeetkaur, Chan, Yoke Shi, Kaur, Baljit, Hor, Yinnul  
Subject: - PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SBH82Y AND SKZ6321S ON 30/01/2019

Without Prejudice

Your Reference : SKZ6321S  
Our Reference : 82292635045G003

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
AIG In House Surveyor	AIG Asia Pacific Insurance Pte Ltd
Lawrence Ng Chun Kee	Priority Services

11.21 PM @ 12/2/19  
vehicle in a flr 3pm  
person @ Hui Qin  
agreed survey on 13/2/19

Jeffrey Ong Leng Kiat	Priority Services
Jimmy Lee	Priority Services
EC Looi	Automobile Inspection Services 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
Mohammed Rasul	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.

Thanks and regards,

Syaza Irdina Azlan  
AIG  
Express Claims Adjuster II, Singapore FNOL, Claims Operations – Auto  
SG Claims Operations | AIG Shared Services

[Syazardina.Azlan@aig.com](mailto:Syazardina.Azlan@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Lim, Sheng Yang  
**Sent:** Monday, February 11, 2019 3:56 PM  
**To:** Azlan, Syazardina  
**Subject:** FW: OUR REF: SK263215 YOUR REF: SBH82Y PRE-REPAIR INSPECTION FOR SK263215

**From:** MCC Admin [mailto:admin@mycar.sg]  
**Sent:** Monday, February 11, 2019 3:55 PM  
**To:** Fong, Andy-SY; Kaur, Baljit; Supramaniam, Darshene; Md Ishak, Mohd Imran; Chin, Lee-Ying; Abu Kassim, Noor Mariessa; Lim, Sheng Yang; Chan, Yoke Shi  
**Subject:** OUR REF: SK263215 YOUR REF: SBH82Y PRE-REPAIR INSPECTION FOR SK263215

WITHOUT PREJUDICE

OUR REF: SK263215  
YOUR REF: SBH82Y

Dear Sir/Madam,

PRE-REPAIR INSPECTION FOR SK263215  
ACCIDENT INVOLVING SK263215 AND SBH82Y

We refer to the above matter and enclosed herewith our client's GIA report and Notification of Pre-repair inspection for your attention.

We also enclosed herewith the State Court of the Republic of Singapore Practice Direction – Amendment No. 1 of 2016 of 2016 of Pre-repair Inspection for your attention.

Thanks & Regards,

Huiqin

My Car Consultant  
53 Paya Ubi Industrial Park #01-33 S(408934)  
Tel: 88688832

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## Print Sent Message

This mail is associated with :

**\*SKZ6321S (8229263504SG)**  
**[SBH82Y]**  
TP  
LIBRA 2002 PTE LTD  
Jan 30 2019 11:00AM  
[TAN KIM LIAN EVELYN]  
My Car Consultant Pte Ltd

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 12/04/2019 16:21 PM.  
**To** MingYao.Lee@aig.com  
**Subject** NO CONTACT ISSUE

HI GEORGE,

TP VIDEO UPLOADED - OI MOVED OUT FROM STATIONARY POSITION WHILST TP MOVING STRAIGHT.

INSURED REPORTED NO CONTACT.

OUR SURVEOR OBSERVED DAMAGES TO RH SILLGARNISH STEP CHROME OF TPV.

LIKELY, OI'S TYRE HAD HIT TPV.

KINDLY LET US HAVE YOUR VIEW/OPINION/INSTRUCTION ON THIS CLAIM.

THANK YOU.

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 16 December, 2019 10:48 AM  
**To:** Lee, Ming-Yao  
**Cc:** Investigation; Admin A; Naz (LKKAUTO); Vic (LKKAUTO); Bryan Ang (LKKAUTO)  
**Subject:** RE: <DO HEIGHT MEASUREMENT> FW: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB - LKK REF CC4/AIG19002479/Ghb3

Dear All,

We refer further to the below email.

Please be informed that we had met Insured earlier today.

We had explained to the Insured the possibilities of the contact between both vehicles in which the Insured had noted.

Meanwhile, we also confirmed with TP repairer over the telephone that the owner did not returned back for repair, thus, they closed the matter in their end.

In view of the above, we will proceed to close the matter and submit WP report.

The Insured's main concern is to retain her 50% NCD.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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



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**From:** Lee, Ming-Yao [mailto:[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)]  
**Sent:** Friday, 13 December, 2019 11:25 AM  
**To:** Vic (LKKAUTO); Bryan Ang (LKKAUTO)  
**Cc:** Investigation; Admin A; Naz (LKKAUTO)  
**Subject:** RE: <DO HEIGHT MEASUREMENT> FW: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB - LKK REF CC4/AIG19002479/Ghb3

Hi Vic and Bryan,



Thank you.

