

15/5/2010

INS. CASE OWNER:

LOH CHIEF HONG

CC 4/AIG1900

2769, 863

LKK:

IDAC:

ASSIGNMENT

Surveyor:

DOI:

Date / Time :

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. :

SKW 8025A

Claim No. :

25591246256

Name of Insured :

PRIMER FLEET MANAGEMENT(S)

Policy No. :

Insured Tel No. :

HP:

Make / Model :

Excess Sec II :\$S

D.O.A :

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

SKB 81199



INSRS:

WSP:

Tel :

Liability :

RMKS:

Accord.



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:

Date/ Time

SKB 81199 2 man (1/19/10) 2/1/10
SKW 8025A 3 man (1/19/10) 2/1/10

19/1/19 - no 015 im, sent out 2st letter.

2/3/19 - VOI GIA

02/09/18 - FILE REVIEWED. CONDUCTING VERIFICATION.
CUTTING CANE. BOTH OLD & TP REPORTED
THE OTHER CANE CUT CANE. SEND
LETTER & EMAIL TO OI TO NOTIFY
TP CLAIM.
EMAIL CHERRY UNQUOTE27/03/2020 - TP INACTIVITY. NO SURVEY DONE.
30/03/20 - TO CANCEL CASE. EMAIL TO M.G.


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:	02/09/18 - vic
Documentation Check List:	Handler Typist
Notification ltr (if non-pickup)	<input type="checkbox"/>
After call ltr to OI:	<input checked="" type="checkbox"/>
Authorisation To Act:	<input type="checkbox"/>
Release Voucher:	<input type="checkbox"/>
Final Repair Bill:	<input type="checkbox"/>
Car Rental Invoice:	<input type="checkbox"/>
Towing Invoice:	<input type="checkbox"/>
LTA / GIA :	<input type="checkbox"/>
Medical Bill:	<input type="checkbox"/>
PIR:	<input type="checkbox"/>
Mandate/Reject Instruction:	<input type="checkbox"/>
LOD:	<input type="checkbox"/>
Payment Breakdown Form:	<input type="checkbox"/>
Post-Repair Photos:	<input type="checkbox"/>
Others:	<input type="checkbox"/>

PRELIMINARY ADVICE		Date/Time:	Sent By:
FINALIZATION		Date/Time:	Confirm with:
Repair Cost:	\$S	(days) Reduction:	%
FINAL SETTLEMENT		Date/Time:	Confirm with:
Final Liability:	% 50	(Agreed / Assessed) BOLA S/N No. :	MIC
Repair Cost:	\$S		
Loss of Rental (LOR):	\$S	(days)	
Loss of Use (LOU):	\$S	(\$ x days)	
Loss of Income (LOI):	\$S	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/>			[Tick only one]
GIA/LTA Search	\$S		
Medical:	\$S		
Disbursement:	\$S	(e.g. Tow/ Independent)	
Legal Cost	\$S		
Total:	\$S	Global Sum \$S:	
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	\$S	Name 1:	
Payee 2: (Strike if N.A.)	\$S	Name 2:	
Payee 3: (Strike if N.A.)	\$S	Name 3:	

CANCEL CASE
NO SURVEY
TP INACTIVITY

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

- Pre repair inspection request - SKB8919G VS SKW8025A (OI) DOA: 30/01/2019

From: Azlan, Syazairdina
To: admin-a@lkkauto.com, assignments@lkkauto.com
Cc: Fong, Andy-SY, Chin, Lee-Ying, Abu Kassim, Noor Mariesa, Md Ishak, Mohd Imran, Lim, Sheng Yang, Mithoosingh, Aashweenjeetkaur, Chan, Yoke Shi, Kaur, Baljit, Hor, Yinrul
Sent: 14/2/2019 10:11:20 AM
Attachments:  SKB8919G_30012019.pdf

Hi,

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

Kindly carry out Policy coverage verification first before conducting the pre-repair inspection within 48 hours

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

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: avclaims@mycarworkshop.com.sg [mailto:avclaims@mycarworkshop.com.sg]
Sent: Thursday, February 14, 2019 9:28 AM
To: Azlan, Syazairdina
Cc: Fong, Andy-SY; Chin, Lee-Ying; Abu Kassim, Noor Mariesa; Md Ishak, Mohd Imran; Lim, Sheng Yang; Mithoosingh, Aashweenjeetkaur; Chan, Yoke Shi; Kaur, Baljit; Hor, Yinrul
Subject: RE: - PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SKW8025A AND SKB8919G ON 30/01/2019

Dear Officer,

Kindly assist arrange LKK Auto Consultants Pte Ltd as above mentioned.

Thank you.

From: Azlan, Syazairdina
Sent: Wed, 13 Feb 2019 01:37:05 +0000
To: avclaims@mycarworkshop.com.sg
Cc: Fong, Andy-SY, Chin, Lee-Ying, Abu Kassim, Noor Mariesa, Md Ishak, Mohd Imran, Lim, Sheng Yang, Mithoosingh, Aashweenjeetkaur, Chan, Yoke Shi, Kaur, Baljit, Hor, Yinrul
Subject: - PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SKW8025A AND SKB8919G ON 30/01/2019

Without Prejudice

Your Reference : SKB8919G
Our Reference : SKW8025A

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
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

12.05pm @ 14/2/19
person @ Celia
vehicle not in

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

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

From: Chin, Lee-Ying
Sent: Wednesday, February 13, 2019 8:59 AM
To: Azlan, Syazairdina
Subject: FW: PRI SKB8919G DOA:30.1.2019 Your Ref:SKW8025A

From: Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]
Sent: Wednesday, February 13, 2019 8:54 AM
To: Chin, Lee-Ying
Subject: PRI SKB8919G DOA:30.1.2019 Your Ref:SKW8025A

Dear Officer In Charge,

Kindly arrange survey as above mentioned and please provide us 10 surveyor name list.

Thank you!

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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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) 62564315

Our Ref: CC4/AIG19002769/pb3

19 February, 2019

Daimler Fleet Management Singapore Pte Ltd

1 Gateway Drive #15-08
Westgate Tower
Singapore 608531

Dear Sirs,

**ACCIDENT INVOLVING SKB 8919G AND SKW 8025A ON 30.01.2019 ALONG/
AT JOHOR CIQ (MALAYSIA) TOWARDS SINGAPORE**

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,

Hsiao Tong
Claims
Tel : 6742 3197
Fax: 6741 4108
Email : chewht@lkkauto.com

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

Hsiao Tong (LKKAUTO)

From: Accord Claims(AV) <avclaims@mycarworkshop.com.sg>
Sent: Monday, 11 March 2019 6:16 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; CS A Team; assignments
Subject: Re: SKB8919G DOA:30.1.2019 - TP AIG SKW8025A // LKK REF: CC4/AIG19002769/pb3

Dear Hsiao Tong,

Thanks for your reply.

However your client have video footage to support her/his statement? If no,mean that liability unclear but is 50% 50% ?

Kindly advise.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd
Blk 1009 Bukit Merah Lane 3
#01-80
Singapore 159723

Mobile: (65) 9274 0999
Tel : (65) 6271 7433
Fax : (65) 6274 5715

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On Mon, Mar 11, 2019 at 4:13 PM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear. Our insured driver reported that your client cut into his lane and resulted the collision. Attached here with a copy of our insured driver accident report for your easy reference.

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

Thank you.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 19 February 2019 11:10 AM

To: 'Accord Claims(AV)' <avclaims@mycarworkshop.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SKB8919G DOA:30.1.2019 - TP AIG SKW8025A

Dear Celia,

Thank you for the email.

Dear Hsiao Tong,

Kindly assist

FYNA Our Ref : CC4/AIG19002769/pb3

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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



From: Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]

Sent: Tuesday, 19 February 2019 11:06 AM

To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Subject: SKB8919G DOA:30.1.2019 - TP AIG SKW8025A

Dear Officer in Charge,

Kindly assist advise have AIG insured file they accident report and need check on the liability.

Thank you.

Kind regards,
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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www.avg.com

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 12 March 2019 11:38 AM
To: 'KATHRYN.ADRIANO@DAIMLER.COM'
Subject: ACCIDENT INVOLVING SKW 8025A (AIG) AND SKB 8919G ALONG/ AT JOHOR CIQ TWDS SINGAPORE ON 30/01/2019

12 MARCH 2019

M/S DAIMLER FLEET MANAGEMENT SINGAPORE PTE. LTD.

Dear Sir/Madam,

Your Ref: **SKW 8025A**

Our Ref: CC4/AIG19002769/pb3

ACCIDENT INVOLVING SKW 8025A(AIG) AND SKB 8919G ALONG/ AT JOHOR CIQ TWDS SINGAPORE ON 30/01/2019

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

We have received a claim from SKB 8919G against your motor insurance policy.

Both parties involved have given conflict of version. Based on the circumstances of accident and both parties damage profile, there is no conclusive evidence to substantiate either's parties version. 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 proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by **23/03/2019**, 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.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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



Auto
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Pte Ltd

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

02 SEPTEMBER 2019

**DAIMLER FLEET MANAGEMENT SINGAPORE PTE LTD
1 GATEWAY DRIVE
#15-08 WESTGATE TOWER
SINGAPORE 608531
ATTN: THE CLAIMS DEPT**

BY POST & BY EMAIL

Dear Sir/Madam,

**OUR REF : CC4/AIG19002769/hb3
YOUR REF : SKW 8025A**

**ACCIDENT INVOLVING SKW 8025A AND SKB 8919G ALONG JOHOR CIQ
(MALAYSIA) TOWARDS SINGAPORE ON 30.01.2019**

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

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SKB 8919G against your motor insurance policy.

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

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

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

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

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



Auto
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Pte Ltd

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

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

If you need any clarification, please do not hesitate to contact us at 6841 2096 or email us at vicalpeh@lkkauto.com.

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

Yours sincerely,

Vic Alpeh
Case Handler
DID: 6841 2096
FAX: 6741 4108
Email: vicalpeh@lkkauto.com

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

Kathryn.adriano@daimler.com / ckmarwin@gmail.com
(Email)

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 2 September, 2019 10:00 AM
To: Kathryn.adriano@daimler.com
Cc: ckmarwin@gmail.com; Admin A; Vic (LKKAUTO)
Subject: YOUR REF: SKW 8025A_ACCIDENT INVOLVING SKW 8025A AND SKB 8919G
ALONG JOHOR CIQ (MALAYSIA) TOWARDS SINGAPORE ON 30.01.2019



Auto
Consultants
Pte Ltd

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

02 SEPTEMBER 2019

DAIMLER FLEET MANAGEMENT SINGAPORE PTE LTD BY POST & BY EMAIL
1 GATEWAY DRIVE
#15-08 WESTGATE TOWER
SINGAPORE 608531
ATTN: THE CLAIMS DEPT

Dear Sir/Madam,

OUR REF : CC4/AIG19002769/hb3
YOUR REF : SKW 8025A

ACCIDENT INVOLVING SKW 8025A AND SKB 8919G ALONG JOHOR CIQ (MALAYSIA) TOWARDS SINGAPORE ON 30.01.2019

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

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SKB 8919G against your motor insurance policy.

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

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

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

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

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

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

If you need any clarification, please do not hesitate to contact us at 6841 2096 or email us at vicalpeh@lkkauto.com.

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

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Friday, 27 March, 2020 5:47 PM
To: Loh, Chee-Heng
Cc: Admin A; Vic (LKKAuto)
Subject: RE: 3559174631SG - LKK REF CC4/AIG19002769/hb3
Attachments: Email Liability Unclear dd 020919.pdf

Dear Chee Heng,

We refer to your below email.

Please be informed that till date, we have not received any feedback from TP repairer since our last email dated 02/09/2019 (see attached email).

In view of TP inactivity and no survey conducted to TP vehicle, we will cancel the case.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Loh, Chee-Heng [mailto:Chee-Heng.Loh@aig.com]
Sent: Friday, 27 March, 2020 5:27 PM
To: Vic (LKKAuto)
Subject: 3559174631SG

Hi Vic,

Kindly let us have an update on the case. You may close the case if there is no activity from TP workshop.

Thank you.

Best regards,

Loh Chee Heng

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

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

Tel +(65) 6419 1881

Chee-Heng.Loh@aig.com | www.aig.sg

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