

NATIONAL Assessment Centre Services

MNA19059858

Date In: 10/5/19	Job description	Date & Time Completed	Done by
Ref No: NA/AG 190082051 p	SAS e-filing		
Veh No: SCH 804X	E-mail (within 3hrs, AIC 2hrs)		
D.O.A: 14/4/19	i-Motor Claim Form		
OD TP: Reporting Only	i-Motor W/O (Within: OD 2hrs, TP 4hrs)		
TP Insurer:	i-Photo Uploaded		
	Assessment/Survey Report		
	Ass't Report by Fax / Hand to Owner/Wksp		

Preferred Wksp / INC Assign Wksp / QW: () Tel: () Fax: ()

TP Particulars: Veh No: SMF 3791U INC () / Non-INC () Tel: ()

Owner / Driver: () Cover Type: ()

Policy No: () Period: ()

Confirmed by: () Date: () Time: ()

Insured/Driver Liability: () % [Note-Est. Status (WO): N: 0-20%; P: 21-79%; F: 80-100%]

Year of Registration: () Warranty: YES () / NO ()

Excess: (\$) Loading: \$1,000 () / \$2,000 ()

General Remarks:-

() Walk-In Customer: Customer's information strictly Confidential & Strictly NO refer of repairer.

() Total Loss Case: to e-mail Insurer URGENTLY.

Drive-In () / Towed-In (); Invoice: YES () / NO (); Towing Co. ()

Remarks:- (INC hotline: 6788 6616)	Date & Time Completed	Done by
1) Apply for Transport Allowance () / Courtesy Car ()		
2) QC Check / Post Repair Inspection ()		
3) Upload Resurvey Photo [Repair Cost > \$3000] ()		

Injury: _____

Date/Time	Actions

Claimant's Particulars :-	Invoice Preparation Checklist	
	Ant (\$) 1st Bill	Ant (\$) Add Bill
Driver/Owner:	1) AR: Accident Reporting (\$30);	
Contact No:	2) DA: Damage Assessment (\$100); INC (\$30)	
Damaged Portion:	3) TF: Towing Fee \$40/\$45	
QC Checked by (Engr-In-Charge):	4) FT: Follow-Through Survey \$120	
Auditors' Comments :-	5) FT: Follow-Through Survey (Resurvey) \$30	
Cat. 1:	For claiming against INC Only (wef 10 Jan 2005)	
Cat. 2/3:	6) TR: Re-inspection \$75	
	7) N1: Idac DA + SMRT Survey \$160	
	8) NTUC Additional Services:-	
	OD*	
	*N5: Courtesy Car / Tpt Allowance \$5	
	*N6: Repair Co-ordination \$10	
	*N7: Post Repair Inspection \$25	
	*N8: DV / Collect Excess Coordination \$5	
	TP (N11): TP (N-in INC) against INC \$20	
	9) N12: Idac Mobile \$0	
	Invoice dated	Fee Charged
	Invoice dated	Fee Charged

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	08/05/2019 18:40
Date Of Accident	14/04/2019 15:00
Exact Location Of Accident	MAIN ORCHARD BLVD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SCN8019K
Insured/Policyholder	
Name Of Registered Owner	CHIOK SIEW NEO HEDY
NRIC No	S0153219G
Email Address	SN.CHIOK@GMAIL.COM
Mobile Phone No	(LOCAL) +65-96791819
Alternative Phone No	OFFICE-96791819

Vehicle Particulars

Manufacturer	MERCEDES-BENZ
Model	C180 BLUE EFFICIENCY-1.6 (A)
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	REPORTING ONLY
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	2100316907-06
Cover Note Number	

Driver

Name of Driver	CHIOK SIEW NEO HEDY
NRIC No	S0153219G
Date Of Birth	19/07/1952
Occupation	INDOOR
Date Of Driving Pass	07/01/1971
Driving Experience	48 YEARS AND 3 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-96791819
Fax Number	
Contact Number	OFFICE-96791819
EMail Address	SN.CHIOK@GMAIL.COM

Address	162 CORONATION ROAD WEST
Postcode	269379
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	NO COLLISION
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

PLS REFER TO STATEMENT ATTACHED.

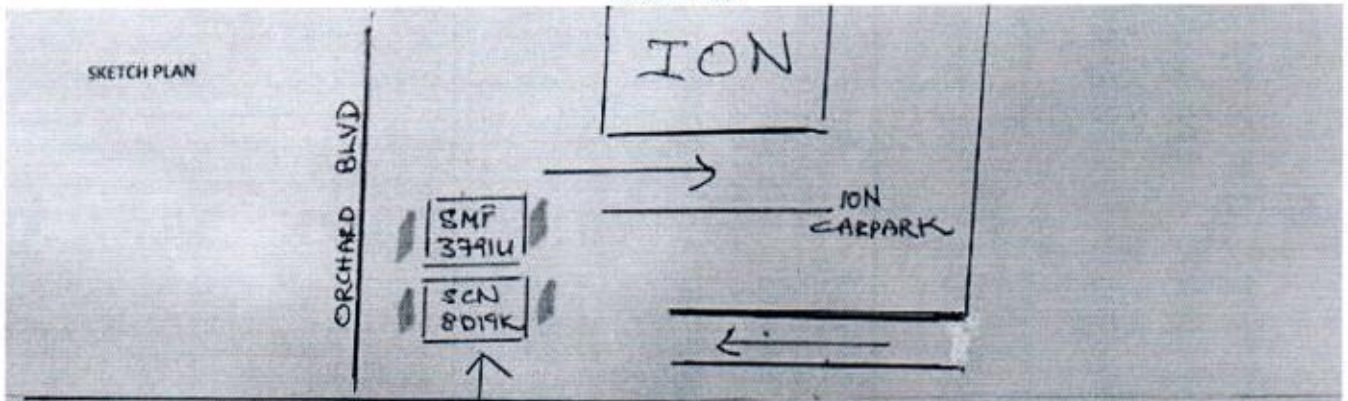
Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SMF3791U
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE HIRE
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

Sketch Plan



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT:

- (1) There was no accident involving the 2 cars (SMF 3791U and SCN8019K) on Sunday 14/4/2019. At 1500 hours (3pm) our 2 cars were inching our way into ION carpark so very slowly (almost bumper-to-bumper) as it was a long queue into the carpark (along main Orchard Blvd).
- (2) Car SMF 3791U did not move forward when all the other cars started moving . So my car just merely touched the bumper of SMF 3791U
- (3) We both (drivers) came out to take a look and found nothing wrong at all. We each took a video too of the bumper. We agreed on the spot then that all is OK .
(*)
- (4) We exchanged telephone numbers (he told me he is David). He then called his boss who insisted that David take a copy of my IC. Obviously I refused as we already agreed (with David) that there was absolutely no problem. I was kind enough to assure David to call me later if he wants to go to my workshop to verify (so as to pacify his boss) that there was absolutely no damage at all to the bumper (see video & picture attached to prove the fact).
- (5) That evening David called me again and told me he is a GRAB driver and his boss now insisted in making a claim. He said SMF3791U is a brand new car. I told David to send the car to the workshop (Leng Wang Motor @ Ubi) to confirm that no scratch or damage had happened (as agreed on the spot at ION Orchard in the afternoon).
- (6) In fact I also sent the video clip to Alice @ Leng Wang Motor who also saw nothing wrong with the back bumper. She was told to expect car SMF 3791U to turn up.
- (7) I strongly feel both driver David and his boss are unethical and dishonest in trying to make a claim when there is no damage at all.
- (8) I only knew that these 2 men made the 3rd party claim when I received the Notice letter from LKK consultants on 2 May (after the public holiday).

DECLARATION

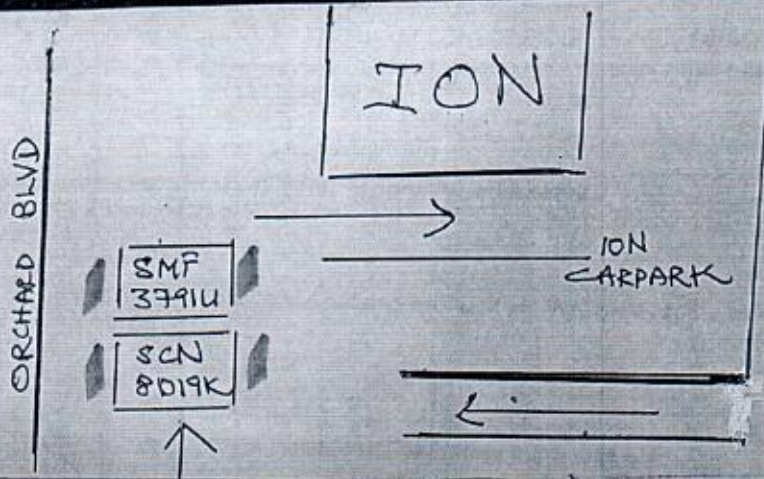
I/we declare that the foregoing particulars are true in every respect.

Policyholder's Signature
Date & Time:
7 May 2019 @ 18:00

NA
Driver's Signature
(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT:

- (1) There was no accident involving the 2 cars (SMF 3791U and SCN8019K) on Sunday 14/4/2019. At 1500 hours (3pm) our 2 cars were inching our way into ION carpark so very slowly (almost bumper-to-bumper) as it was a long queue into the carpark (along main Orchard Blvd).
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- (7) I strongly feel both driver David and his boss are unethical and dishonest in trying to make a claim when there is no damage at all.
- (8) I only knew that these 2 men made the 3rd party claim when I received the Notice letter from LKK consultants on 2 May (after the public holiday).

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time:

7 MAY 2019 @ 1800

NA

Driver's Signature

(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

ACCIDENT STATEMENT

ACCIDENT DATE: 14/04/2019 (DD/MM/YYYY), TIME: 15:00 (HH:MM)

LOCATION: MAIN ORCHARD BLVD

1. DETAILS OF VEHICLE

- a) VEHICLE NUMBER: SCN 8019K
- b) INSURANCE COMPANY: AIG
- c) POLICY NUMBER: 200316907-06
- d) POLICY TYPE: COMPREHENSIVE / THIRD PARTY / THIRD PARTY FIRE & THEFT
- e) MAKE & MODEL: MERCEDES C-CLASS
- f) TYPE: (SALOON) / COUPE / MPV / VAN / LORRY / MOTORCYCLE / OTHERS
- g) VEHICLE CATEGORY: (PRIVATE) / COMMERCIAL / MOTORCYCLE
- h) PURPOSE OF USING AT ACCIDENT TIME: SHOPPING AT ION
- i) ARE YOU CLAIMING UNDER YOUR OWN INSURANCE (YES/NO) NO
IF NO, PLEASE STATE (THIRD PARTY CLAIM (REPORTING ONLY))

NCU 50%
✓ Protection

2. INSURED / POLICY HOLDER

- a) NAME: CHIOK SIEW NEO HEDY (MALE / FEMALE) FEMALE
- b) NRIC/FIN/PASSPORT: S01532196 CONTACT: 96791819
- c) ADDRESS: 162 CORONATION ROAD WEST
5269379

* CONTINUE TO 3.d IF DRIVER ALSO POLICY HOLDER

DRIVER

- a) NAME: NA (MALE / FEMALE)
- b) NRIC/FIN/PASSPORT: _____ CONTACT: _____
- c) ADDRESS: _____

* No of passengers
(Including driver)
(1)

- * d) DATE OF BIRTH: 19/07/1952 (DD/MM/YYYY)
- e) OCCUPATION: (INDOOR) / OUTDOOR
- f) YEARS OF DRIVING EXPERIENCE: 50+

4. WAS DRIVER AN EMPLOYEE OF THE INSURED'S COMPANY? (YES / NO) NO
IF NO, RELATIONSHIP OF THE DRIVER WITH INSURED: POLICY HOLDER

- 5. a) WEATHER CONDITION: (CLEAR) / RAINING / OTHERS
- b) ROAD SURFACE: (DRY) / WET / OTHERS
- 6. WAS ANYBODY INJURED (YES / NO) NO
- 7. a) REPORTED TO POLICE (YES / NO) NO
IF YES, PLEASE STATE WHICH POLICE STATION: NIL

8. THIRD PARTY VEHICLE

- a) VEHICLE NUMBER: SMF 3991U MODEL: _____
- b) DRIVER'S NAME: _____
- c) NRIC/FIN/PASSPORT: _____ CONTACT: _____

* No of passenger
(Including driver)
()

9. THIRD PARTY VEHICLE

- a) VEHICLE NUMBER: _____ MODEL: _____
- b) DRIVER'S NAME: _____
- c) NRIC/FIN/PASSPORT: _____ CONTACT: _____

* No of passenger
(Including driver)
()

email = SN.CHIOK@GMAIL.COM
SN.TAN1819@GMAIL.COM

fax =

VIDEO = YES attached
CLIP
on
HANDPHONE



AIG Asia Pacific Insurance Pte. Ltd
 AIG Building
 78 Shenton Way
 #07-16

MOTOR ACCIDENT INTERVIEW FORM

NAME : Mdm CHIOK SEW NEO HEDY
 VEHICLE NUMBER : SCN 8019K
 DATE/ TIME OF ACCIDENT : 14/04/2019 / 1500 HOURS
 PLACE OF ACCIDENT : ALONG ORCHARD BLVD TURNING INTO ION CARPARK
 THIRD PARTY VEHICLE (IF ANY) : SMF 3791U

WHERE DID YOU START YOUR JOURNEY AND WHERE WAS THE INTENDED DESTINATION BEFORE THE ACCIDENT?

FROM HOUSE TO ION (ORCHARD BLVD) SHOPPING CENTER

DID YOU DRINK ANY ALCOHOLIC DRINKS BEFORE YOU DRIVE ON THE DAY OF THE ACCIDENT? IF YES, DID THE TRAFFIC POLICE CONDUCT ANY BREATHE-ANALYSER TEST ON YOU? IF YES, WHAT WAS THE RESULTS?

NO - NO DRINKING OF ALCOHOLIC DRINKS AT ALL

WHAT IS THE TYPE OF COLLISION AND THE EXTENSIVENESS OF THE DAMAGES TO ALL VEHICLES INVOLVED?

NO COLLISION - JUST TOUCHING THE BUMPER (AS CARS WERE INCHING BUMPER-TO-BUMPER INTO THE ION CARPARK)

WERE YOU OR YOUR PASSENGER/S INJURED? IF INJURED, WHICH HOSPITAL? WERE YOU TAKEN TO THE TRAFFIC POLICE FOR INVESTIGATION?

NO - NOBODY WAS INJURED - NO ACCIDENT NOR COLLISION

[Signature]
 CHIOK SEW NEO HEDY

NAME:

I AFFIRMED THE ABOVE INFORMATION IS GIVEN TO MY BEST KNOWLEDGE

UNDERTAKING

I, CHIOK SIEW NEO HEDY, (NRIC No. 30153219G), hereby confirm that the Singapore Accident Statement lodged by me on 7 MAY 2019 at 1800 hours pertaining to the accident involving motor car Reg. No: SCN 8019K, in which I was the driver are true and accurate to the best of my knowledge, information and belief.

I acknowledge that my insurers are not liable under the contract of insurance if there is a breach of policy terms and conditions.

In the event that an unrelated/unreported third party property or injury claim arises or there is evidence emerges that there is a breach of policy terms and conditions, I irrevocably undertake to absolve my insurer from all liability under the contract of insurance and I undertake to re-pay any sums paid by my insurers pursuant to the contract of insurance upon receipt of written demand by my insurers.

Signature :



Name of Insured / Driver :

CHIOK SIEW NEO HEDY (MDM)

Nric No. :

30153219G

Date :

7 MAY 2019

Signature :



Name of Policyholder :

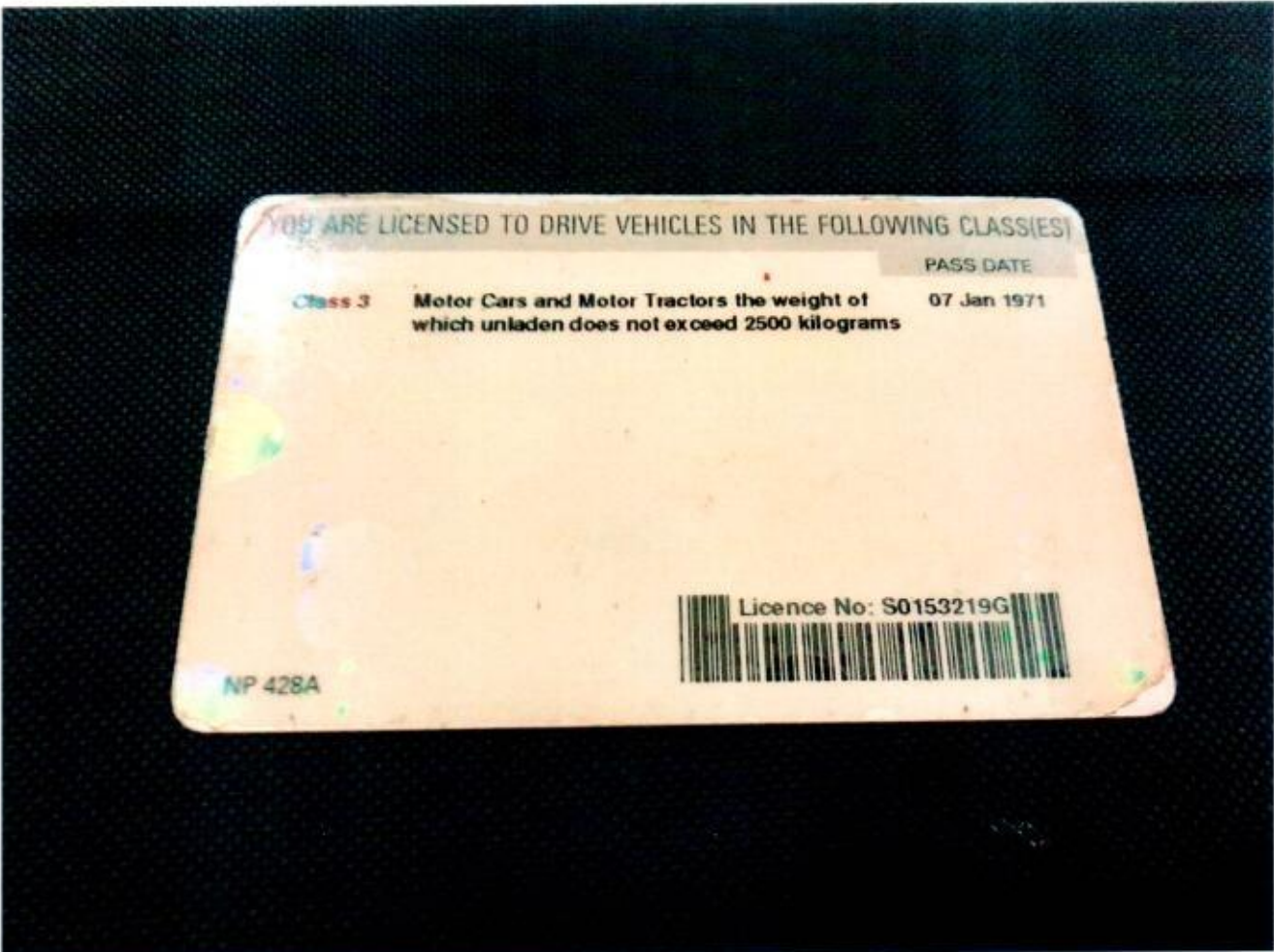
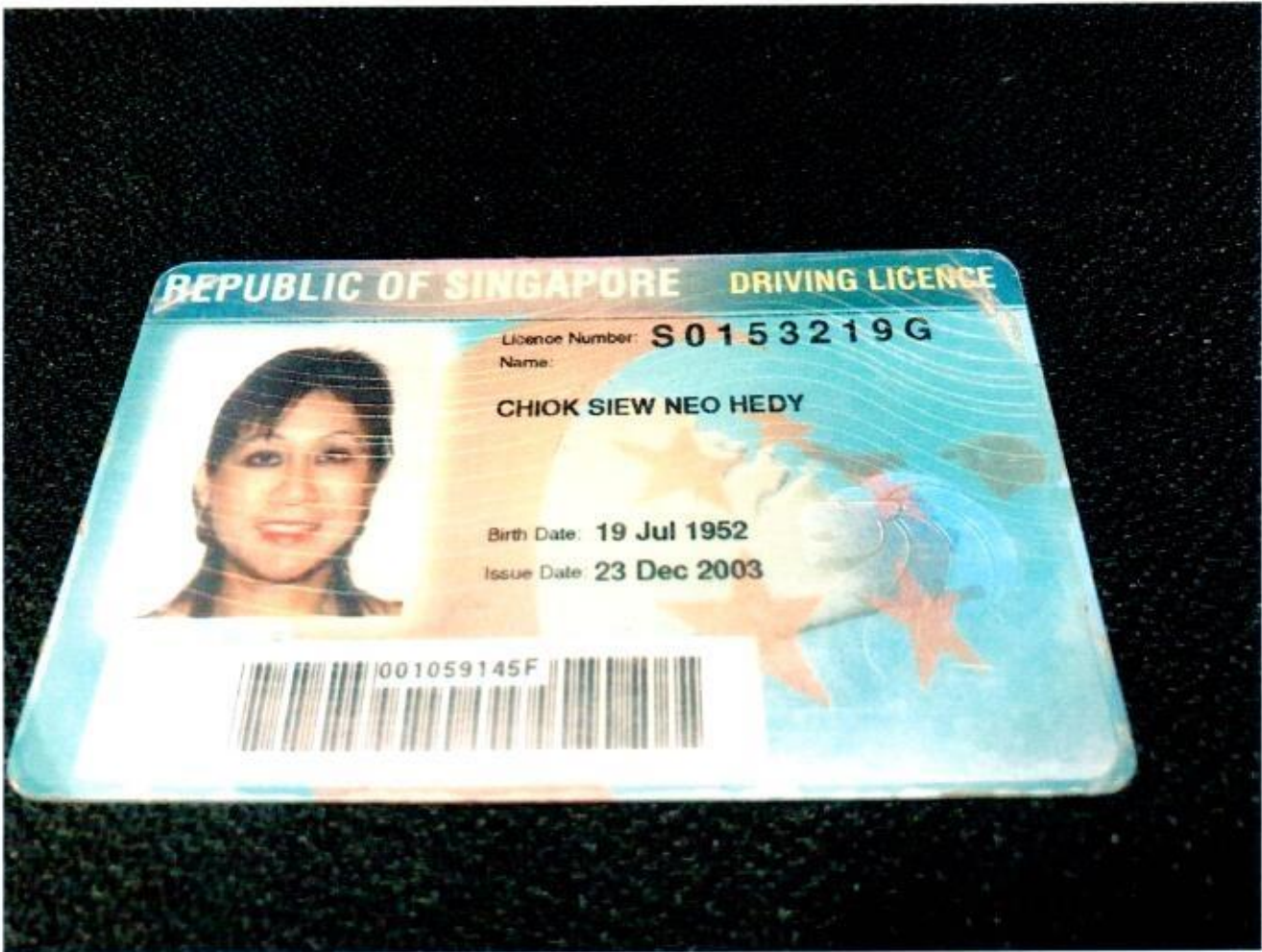
CHIOK SIEW NEO HEDY (MDM)

Nric No. :

30153219G

Date :

7 MAY 2019



YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

CLASS	PASS DATE
Class 3 Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	07 Jan 1971

Licence No: S0153219G

NP 428A

Hsiao Tong (LKKAuto)

From: Olivia Lau (LKKAuto)
Sent: Wednesday, 8 May 2019 5:17 PM
To: Hsiao Tong (LKKAuto)
Cc: LKK Paya Ubi; Mei Kwan (LKKAuto); Joy Irene (LKKAuto)
Subject: [AIG]: SCN8019K - Sketch Plan Report & Forms duly completed
Attachments: Fwd: SCN8019K - SKetch Plan Report & Forms duly completed; SCN8019K - SKetch Plan Report & 3 Forms duly completed

Hi HT,

Please assist AIG OI Mdm Chiok in submitting report.

Otherwise, ask our PU colleagues to help.

Thank you.

Best Regards,

Olivia Lau | Admin Manager

LKK Auto Consultants

phone: 6256-3561 | email: olivialau@lkkauto.com | fax: 6741-4108

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



From: Olivia Lau (LKKAuto)
Sent: Wednesday, 8 May, 2019 3:24 PM
To: June.dominion@gmail.com
Cc: sntan1819@gmail.com; SN Chiok <sn.chiok@gmail.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [AIG]: SCN8019K - Sketch Plan Report & Forms duly completed

Dear June,

Acknowledged receipt of both emails enclosed at 2.02PM and 2.59PM today.

Our office will await the courier of the original forms and report.

Thank you.

(On behalf of Hsiao Tong)

Best Regards,

Olivia Lau | Admin Manager

LKK Auto Consultants

phone: 6256-3561 | email: olivialau@lkkauto.com | fax: 6741-4108

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

Make
good
use of
Today

Hsiao Tong (LKKAuto)

From: June.dominion@gmail.com
Sent: Wednesday, 8 May 2019 2:59 PM
To: Hsiao Tong (LKKAuto)
Cc: Olivia Lau (LKKAuto)
Subject: Fwd: SCN8019K - SKetch Plan Report & Forms duly completed
Attachments: Video.MOV

From: "June.dominion@gmail.com" <june.dominion@gmail.com>
Date: 8 May 2019 at 13:24:58 SGT
To: olivialau@lkkauto.com
Cc: sntan1819@gmail.com, SN Chiok <sn.chiok@gmail.com>
Subject: SCN8019K - SKetch Plan Report & Forms duly completed

Dear Ms Lum :

(1) Mdm Chiok just got back late last evening from her Board meeting

(2) As per your letter dated 24 April (but received by us on 2 May) on the 3rd Party claim and as per your numerous text messages with Mdm Chiok - please find attached for your necessary action : - the (A) Sketch Plan Report with (B) photos and (C) video clip of the car incident on Sunday 14/4/2019 & Forms (D) (E) (F) - (in another separate email to ensure adequate file space)

(3) As spoken - the full sets of Report & Forms will be couriered to you this afternoon (if you find the pages emailed not readable)

(4) Kindly acknowledge receipt of our 2 emails as specified in (2) above.

Thank You

Ms June Lim
P/A to Mdm Chiok

Hsiao Tong (LKKAuto)

From: June.dominion@gmail.com
Sent: Wednesday, 8 May 2019 2:01 PM
To: Olivia Lau (LKKAuto)
Cc: sntan1819@gmail.com; SN Chiok; Hsiao Tong (LKKAuto)
Subject: SCN8019K - SKetch Plan Report & 3 Forms duly completed

Dear Ms Lum :

The 2nd email attaching the other 3 Forms duly completed which please acknowledge receipt.

Please also advise if you need me to send the original sets by courier ALSO.

Thanks
Ms June LIM
for Mdm Chiok
P/A to Mdm Chiok

Hsiao Tong (LKKAuto)

From: June.dominion@gmail.com
Sent: Thursday, 9 May 2019 10:04 AM
To: Olivia Lau (LKKAuto)
Cc: sntan1819@gmail.com; SN Chiok; Hsiao Tong (LKKAuto)
Subject: Re: [AIG]: SCN8019K - Sketch Plan Report & Forms duly completed

Dear Ms Lau :

We will not forward by courier as all documents are well received as indicated by you to Mdm Chiok yesterday.

Thank You.

Ms June LIM
for Mdm Chiok

On 8 May 2019, at 15:24, Olivia Lau (LKKAuto) <olivialau@lkkauto.com> wrote:

Dear June,

Acknowledged receipt of both emails enclosed at 2.02PM and 2.59PM today.

Our office will await the courier of the original forms and report.

Thank you.

(On behalf of Hsiao Tong)

<image001.jpg>

Best Regards,

Olivia Lau | Admin Manager

LKK Auto Consultants

phone: 6256-3561 | email: olivialau@lkkauto.com | fax: 6741-4108

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

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