Regards,  
Lee Ming Yao, George  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

[Ming-Yao.Lee@AIG.com](mailto:Ming-Yao.Lee@AIG.com) | [www.aig.sg](http://www.aig.sg)

---

**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** 13 December 2019 11:19

**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Cc:** Investigation <[investigation@lkkauto.com](mailto:investigation@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>

**Subject:** [EXTERNAL] RE: <DO HEIGHT MEASUREMENT> FW: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB - LKK REF CC4/AIG19002479/Ghb3

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

Dear Bryan,

Noted with thanks.

We will meet up the Insured at our office this coming Monday around 10am -12 noon.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

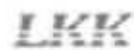
Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Bryan Ang (LKKAuto)

**Sent:** Wednesday, 11 December, 2019 9:51 PM

**To:** Vic (LKKAuto)

**Cc:** Investigation; Admin A; Lee, Ming-Yao

**Subject:** Re: <DO HEIGHT MEASUREMENT> FW: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB - LKK  
REF CC4/AIG19002479/Ghb3

Hi Vic

The damage to TP vehicle is likely caused by insured's front left tyre. I also observed some slight scratch mark on the outer spokes of the front left wheel rim of insured vehicle, which could be related to this incident. If the contact was indeed caused by insured tyre than height measurement may not be helpful as the position of the tyre at the time of contact cannot be established as tyres will rotate. Photos taken after the insured vehicle has moved cannot show the true height when the marks occurred.

I would suggest to meet insured and explain that the damage pattern shows contact of rubbing nature occurred at the front left tyre hence it is natural that there will not be any damage to her vehicle.

Bryan Ang  
LKK Auto Consultants Pte Ltd

On 11 Dec 2019, at 11:49, Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)> wrote:

Dear Investigation Team,

AIG requested to do Height Measurement report as Insured insisted that there was no collision and no damages to her vehicle.

Kindly let me know when is the convenient time for her to come down to our office as she will make herself available to do the necessary and view the video footage.

Attached herewith are the relevant documents for your reference.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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---

**From:** Vic (LKKAuto)

**Sent:** Wednesday, 11 December, 2019 10:40 AM

**To:** Rumli, Sharizah

**Cc:** Quek, Joyceline-CH; Lee, Ming-Yao; Paramchand, Varsha; Admin A; Vic (LKKAuto)

**Subject:** RE: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB

Dear Shasha,

We refer to your below email.

Please be informed that we had spoken to the Insured Mdm Tan with regards to her concern.

As instructed previously to us, we will be conducting a Height Measurement to the Insured's vehicle which she agreed and we are yet to arrange the appointment as she insisted that there was no collision and no damages to her vehicle.

We will get back to you for more update in due course.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

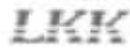
Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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Auto  
Consultants  
Pte Ltd

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**From:** Rumli, Sharizah [<mailto:Sharizah.Rumli@aig.com>]

**Sent:** Wednesday, 11 December, 2019 10:17 AM

**To:** Joy Irene (LKKAuto); Vic (LKKAuto)

**Cc:** Quek, Joyceline-CH; Lee, Ming-Yao; Paramchand, Varsha

**Subject:** RE: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB

**Importance:** High



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<EMAIL FROM AIG.pdf>

<OI GIA REPORT.pdf>

<TP GIA REPORT.pdf>

<TP VIDEO - OI MOVED OUT.MP4>

<TP ESTIMATE- MARKED.pdf>

**RE: - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB**

From: Lee, Ming-Yao  
To: joyirene@lkkauto.com, Vic (LKKAuto)  
Cc: Rumli, Sharizah, Chua, Tienzhu (SG), Quek, Joyceline-CH, Paramchand, Varsha  
Sent: 12/2/2019 10:25:04 AM

---

Hi Vic,

Regarding this case, we believe we have discussed before.

Please assist to clarify insured. If needed, may arrange for height measurement to confirm on damage consistency.

Thanks.

Regards,  
Lee Ming Yao, George  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769  
[Ming-Yao.Lee@AIG.com](mailto:Ming-Yao.Lee@AIG.com) | [www.aig.sg](http://www.aig.sg)

---

**From:** Paramchand, Varsha <Varsha.Paramchand@aig.com>  
**Sent:** 02 December 2019 10:15  
**To:** joyirene@lkkauto.com; Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Cc:** Lee, Ming-Yao <MingYao.Lee@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>  
**Subject:** AIGENCRYPT - SID 13837914 & CLM NO: 8229263504SG - INSD DISPUTE LOB

Hi LKK,

Insd dispute LOB & mentioned did not have any contact with the TP veh & why we she is at fault claim. Pls etc Insd @ 98233553.

Tq

Varsha

\*\*\*\* Entered By: SSPAYY (Ayyash, Haneen) @ 02/12/2019 09:38 AM \*\*\*\*

rcvd RN  
asking why prem is high

acgis - doa: 30/01/2019  
TPPD - open at \$4,800.00

current - \$737.26

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

Revoked / No settlement











## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	04 Feb 2019 <a href="#">Edit Reg</a>		12 Feb 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$400.00</b> <a href="#">Edit Estimates</a>	<b>S\$400.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	TAN KIM LIAN EVELYN, ID: S01833092								
Main Claimant:	LIBRA 2002 PTE LTD, Co. Reg. No.: 200209894G								
Vehicle Reg. No.:	SKZ6321S	Date of Loss:	30/01/2019 11:00 - :59 [36 Months and 2 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 8229263504SG	Policy/Cover Note No.:	1800138611 (Comprehensive)						
Vehicle Reg. No. (Insured):	SBH82Y	Policy No. (Claimant):	A28874697MCY						
		Excess:							
Repairer:	My Car Consultant Pte Ltd (Ubi) 53 Ubi Ave 1, #01-33, Paya Ubi Industrial Park, 408934 Ubi - Tel:								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@aig.com								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 21/02/2019]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SKZ6321S (8229263504SG)  
[SBH82Y]  
TP  
LIBRA 2002 PTE LTD  
Jan 30 2019 11:00AM  
[TAN KIM LIAN EVELYN]  
My Car Consultant 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 checked="" type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	12/04/19 16:15	TP VIDEO - OI MOVED OUT	 Load MP4	
<b>Photos/Images</b>			3 per page <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
2	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
3	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
4	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
5	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
6	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
7	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
8	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
9	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
10	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
11	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
12	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
13	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
14	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
15	10/04/19 17:13	General View	 Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	12/02/19 15:13	EMAIL FROM AIG DD 12022019.	 Load PDF	
2	12/02/19 15:13	TP GIA REPORT	 Load PDF	
3	21/02/19 18:20	TP ESTIMATE- MARKED	 Load PDF	
4	16/12/19 10:49	EMAIL TO AIG	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	14/02/19 11:18	OI GIA REPORT	 Load PDF	

## Documents Checklist

<a href="#">Reset</a>   <a href="#">Save</a>   <a href="#">Print</a>		
<b>DOCUMENTS CHECKLIST</b> There are no document checklists configured.		
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)		
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: CC4/AIG19002479/GHB3Q2

Date: 02/01/2020

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 1800138611  
 Claimant Vehicle No: SKZ6321S Insured Vehicle No: SBH82Y  
 Date of Loss: 30/01/2019 Nature of Claim: TP Claim No: 8229263504SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SKZ6321S  
 Make & Model: VOLVO XC90, 2.0 T6 INSCRIPTION AWD S/R (A) Engine No: B4204T271453736  
 Reg. Date: 28/01/2016 (Man. Year: 2015) Chassis No: YV1LFA2ACG1055086  
 Colour: Silver Odometer: 74155 km  
 Engine Capacity: 1969 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

## CONDITION OF TYRES

Front Tyre Size: 275/45 R20 Rear Tyre Size: 275/45 R20  
 Front Left Side: Michelin 6 mm Rear Left Side: Michelin 6 mm  
 Front Right Side: Michelin 6 mm Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,767.58	0.00	2,767.58	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	860.00	400.00	460.00	53.49
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>3,627.58</b>	<b>400.00</b>	<b>3,227.58</b>	<b>88.97</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

## INSPECTION

Date of Assignment: 12/02/2019  
 Date Inspected: 19/02/2019 Inspected At: My Car Consultant Pte Ltd (Ubi)  
 53 Ubi Ave 1, #01-33, Paya Ubi  
 Industrial Park  
 Singapore 408934  
 Estimated Period of Repair: 2.0 days

Adjuster: XING GUO QIANG

Manager: VIC ALPEH

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



## REPAIR DETAILS

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RH SIDE SILL GARNISH STEP	Repair	2,109.34 FL	*- FL
2	1		*RH SILLGARNISH STEP CHROME	Serviceable	921.30 FL	*- FL
3	1		*SET RH SILL GARNISH CLIP	Not Necessary	40.00 FS	*- FS
					<b>Sub Total (S\$)</b>	<b>3,070.64</b>
					<b>- List Item Discount on L Items 10.00/10.00% (S\$)</b>	<b>303.06</b>
					<b>Total Parts (S\$)</b>	<b>2,767.58</b>

F=Franchise part. S=SpcNett. L=ListItemDisc.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	PANEL BEATING ON AFFECTED AREAS	New	400.00	200.00
2	SPRAY PAINTING ON AFFECTED AREAS	New	400.00	200.00
3	APPLY ANTI RUST ON AFFECTED AREAS	New	60.00	0.00
Gross Labour Cost (S\$)			860.00	400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >