

CLAIM CASE OWNER

Free

CC3 / LCR170 14378, K12A3%

LEK IDAC

Surveyor

Kalvin

ASSIGNMENT
DOI: 24/1/19

Date / Time: 24/1/19
Registered in Meriton: 26/1/19

Pre-assign / CCU / FTE



Insured Vehicle No: SLJ 2285 L
Name of Insured: LCR PIL
Insured Tel No: HP:
Express Sec II: SS
Is driver the owner? (YES NO)

Claim No.: 006308439356
Policy No.: 044499527
Make / Model: Honda Hybrid
Place of Accident: T5 - TAXI BUNGUS

If NO, Driver Name / Age
Driver Tel No:

(VL: YES / NO)

OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO
Insured Liability: % Final ? Yes / No

547082A



INSRS
WSP
Tel
Liability
RMKS
C226 longang



INSRS
WSP
Tel
Liability
RMKS



INSRS
WSP
Tel
Liability
RMKS



INSRS
WSP
Tel
Liability
RMKS

Date/Time

24/1

24/1/2019	SLJ 2285 L	27/02/2019	27/02/2019
24/1/2019	SLJ 2285 L	27/02/2019	27/02/2019

STAGE DATE / PIC

Non-Reporting Itr (1st)
Non-Reporting Itr (2nd)
Non-Reporting Itr (Final)
Notification Itr (if non-pickup)

24/1/19

01MTC, do send first email.

Call OI
After call Itr to OI

27/1/19

ALG queries some question for attached.

Documentation Check List: Handler Typist

27/1/19

Email Reply.

Notification Itr (if non-pickup)
After call Itr to OI (4/1/19)

Receive TP video

Email From ALG to reject claim.

Email to workshop reject claim

RECEIVED TO...

Authorisation To Act

Release Voucher

Final Repair Bill

Car Rental Invoice

Towing Invoice

LTA / GIA

Medical Bill

MR

Mandate/Reject Instruction

LESD

Payment Breakdown Form

Post-Repair Photos

Others

FINALIZATION Date/Time: Confirm with: Confirm by: PAK

Repair Cost: 45 S\$ 400 (2 days) Reduction: 69 % Email Call

FINAL SETTLEMENT Date/Time: 24-06-19 Confirm with: PAK Email Call

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No.: NIL IF NO or B 28, Ass. Lia:

Repair Cost: nil S\$ 428.00 DO BRANDED TP STRONGHOLD VEH.

Loss of Rental (LOR): S\$ 250.00 (2 days) = 500.00

Loss of Use (LOU): S\$ - (5 x days)

Loss of Income (LOI): S\$ 100.00 (\$50 x 2 days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]

GIA/LTA Search: S\$ 3.35
Medical: S\$ -
Disbursement: S\$ - (e.g. Tow / Independent)
Legal Cost: S\$ -
Total: S\$ 783.35 Global Sum S\$: 780.00
1) Claim status: Normal/Reject/Private Settle
2) Report Format: TP
3) Survey fee: REF: AC1803713.

FINAL PAYMENT Date/Time: 24-06-19 Confirm with: PAK Email Call

Payee 1: S\$ 780.00 Name 1: CARPACCOR DELGRO ENGINEERING PTE LTD

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

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

Surge Kolvin

REF:

ASSIGNMENT

From _____ Date 24/3/12

Estimated Cost: _____

UO / WS / TP RES / QD RES / EVA / INV / MV

To inspect Vehicle No: _____

id Workshop m/s: _____

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

Est. or Market Value: _____

DAC Accident Report: _____ Consistent? : Yes or No

DIA / FR Seen: _____ Consistent? : Yes or No

Est. Repairs: 2 days Res: Yes or No

Sum Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SH 7082A Yr Regn: 2 Apr 2011

Type: M.Car / M.Cycle / Bus / Van / Lorry / T61 / Prime Mover /

Truck / Trailer or

Make: Hyundai I40 cc 1685

Colour: B/L A/C: Ins Std / NI / NA

Sp. Reading: 291961 T/Radio: Ins Std / NI / NA

Eng No: _____

C No: 1KMH L8414MF 4067829

Gen. Cond: Good / P / Poor / Burnt

Steering: Inorder / J / Jammed / Leaked / Burnt or

Brake: Inorder / J / Jammed / Leaked / Burnt or

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

Tyre Size: F: 205/60R16

R: _____

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

TOYO / YOKO or Westlake

Front Rear

R/Bal: 7 mm R/Bal: 7 mm

L/Bal: 7 mm L/Bal: 7 mm

D.O.A: 21/3/12 D.O.I: 24/3/12 1225h

Survey held at: COGE (Loyang)

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

o/s Ren

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

Date / Time Action / Instruction

10/4/12 Confirm US \$400.00 with 3 working days

A24 P/P

(Pd-#870-48 691)

Why The Risk Pass? : Prel. Report : Final Report

Days Of Repair: _____ Resurvey No. of Trip: _____

Survey Fee:	
Transportation	
_____ \$ + RS _____ \$	
_____ \$	
_____ \$	
_____ \$	
_____ \$	
TOTAL	

Add Fee: Site Insp (\$) Interview (\$) Tech. Insp (\$) Weekend (\$)

Report Format: _____ Lump Sum / I.B.I: (\$)

REF: ARC Repair TP(CLSO)1 **JOB CARD** Sales Order: 3758637 JC NO.305058763

COMFORT TRANSPORTATION PTE LTD 7010045 383 SIN MING DRIVE Singapore SINGAPORE 575717 65508755 (O)	REGN NO: SH 7082A	MILEAGE
	MAKE: HYUNDAI	FUEL E _____ 1/2 _____ F
	MODEL I-40	DATE/TIME IN 24 07.2017 11:00
	YR OF MANU 02.04.2015	TARGET DATE
	CHASSIS CODE KMHLB41UMFU067829	COMPLETION DATE/TIME

JOB DESCRIPTION

Incident Date: 21.07.2017
 NATURE: 3P 21.07.17/B-

LABOR CODE DESCRIPTION

COPIES PASSED OUT BY: _____

SERVICE ADVISOR

CUSTOMER'S SIGNATURE

Vehicle No.

Exit Pass

SH 7082A

FZ AIG LKK

Vehicle No.:

SH 7082A

Service Advisor

Signature/Date

Name of Service Advisor

Date

Return to Service Reception upon collection

To be kept by Security Guard

COMFORTDELGRO ENGINEERING PTE LTD
REPAIR ESTIMATE*

AIG/LKK

F₂

VEHICLE NO : SH 7082A

DATE 21/7/2017 11:47

MAKE :

MODEL : HYUNDAI i40

RIGHT REAR

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Rear Bumper <i>x repair</i>			S 603.60
	Rear Bumper Clips <i>— No</i>			S 22.00
	SUB TOTAL			S 625.60
	LESS 20%			S 125.12
	DISCOUNTED TOTAL			S 500.48
	Rear Bumper Rubber Mat <i>—</i>			S 50.00
				S 50.00
	Labour Charge			
	Panel Beating			S 350.00 <i>200</i>
	Spray Painting Charge			S 200.00 <i>160</i>
	Wiring Charge			S 50.00 <i>x</i>
	R-Refix Reverse Sensor			S 120.00 <i>60</i>
	TOTAL LABOUR			S 720.00
	ESTIMATE TOTAL			S 1,270.48
	<p><i>Kalin (LKK)</i> <i>24/7/17 1225 hrs.</i> <i>2 Repair Days.</i> <i>part by part</i> <i>After Repair photo</i></p>			
	<p>LKK Auto Consultants hence notify the Repairer of the following:</p> <ul style="list-style-type: none"> To resurvey belowwater spray painting To disclose damaged parts during recovery Parts prices are subject to confirmation Third party survey is on a "Without Prejudice" basis No single email-invoicing is allowed Supplementary claims must be resurveyed and subject to final approval from Insurance Company <p>Agreement by Repairer Signature Date</p>			
	<p>This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.</p>			

**COMFORTDELGRO
ENGINEERING**ComfortDelGro Engineering Pte Ltd
50 Loyang Drive Singapore 508989
Fax: 6546 8156Our Job Ref No : 305058763
Date : 25.07.2017**FINALIZATION FORM**To : LKK Fax :
Attn : KELVIN
Vehicle Reg No. : SH 7082A Date of Accident : 21.07.2017

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

1. The repair job shall bill to: AIG - SLJ2285L
2. The finalized amount shall be:
- | | | |
|---|------------|-----------------|
| (a) Spare Parts after List discount | | <u>\$0.00</u> |
| (b) Labour Charges | | <u>\$0.00</u> |
| Total for Part-By-Part Repair Cost | | <u>\$0.00</u> |
| (c) Lumpsum Repair (if applicable) | | |
| Total for Lumpsum repair cost after Less: | <u>20%</u> | <u>\$400.00</u> |
| Final Lumpsum Repair cost | | <u>\$400.00</u> |

3. Estimated normal period for repairs: 2 working days

4. We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days

5. Thank you for your assistance.

We confirm the estimates and finalized amount

Signature : 
Name : FAUZY BIN MOKHTAR
Tel : 62148319
Fax : 65468156Signature : 
Name : Kelvin
Date : 27/7/17**For Official Use Only**

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate Per Day		YES		
2. Loss of Income Paid		N		
3. Survey Fees				
4. LTA Search Fee				
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks:

T2

COMFORTDELGRO ENGINEERING PTE LTD
REPAIR ESTIMATE*

AIG/LKK

VEHICLE NO : SH 7082A

DATE 21/7/2017 11:47

MAKE :

MODEL : HYUNDAI i40 **RIGHT REAR**

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Rear Bumper <i>X repair</i>			\$ 603.60
	Rear Bumper Clips <i>net</i>			\$ 22.00
	SUB TOTAL			\$ 625.60
	LESS 20%			\$ 125.12
	DISCOUNTED TOTAL			\$ 500.48
	Rear Bumper Rubber Mat <i>net</i>			\$ 50.00
				\$ 50.00
	Labour Charge			
	Panel Beating			\$ 350.00 <i>200</i>
	Spray Painting Charge			\$ 200.00 <i>180</i>
	Wiring Charge			\$ 50.00 <i>200</i>
	R/Refix Reverse Sensor			\$ 120.00 <i>80</i>
	TOTAL LABOUR			\$ 720.00
	ESTIMATE TOTAL			\$ 1,270.48

Nett

*Kalin (LKK)
24/7/17 1225 hrs.
2 Repair Days.
part by part
After Repair photo*

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

Mei Kwan (LKKAuto)

From: Vivian Lau (LKKAuto)
Sent: Tuesday, 28 May, 2019 10:21 AM
To: Ng, Jeffreysaykiat; Mei Kwan (LKKAuto)
Cc: Hsiao Tong (LKKAuto); Calvin Ang (LKKAuto); Admin A
Subject: RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Jeffery,

Content noted with thanks.

Kindly please send back our report via merimen.

Dear Mei Kwan,

Kindly reopen the file.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Ng, Jeffreysaykiat [mailto:Jeffreysaykiat.Ng@aig.com]
Sent: Tuesday, 28 May, 2019 10:16 AM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>
Subject: RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Vivian,

The stationary taxi has provided the video footage and is able to pin-point that it was our insured's vehicle who grazed onto his vehicle.

Besides, our insured's vehicle was making a right turn and given the close proximity, he may have unknowingly brushed against the taxi's body as per his report.

Given the circumstances, please proceed to settle at best.

Thank you.

From: Ng, Jeffreysaykiat [<mailto:Jeffreysaykiat.Ng@aig.com>]
Sent: Monday, 27 May, 2019 4:34 PM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>
Subject: RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Vivian,

I have taken over conduct of this matter.

I am not able to retrieve the video footage.

Can you attach the video footage and scene photos for my perusal or upload to merimen?

Thank you.

Jeffrey Ng
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1916 | Fax +(65) 6835 7416

Jeffreysaykiat.Ng@aig.com | www.aig.com.sg



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)

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From: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]
Sent: Monday, May 27, 2019 10:37 AM
To: Ng, Hai-Chuan; Khoo, Kay-Eng
Cc: Calvin Ang (LKKAuto); Hsiao Tong (LKKAuto)
Subject: [EXTERNAL] RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

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

Dear Hai Chuan / Mr Khoo,

We refer to the above matter.

WHILE TURNING THE TIGHT CORNER OF TAXI @
FRONT LEFT MAY HAVE BRUSHED AGAINST REAR
OF TAXI BODY BUT NO DAMAGED AS I AM NOT
AWARE OF (SEE PICTURE OF SLJ22851)

Kindly advise if we would maintain our position of denial.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Chong, Joee [<mailto:Joee.Chong@aig.com>]

Sent: Tuesday, 27 March, 2018 11:48 AM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear Vivian,

Unable to consider the claim as there is no substantial evidence that our Insured driver was the one causing the damage.

Please reject.

Regards,

Joee Chong (Ms)

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +6419 1916 | Fax +68357416

joee.chong@aig.com | www.aig.com.sg

Follow us:

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 6 February, 2018 10:04 AM

To: 'Chong, Joee' <Joee.Chong@aig.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the email below.

According to our surveyor, basing on the damages profile of the Taxi is grazing type of nature. As such there is no impact which can be seen from the Taxi video.

Insured likely contact point should be front left of his vehicle.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Wednesday, 24 January, 2018 4:35 PM

To: Chong, Joee <Joee.Chong@aig.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the email below.

AIG

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

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +6419 1916 | Fax +68357416
joe.chong@aig.com | www.aig.com.sg

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From: Zayyer (LKKAuto) [<mailto:zayyer@lkkauto.com>]
Sent: Monday, November 27, 2017 2:31 PM
To: Chong, Joee; Vivian Lau (LKKAuto)
Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

This is video footage provided by CDGE.

Accordingly to OID report, he may have brushed against the right rear of taxi when turning to the right corner of taxi Q.

Report to the OI is consistent to the taxi damages/brushes on the right rear side.

Best Regards,

Zayyer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chong, Joee [<mailto:Joe.Chong@aig.com>]
Sent: Monday, 27 November, 2017 1:59 PM
To: Zayyer (LKKAuto) <zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear LKK,

- 1) Please note OI's GIA report & check with OID if there's any scene photo / video.
- 2) Please note no damage on OIV, please check if TP damage is consistent.
- 3) Please obtain Video from SH7082A to establish liability.

Regards,

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.

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432812

Our Ref : T 0717 / SH 7082A / CL (J)

Your Ref : _____

Date : 02-Aug-17

CDGETaxi Claims Dept

59 Loyang Drive
4th Floor

Singapore 508969

Fax: 6214 1843

**COMFORTDELGRO
ENGINEERING**

ComfortDelGro Engineering Pte Ltd
225 Braddell Road Singapore 579711

Mobile: +65 9202 8280
Facsimile: +65 6220 4732

www.cdge.com.sg

AIG Asia Pacific Insurance Pte. Ltd
CHARTIS Building
#07-16, 78 Shenton Way
Singapore 079120

Attn: Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SH 7082A **YOUR INSURED**
SLJ 2285L **OTHERS** **ON** 21.07.17

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No: SH 7082A which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SLJ 2285L we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair		S\$	428.00
2	<u>2</u> days Loss of Rental @\$ <u>125.00</u> per day		S\$	250.00
3	Survey Report Fees (Surveyed by LKK)		S\$	-
4	LTA Search Fees		S\$	5.35
5	GIA / Police Report Fees		S\$	-
6	Towing / Medical / Transportation Fees		S\$	-
		Sub Total :	S\$	683.35

HIRER'S CLAIM

1	<u>2</u> days Loss of Income @\$ <u>80.00</u> per days		S\$	160.00
		Total Claims	S\$	843.35

We enclosed herewith the following documents to support the claims: -

- a) Original repair bill : _____ pcs.
- b) LTA search slip/s of : SLJ 2285L
- c) GIA / Police report/s of : SH 7082A
- d) Letter of authority from owner / hirer / operator
 - () Photocopies of Accident Scene Photo/s () Hirer Income Tax
 - () Witness statement/s (x) Rental Rate letter (x) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver. This condition shall apply even if medical expenses are claimed herewith and part of the settlement reached.

Please note that, for the time being, we are not making this claim via solicitors provided you treat this letter as our intention to file a claim in court according to the provisions of the Non-Injury Motor Accident Litigation ("NIMA") protocol and further, you agree that if negotiations should breakdown and this claim is referred to solicitors you shall not raise any objection that the NIMA protocol has not been complied with. If you disagree with this condition please reply in writing within the next 2 working days failing which we shall proceed to negotiate with you on the basis that you have acquiesced to the said condition by your conduct.

Yours faithfully

Cecilia Lee

Executive

CDGE Claims Department

Tel: 6214 8354 Fax: 6214 1843 Email: cecilialee@sparkcarcare.com

Vivian Lau (LKKAuto)

From: Vivian Lau (LKKAuto)
Sent: Tuesday, 28 May, 2019 10:21 AM
To: Ng, Jeffreysaykiat; Mei Kwan (LKKAuto)
Cc: Hsiao Tong (LKKAuto); Calvin Ang (LKKAuto); Admin A
Subject: RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Jeffery,

Content noted with thanks.

Kindly please send back our report via merimen.

Dear Mei Kwan,

Kindly reopen the file.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Ng, Jeffreysaykiat [mailto:Jeffreysaykiat.Ng@aig.com]
Sent: Tuesday, 28 May, 2019 10:16 AM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>
Subject: RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Vivian,

The stationary taxi has provided the video footage and is able to pin-point that it was our insured's vehicle who grazed onto his vehicle.

Besides, our insured's vehicle was making a right turn and given the close proximity, he may have unknowingly brushed against the taxi's body as per his report.

Given the circumstances, please proceed to settle at best.

Thank you.

Jeffrey Ng

AIG

Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1916 | Fax +(65) 6835 7416

Jeffreysaykiat.Ng@aig.com | www.aig.com.sg



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
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From: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

Sent: Monday, May 27, 2019 4:38 PM

To: Ng, Jeffreysaykiat

Cc: Hsiao Tong (LKKAuto); Calvin Ang (LKKAuto)

Subject: [EXTERNAL] RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

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

Dear Jeffrey,

We refer to the email below.

We uploaded the CCTV via merimen

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Ng, Jeffreysaykiat [<mailto:Jeffreysaykiat.Ng@aig.com>]
Sent: Monday, 27 May, 2019 4:34 PM
To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>
Subject: RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Vivian,

I have taken over conduct of this matter.

I am not able to retrieve the video footage.

Can you attach the video footage and scene photos for my perusal or upload to merimen?

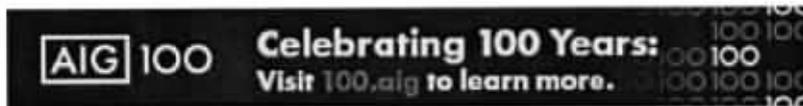
Thank you.

Jeffrey Ng
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1916 | Fax +(65) 6835 7416

Jeffreysaykiat.Ng@aig.com | www.aig.com.sg



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From: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]
Sent: Monday, May 27, 2019 10:37 AM
To: Ng, Hai-Chuan; Khoo, Kay-Eng
Cc: Calvin Ang (LKKAuto); Hsiao Tong (LKKAuto)
Subject: [EXTERNAL] RE: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

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

Dear Hai Chuan / Mr Khoo,

We refer to the above matter.

We rejected TP claim, TP appeal as follows;

Your rejection is ungrounded.

Your insured's statement clearly indicated that he may brushed against the taxi's right rear while he was turning the tight corner of taxi Q. Please advise how could our taxi driver causing the accident when his taxi was actually stationary in the queue?

Please review your position and revert for amicable settlement.

WHILE TURNING THE TIGHT CORNER OF TAXI Q
FRONT LEFT WHEEL MAY HAVE BRUSHED AGAINST RIGHT REAR
OF TAXI BODY BUT NOT DAMAGED AS I AM NOT
AWARE OF (SEE PICTURE OF SLJ 22851)

Kindly advise if we would maintain our position of denial.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Wednesday, 26 September, 2018 3:00 PM

To: 'Chong, Joee' <Joee.Chong@aig.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: #00630843935G003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the above matter.

We rejected TP claim, TP appeal as follows;

Your rejection is ungrounded.

Your insured's statement clearly indicated that he may brushed against the taxi's right rear while he was turning the tight corner of taxi Q. Please advise how could our taxi driver causing the accident when his taxi was actually stationary in the queue?

Please review your position and revert for amicable settlement.

WHILE TURNING THE TIGHT CORNER OF TAXI @
FRONT LEFT MAY HAVE BRUSHED AGAINST REAR
OF TAXI BODY BUT NO DAMAGED AS I AM NOT
AWARE OF (SEE PICTURE OF SLJ 22851)

Kindly advise if we would maintain our position of denial.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Chong, Joee [<mailto:Joee.Chong@aig.com>]

Sent: Tuesday, 27 March, 2018 11:48 AM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear Vivian,

Unable to consider the claim as there is no substantial evidence that our Insured driver was the one causing the damage.

Please reject.

Regards,

Joee Chong (Ms)

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +6419 1916 | Fax +68357416

joe.chong@aig.com | www.aig.com.sg

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From: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]
Sent: Tuesday, March 27, 2018 11:46 AM
To: Chong, Joee
Cc: Calvin Ang (LKKAuto); Hsiao Tong (LKKAuto)
Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the email below.

According to our surveyor, basing on the damages profile of the Taxi is grazing type of nature. As such there is no impact which can be seen from the Taxi video.

Insured likely contact point should be front left of his vehicle.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)
Sent: Tuesday, 6 March, 2018 11:27 AM
To: 'Chong, Joee' <Joee.Chong@aig.com>
Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the email below.

According to our surveyor, basing on the damages profile of the Taxi is grazing type of nature. As such there is no impact which can be seen from the Taxi video.

Insured likely contact point should be front left of his vehicle.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 6 February, 2018 10:04 AM

To: 'Chong, Joee' <Joee.Chong@aig.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the email below.

According to our surveyor, basing on the damages profile of the Taxi is grazing type of nature. As such there is no impact which can be seen from the Taxi video.

Insured likely contact point should be front left of his vehicle.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Wednesday, 24 January, 2018 4:35 PM

To: Chong, Joee <Joee.Chong@aig.com>

Cc: Calvin Ang (LKKAuto) <kalvinang@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We refer to the email below.

According to our surveyor, basing on the damages profile of the Taxi is grazing type of nature. As such there is no impact which can be seen from the Taxi video.

Insured likely contact point should be front left of his vehicle.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Zayyer (LKKAuto)

Sent: Monday, 27 November, 2017 2:59 PM

To: Chong, Joee <Joe.Chong@aig.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

We'll get our surveyor point of view and revert back to you.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com | fax: 6741-4108

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

From: Chong, Joee [<mailto:Joe.Chong@aig.com>]

Sent: Monday, 27 November, 2017 2:48 PM

To: Zayyer (LKKAuto) <zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Zayer,

Please enlighten me by showing the exact timing of the damage/brush in video.

Please explain to me which possible side of OI vehicle could touched/contacted TP vehicle's rear.

Regards,

Joee Chong (Ms)

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

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +6419 1916 | Fax +68357416
joe.chong@aig.com | www.aig.com.sg

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From: Zayyer (LKKAuto) [<mailto:zayyer@lkkauto.com>]
Sent: Monday, November 27, 2017 2:31 PM
To: Chong, Joee; Vivian Lau (LKKAuto)
Subject: RE: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear Joee,

This is video footage provided by CDGE.

Accordingly to OID report, he may have brushed against the right rear of taxi when turning to the right corner of taxi Q.

Report to the OI is consistent to the taxi damages/brushes on the right rear side.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chong, Joee [<mailto:Joe.Chong@aig.com>]
Sent: Monday, 27 November, 2017 1:59 PM
To: Zayyer (LKKAuto) <zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: #0063084393SG003#023,002# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

Dear LKK,

- 1) Please note OI's GIA report & check with OID if there's any scene photo / video.
- 2) Please note no damage on OIV, please check if TP damage is consistent.
- 3) Please obtain Video from SH7082A to establish liability.

Regards,

Joe Chong (Ms)
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +6419 1916 | Fax +68357416
joe.chong@aig.com | www.aig.com.sg

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From: Chong, Joe
Sent: Friday, November 24, 2017 9:50 AM
To: Zayyer (LKKAuto); 'Vivian Lau (LKKAuto)'
Subject: #0063084393SG003#023# OI Veh: SLJ2285L / TP Veh: SH7082A / DOA: 21/07/2017

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear LKK,

PRS done since 26th July 2017.

Please provide latest update on this matter that is holding onto finalization/settlement.

Regards,

Joe Chong (Ms)
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +6419 1916 | Fax +68357416
joe.chong@aig.com | www.aig.com.sg

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LETTER OF AUTHORISATION
(NAF / PAF)

ACCIDENT INVOLVING ALONG | **40 SH7082A , 5LJ2285L** | **ON 21-Jul-17 05:50**
T3 - TAXI QUEUE

I / We **CHUA SIAK YONG** (Hirer) NRIC No.: **S0750679A**

and/or (Relief) NRIC No.:

Taxi Number **SH7082A**

hereby authorise ComfortDelGro Engineering Pte Ltd (CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of "ComfortDelGro Engineering Pte Ltd".

Date **21-Jul-2017**

Name of Hirer **CHUA SIAK YONG**
hirer NRIC **S0750679A**

Signature :



Address **216 ANG MO KIO AVENUE 1 #09-859**
560216

Contact No. **96611788**

RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, COMFORTDELGRO ENGINEERING PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for S\$780.00 (Global Sum) for vehicle no. SH 7082A that was damaged pursuant to the accident which occurred on 21/07/2017 (date) along T3 - TAXI QUEUE (location) involving vehicle no/s SLJ 2285L.

This is pursuant to the inspection conducted on 24/07/2017 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner COMFORT TRANSPORTATION PTE LTD ("the third party claimant") of vehicle no. SH 7082A make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SH 7082A (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

Dated this 26 (day) of June (month) 2017 (year)



AWK

Signed by appointed surveyor

Aileen Tan
AILEEN TAN
Manager, Claims

Signed by "the workshop" (with chop)

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

"The contents of this document apply to vehicle damages only.
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

COMFORTDELGRO ENGINEERING

A member of COMFORTDELGRO

GST REG. NO. M2-8921817-3

ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701
 Mobile + 65 6343 6290 Facsimile + 65 6280 9758

Workshops

59 Loring Drive Singapore 508909
 383 Sin Ming Drive Singapore 575711
 45 Pandan Road Singapore 606286
 329 Lte Road 3 Singapore 409549

24 Serangoon Loop Singapore 738158
 7 Sungei Kadut Way Singapore 728991
 6 Dulu Avenue 1 Singapore 539537

COMPANY REG. NO.: 199506048W
 Page: 1

TAX INVOICE

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SERANGOON WAY, CHARTERS BUILDING
 SINGAPORE 079120

CONTACT NO: 64193000 3225094

VEHICLE NO
 8B 7082A

MAKE
 HYUNDAI

MODEL
 T-40

DATE OF REG
 02.04.2015

CHASSIS CODE
 KMHLB41DMFUD67829

INV. NO/DATE
 91320804 27.07.2017

JOB NO.
 305058763

DIRECTOR REPAIRING

JOB TYPE

Description : 3P 21.07.17

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt.	400.00
Add GST @ 7.000 %	28.00
Total Invoice amount.	428.00

Issued by : KATHKINETAN 27.07.2017 17:01:16
 Repair Type : CL80/57/57
 Payment Type/Term : /Credit 30 days

- WHILE TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE OWNED AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd
 A member of COMFORTDELGRO

Head Office:
 205 Braddell Road
 Singapore 579701

Kindly note that no receipt shall be issued unless requested.

OFFICE COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHO No.

Our Ref: CT17070770

Date: 27 July 2017



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 21/07/2017 @ 05:50 hrs
ALONG T3 - TAXI QUEUE
INVOLVING SLJ2285L

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SH7082A** (the "Taxi"). The Taxi was hired to **CHUA SIAK YONG IC NO S0750679A** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.00** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay
Executive, Fleet Safety

This is a computer generated letter. No signature is required.

0% 25% 50% 75% 100%

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SLJ2285L	21 Jul 2017 / 05:50:00	Successful	A04	AIG ASIA PACIFIC INSURANCE PTE. LTD.

Previous OK

Land Transport Authority

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Last updated on 16 Jul 2017 at 12:47 AM

SH7082A

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

Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	25 Jul 2017 Edit Reg		24 Jul 2017 00:00 Edit Adj Rpt	S\$400.00 Edit Estimates	S\$400.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LCRF PTE LTD, Co. Reg. No.: 201624597X								
Main Claimant:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R								
Vehicle Reg. No.:	SH7082A	Date of Loss:	21/07/2017 05:00 - :59 [27 Months and 19 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 0063084393SG	Policy/Cover Note No.:	0999995157						
Vehicle Reg. No. (Insured):	SLJ2285L	Policy No. (Claimant):	MCOM0015						
		Excess:							
Repairer:	ComfortDelGro Engineering Pte Ltd (Loyang) 59 Loyang Drive, 508969 Loyang - Tel: 6214 8300								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Chong, Joee]								
Claimant's Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KALVIN ANG WEI KUN] ... [Final Rpt due 30/05/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> • AIG_SG_EXPRESS (26/05/2019): Report Send Back Alerts - SH7082A (TP) • AIG_SG (26/07/2017): No OI GIA Report • AIG_SG (26/07/2017): Request To Upload TP GIA Report 									
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

*SH7082A (0063084393SG)
[SLJ2285L]
TP
COMFORT TRANSPORTATION PTE LTD
Jul 21 2017 5:00AM
[LCRF PTE LTD]
ComfortDelGro Engineering 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	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	27/05/19 16:37	Video - Accident							Load AVI		
Letters/Correspondences										1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	(Draft)	Third Party Express Settlement - Payment Breakdown							Edit		
2	13/04/18 08:55	Insurer Offer Letter/DV <small>[Offer superseded on 2018/04/23]</small>							Load HTM		
Photos/Images										3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
2	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
3	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
4	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
5	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
6	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
7	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
8	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
9	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
10	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
11	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
12	26/07/17 09:30	General View							Load JPG	<input checked="" type="checkbox"/>	
13	26/07/17 10:21	Reinspection Photo							Load JPG	<input checked="" type="checkbox"/>	
14	26/07/17 10:21	Reinspection Photo							Load JPG	<input checked="" type="checkbox"/>	
15	26/07/17 10:21	Reinspection Photo							Load JPG	<input checked="" type="checkbox"/>	
16	26/07/17 10:21	Reinspection Photo							Load JPG	<input checked="" type="checkbox"/>	
Documentation										1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	26/07/17 13:29	TP ESTIMATE - MARKED							Load PDF		
2	26/07/17 13:29	TP GIA REPORT							Load PDF		
3	27/11/17 14:31	OI GIA REPORT							Load PDF		
4	10/04/18 14:49	Email from AIG to reject TP claim							Load PDF		
5	10/04/18 14:49	Email to wkshop reject claim 10.4.18							Load PDF		
6	05/07/19 15:00	WORKSHOP INVOICE							Load PDF		
7	05/07/19 15:00	AUTHORISATION TO ACT FORM							Load PDF		
8	05/07/19 15:00	Release Voucher							Load PDF		
9	05/07/19 15:00	RENTAL RECEIPT							Load PDF		
10	05/07/19 15:00	RENTAL MILEAGE							Load PDF		
11	05/07/19 15:00	LTA SEARCH							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; height: 40px; width: 100%;"></div>
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SLJ2285L (Insd veh)	Model:	HYUNDAI I40 1.7 D CRDI (A)
	SH7082A (TP veh)		
Date of Accident:	21/07/2017		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	1,359.41
Final Repair Cost	:	\$	780.00
Loss of Use	:	\$	2.00 days at \$50.00 per day
Rental (if any)	:	\$	2 days
LTA / GIA Search Fee	:	\$	
Others:	:	\$	
	:	\$	
Final Settlement Sum (Global Sum)	:	\$	780.00
Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)			
A) For Non GIA Registered Workshop:		Agreed Liability _____(%)	
B) For GIA Registered Workshop:		BOLA Applicable: Yes / No BOLA Scenario No: _____	
		NIL	
BOLA Liability: _____100_____(%)		Assessed Liability (*): _____(%)	
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks _____			

Payment Instruction: Payee's Breakdown			
1)	ComfortDelGro Engineering Pte Ltd	:	\$ 780.00
2)		:	\$
3)		:	\$
4)		:	\$
5)		:	\$

JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

05 Jul
2019

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

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/LCR17014378/K1EA3Q2-1
Date: 05/07/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	0999995157
Claimant Vehicle No : SH7082A	Insured Vehicle No :	SLJ2285L
Date of Loss: 21/07/2017	Nature of Claim: TP	Claim No: 0063084393SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SH7082A	Engine No:	D4FDEU493752
Make & Model:	HYUNDAI I40, 1.7 D CRDi (A)	Chassis No:	KMHLB41UMFU067829
Reg. Date:	02/04/2015 (Man. Year: 2015)	Odometer:	291961 km
Colour:	Blue		
Engine Capacity:	1685 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:	205/60 R16	Rear Tyre Size:	205/60 R16
Front Left Side:	West Lake 7 mm	Rear Left Side:	West Lake 7 mm
Front Right Side:	West Lake 7 mm	Rear Right Side:	West Lake 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	550.48	67.60	482.88	87.72
Miscellaneous Items	0.00	0.00	0.00	
Labour	720.00	420.00	300.00	41.67
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	1,270.48	487.60	782.88	61.62
Approved Total (Overridden) (S\$)		400.00		
	(S\$) 1,270.48	400.00	870.48	68.52
+ GST 7.00/7.00% (S\$)	88.93	28.00	60.93	68.51
Nett Amount (S\$)	1,359.41	428.00	931.41	68.52
+ Loss of Use (2.0 x S\$50.00/day) (S\$)		100.00		
+ Car Rental (2.0 x S\$125.00/day) (S\$)		250.00		
+ Doc/Search Fee (S\$)		5.35		
Nett Liability (S\$)		783.35		
Global Sum Settlement (S\$)		780.00		

INSPECTION

Date of Assignment: 24/07/2017

Date Inspected: 24/07/2017 Inspected At: ComfortDelGro Engineering Pte Ltd
(Loyang)
59 Loyang Drive
Singapore 508969

Estimated Period of Repair: 2.0 days

Adjuster: KALVIN ANG WEI KUN

Manager: Asher Sng Rong Yi

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 BUMPER	Repair	603.60 FL	*- FL	
2	1		*REAR BUMPER CLIPS	Necessary	22.00 FL	*22.00 FL	
3	1		*REAR BUMPER RUBBER MAT	Necessary	50.00 FS	*50.00 FS	
					Sub Total (S\$)	675.60	72.00
					- List Item Discount on L Items 20.00/20.00% (S\$)	125.12	4.40
					Total Parts (S\$)	550.48	67.60

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
Labour Items				
1	PANEL BEATING	New	350.00	200.00
2	SPRAY PAINTING CHARGE	New	200.00	180.00
3	WIRING CHARGE	New	50.00	0.00
4	R/REFIX REVERSE SENSOR	New	120.00	40.00
Gross Labour Cost (\$\$)			720.00	420.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >