

Surveyor:

Hwee Jie

DOI:

ASSIGNMENT
23/05/2019

Date / Time:

23/05/2019

Registered in Merimen:

24/03/2019

Pre-assign / CCU / FTE



Insured Vehicle No. : SMG 2240 U

Claim No. : 7265479899 0G

Name of Insured : (Mr) Mei Yen

Policy No. :

Insured Tel No. : HP:

Make / Model :

Excess Sec II : SS

D.O.A : 15/05/2019

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

SG 5810 J

INSRS:
WSP: SMRT AUTO
Tel :
Liability :
RMKS:INSRS:
WSP:
Tel :
Liability :
RMKS:INSRS:
WSP:
Tel :
Liability :
RMKS:INSRS:
WSP:
Tel :
Liability :
RMKS:

Date / Time

SG 5810 J - X

SMG 2240 U - X

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:

08/07/19

- FILE REQUESTED. BASED ON OI VIDEO,
- TP TURNING, OI VEHICLE STRUCK
WHEN TP HIT OI LEFT WING W/CRASH
- STATE RESTORATION APPROVAL.

09/07/19

- AIG AGREED RESTORATION.
- BULK TO TP TO DENT CLAIM
- TO CLOSE.

REPAIR COST

VIC

VIC

09/07/19

PRELIMINARY ADVICE Date/Time:

Sent By:

ESTIMATION

Date/Time:

Confirm with:

Confirm by:

Estimate Cost: P/P S\$ 355.00 (0.5 days) Reduction: 27 %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Total Liability: % 0% (Agreed / Assessed) BOLA S/N No. : NIL

Repair Cost: S\$ -

Car Rental (LOR): S\$ - (days)

Loss of Use (LOU): S\$ - (\$ x days)

Loss of Income (LOI): S\$ - (\$ x days)

If any ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

LTA Search: S\$ -

Towing: S\$ -

Payment: S\$ - (e.g. Tow/ Independent)

Total Cost: S\$ -

Total: S\$ -

Global Sum S\$:

PAYMENT Date/Time:

Confirm with:

Email ☐ Call ☐

Name 1: S\$ -

Name 1:

Name 2 (Strike if N.A.): S\$ -

Name 2:

Name 3 (Strike if N.A.): S\$ -

Name 3:

If NO or B 28, Ass. Lia :

COI 9400000000

OI VIDEO IN

NO SETTLEMENT
RESTOR CLAIM

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee: \$ 350.00

COMPLIMENT
10/7/19



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655532
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 23/05/2019

User ID : GohKK2

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	\$265.00 132.5	
Total Labour	\$265.00	

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Spray Painting & Panel Beating		

Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6012635	VE		REAR LAMP BULB (ABS MAN)	1.00	\$245.00	10.00	\$220.50	Replace	✓ (CR)
Total					\$245.00		\$220.50		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on 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:

Hwa Hie-LKK

23/5/19

P/P 0.5 days

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 9 July, 2019 9:52 AM
To: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Admin A; Vic (LKKAUTO); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: RE: LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4 LKK REF CC3/AIG19009154/Jha3
Attachments: SMG 2240U 150519.MP4

Without Prejudice

Dear Audrey,

ACCIDENT INVOLVING VEHICLES SMG 2240U AND SG 5810J ON 02/03/2019

We refer to the subject matter and to your LOD.

Please be informed that our principal had further reviewed the matter and based on the available information and evidence at hand, our principal is in the view that our Insured is not liable of this accident.

Our Insured had reported that she was stationary when your client's vehicle while turning accidentally hit the left side mirror of her vehicle. Please refer to the attached video footage for your reference.

As such, we have our principal's instruction and that we are unable to look into your client's claim.

We will now close the matter in our end.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

Sent: Wednesday, June 26, 2019 12:12 PM

To: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>; AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>

Subject: [EXTERNAL] LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and

SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4

Importance: High

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

SMRT Ref : BUS/05/19/7025/AW

AIG Ref : SMG2240U

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SG5810J. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 353.00
Loss of Use (\$350 x 0.5 Day) Double Decker Bus	\$ 175.00
LTA Search Fee	\$ 7.00
Total	\$ 535.00

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Survey Report and Bus Photos to be furnished by AIG's appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims
Department | 6 Ang Mo Kio Street 62 Singapore 569140



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the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

Vic (LKKAUTO)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Tuesday, 9 July, 2019 9:14 AM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: 7265479899SG-003 LKK REF CC3/AIG19009154/Jha3 - OI: SMG 2240U

Dear Vic,

You may proceed to reject TPPD claim as OIV was stationary at the time of accident.

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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From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Monday, 8 July 2019 3:40 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: 7265479899SG-003 LKK REF CC3/AIG19009154/Jha3 - OI: SMG 2240U

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

Dear Chee Heng,

We refer to your below email.

Based on Insured's video footage, Insured vehicle was observed to be stationary when hit by the turning TP bus at the junction.

In view of the above, we would like to deny TP claim.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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



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From: Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

Sent: Monday, 1 July, 2019 3:45 PM

To: CS A Team

Subject: 7265479899SG-003

Importance: High

Dear Sirs,

We have received LOD from TP workshop for your handling. Ol's video shared in Merimen for your viewing.

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

From: Paramchand, Varsha

Sent: Thursday, 27 June 2019 1:06 PM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>

Subject: FW: aigencrypt - LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4 & clm no: 7265479899SG

Importance: High

Hi Chee Heng / Bennie

Pls assist.

Tq

Varsha

From: AIG SGP, CCU Referral

Sent: Thursday, June 27, 2019 1:05 PM

To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>

Cc: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>

Subject: aigencrypt - LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4 & clm no: 7265479899SG

Importance: High

Dear Audrey,

Thank you for email enquiry.

We are pleased to inform you that AIG have received your email request & We have forwarded to the relevant department for assistance.

If you need any further assistance, please call us at 6419 3000 from Mondays to Fridays, 9:00 am to 5.00 pm, excluding Public Holidays. Our Customer Care Consultants will be pleased to assist you.

Varsha

Claims Care Associate

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

www.aig.sg

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

Sent: Wednesday, June 26, 2019 12:12 PM

To: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>; AIG SGP, Claims-Survey

<AIGSGP_ClaimsSurvey@aig.com>

Subject: [EXTERNAL] LOD to AIG - BUS/05/19/7025/AW - Accident involving Double Decker Bus SG5810J and SMG2240U on 15 May 2019 along junction of Woodland St 83 and Ave 4

Importance: High

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

SMRT Ref : BUS/05/19/7025/AW

AIG Ref : SMG2240U

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SG5810J. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 353.00
Loss of Use (\$350 x 0.5 Day) Double Decker Bus	\$ 175.00

LTA Search Fee	\$ 7.00
Total	\$ 535.00

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Survey Report and Bus Photos to be furnished by AIG's appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 May 2019 Edit Reg		23 May 2019 00:00 Edit Adj Rpt	\$4353.00 Edit Estimates	\$4353.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: GUOK MEI YEN , ID: 58278838G									
Main Claimant: SMRT BUSES LTD , Co. Reg. No.: 198202292D									
Vehicle Reg. No.: SG5810J		Date of Loss: 15/05/2019 00:00 - :59 [23 Months and 9 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 7265479899SG		Policy/Cover Note No.: (Comprehensive)							
Vehicle Reg. No. (Insured): SMG2240U		Policy No. (Claimant): D-18090224MFBP							
		Excess:							
Repairer: SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Loh, Chee-Heng] Chee-Heng.Loh@aig.com									
Claimant's Insurer: MS First Capital Insurance Ltd (HQ) - Tel: 62222311									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ONG HWEE JIE] ... [Final Rpt due 04/06/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SG5810J (7265479899SG)
[SMG2240U]
TP
SMRT BUSES LTD
May 15 2019 12:00AM
[GUOK MEI YEN]
SMRT Automotive Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Video															1 per page		<input checked="" type="checkbox"/>			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	01/07/19 15:44	Video - Accident From: SC - Reg. No: SMG2240U, Claimant: GUOK MEI YEN													Load MP4					
															3 per page		<input checked="" type="checkbox"/>			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	29/05/19 09:37	General View													Load JPG		<input checked="" type="checkbox"/>			
2	29/05/19 09:37	General View													Load JPG		<input checked="" type="checkbox"/>			
3	29/05/19 09:37	General View													Load JPG		<input checked="" type="checkbox"/>			
4	29/05/19 09:37	General View													Load JPG		<input checked="" type="checkbox"/>			
5	29/05/19 09:37	General View													Load JPG		<input checked="" type="checkbox"/>			
6	29/05/19 09:37	General View													Load JPG		<input checked="" type="checkbox"/>			
7	14/06/19 09:22	General View													Load JPG		<input checked="" type="checkbox"/>			
8	14/06/19 09:22	General View													Load JPG		<input checked="" type="checkbox"/>			
9	14/06/19 09:22	General View													Load JPG		<input checked="" type="checkbox"/>			
10	14/06/19 09:22	General View													Load JPG		<input checked="" type="checkbox"/>			
11	14/06/19 09:22	General View													Load JPG		<input checked="" type="checkbox"/>			
12	14/06/19 09:22	General View													Load JPG		<input checked="" type="checkbox"/>			
13	14/06/19 09:22	Photo After Spray													Load JPG		<input checked="" type="checkbox"/>			
14	14/06/19 09:22	Photo After Spray													Load JPG		<input checked="" type="checkbox"/>			
15	14/06/19 09:22	Photo After Spray													Load JPG		<input checked="" type="checkbox"/>			
															1 per page		<input checked="" type="checkbox"/>			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	24/05/19 16:32	TP GIA REPORT													Load PDF					
2	24/05/19 16:32	TP ESTIMATE													Load PDF					
3	09/07/19 09:26	EMAIL FROM AIG													Load PDF					
4	09/07/19 09:54	EMAIL TO TP REJECT													Load PDF					
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	27/05/19 11:27	OI GIA REPORT													Load PDF					

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; width: 100%; height: 80px;"></div>			

Show Remarks To: ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

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: CC3/AIG19009154/JHA3Q2

Date: 18/07/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

Claimant Vehicle No : SG5810J

Insured Vehicle No : SMG2240U

Date of Loss: 15/05/2019

Nature of Claim: TP

Claim No: 7265479899SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SG5810J**

Make & Model: MAN A95, 10.5 D (A)

Engine No: 50344481284450

Reg. Date: 06/06/2017 (Man. Year: 2016)

Chassis No: WMAA95ZZ7G7003457

Colour: Green

Odometer: 106602 km

Engine Capacity: 10518 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: 275/70 R22.5

Rear Tyre Size: 275/70 R22.5 (D)

Front Left Side: Bridgestone 7 mm

Rear Left Side: Bridgestone 7/7 mm

Front Right Side: Bridgestone 7 mm

Rear Right Side: Bridgestone 7/7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	245.00	220.50	24.50	10.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	265.00	132.50	132.50	50.00
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Nett Amount (S\$)	510.00	353.00	157.00	30.78
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 23/05/2019

Date Inspected: 23/05/2019 Inspected At:

 SMRT Automotive Services Pte Ltd
 (Woodlands)
 60 Woodlands Industrial Park E4
 Singapore 757705

Estimated Period of Repair: 0.5 days

Adjuster: ONG HWEE JIE

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		*REAR LAMP BULB (A95 MAN)	Cracked	245.00 F	*245.00 FL
					Sub Total (S\$)	245.00
					- List Item Discount on L Items 0.00/10.00% (S\$)	24.50
					Total Parts (S\$)	220.50

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	New	265.00	132.50
Gross Labour Cost (S\$)			265.00	132.50

Report was unsubmitted during this print-out.

< END OF ESTIMATES >