



From: Shu Pei (LKKAuto) [mailto:shupeai@lkkauto.com]
Sent: 26/07/2019 16:53
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A; CS A Team
Subject: FW: LOD Re: Accident on 28/6/2019 involving SHB 1005A & SLE 8363G (AIG's insured) Our Ref: TAX/06/19/2105/lg

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/AIG19011693/Ekb3	Khanchna

To check availability of the case handler, you may contact the undersigned

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeai@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Friday, 26 July 2019 10:18 AM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 28/6/2019 involving SHB 1005A & SLE 8363G (AIG's insured) Our Ref: TAX/06/19/2105/lg

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$5550.00
Loss of Rental	\$786.45 (7.5 days x \$104.86)
LTA Search Fee	\$7.00
Total	\$6343.45

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





Auto
Consultants
Pte Ltd

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

Our Ref: CC3/AIG19011693/Ekb3

8 JULY 2019

ONG SIONG CHUAN, LARRY
BLK 653 WOODLANDS RING ROAD
#12-476
SINGAPORE 730653

Dear Sir/Madam,

**ACCIDENT INVOLVING SLE8363G & SHB1005A ALONG STEVEN ROAD ON
28/06/2019**

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 SHB1005A against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

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.

Yours faithfully,

KHANCHNA
Case Handler
DID: 6841-2360
FAX: 6741 4108
Email: khanchna@lkkauto.com

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

Khanchna (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Saturday, 30 November 2019 4:19 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: YOUR REF: TP / 7938178251SG-003 [MANDATE REQUEST - ACCIDENT INVOLVING SHB 1005A & SLE 8363G [AIG] ON 28/06/2019]

Hi Khanchna

Referring to the above.

Mandate been approved from: \$6186.16 – 6291.02 (All-in).

****Subject to Final Repair Bill, Rental Docs, LTA Search Bill in order*

Thank you.

Best Regards

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

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: Wednesday, November 06, 2019 1:28 PM
To: Tan, Bennie-WZ
Cc: Admin A
Subject: [EXTERNAL] RE: YOUR REF: TP / 7938178251SG [MANDATE REQUEST - ACCIDENT INVOLVING SHB 1005A & SLE 8363G [AIG] ON 28/06/2019]

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

Dear Mr. Bennie,

The above matter and our e-mail below refers.

This is to inform you that the requested breakdown on surveyor's recommended days of 6 days should be as follows:

- To repair, replace and re-fix - takes about 4 days
- Spray painting – takes about 2 days

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Tuesday, 8 October 2019 1:55 PM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: YOUR REF: TP / 7938178251SG [MANDATE REQUEST - ACCIDENT INVOLVING SHB 1005A & SLE 8363G [AIG] ON 28/06/2019]

Dear Mr. Bennie,

We have uploaded a copy of our surveyor's marked estimate on Merimen for your perusal on the recommended COR.

As for the breakdown, please refer below:

- Date of Accident: 28/6/2019
- Date of Inspection: 1/7/2019
- Surveyor recommended repair days: 6 days
- LKK Breakdown : 6 days + 1 weekend = 7 days

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Tuesday, 8 October 2019 11:58 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: YOUR REF: TP / 7938178251SG [MANDATE REQUEST - ACCIDENT INVOLVING SHB 1005A & SLE 8363G [AIG] ON 28/06/2019]

Hi Khanchna

Please advise how is your recommended COR been arrived / derived upon. Also, to exclude the checked and unnecessary items.

Also, kindly let us have your breakdown towards your surveyor's recommended days.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Friday, August 30, 2019 3:47 PM

To: Tan, Bennie-WZ

Cc: Admin A

Subject: [EXTERNAL] YOUR REF: TP / 7938178251SG [MANDATE REQUEST - ACCIDENT INVOLVING SHB 1005A & SLE 8363G [AIG] ON 28/06/2019]

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

Dear Bennie Tan,

Summary mandate IA uploaded in Merimen.

All the relevant documents had been uploaded in Merimen.

For your approval please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of 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.

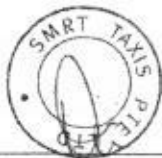
AUTHORISATION TO ACT

We, SMRT TAXIS PTE LTD ("the third party claimant") of No. 60 Woodlands Industrial Park E4, Singapore 757705 (address), owner of SHB 1005A (vehicle no.) hereby authorize SMRT Automotive Services Pte Ltd ("the workshop") to act for us with respect to our claim for repair costs and/or rental and/or loss of use ("claim") for our vehicle no. SHB 1005A was damaged pursuant to the accident which occurred on 28/6/2019 (date) along Stevens Rd towards PIE (location) involving vehicle no/s. SVL 87626 ("the accident").

I further authorize the workshop to settle the above mentioned claim in a manner as they deem fit and the cheque is to be made in favour of **SMRT TAXIS PTE LTD**.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 18 (day) of Dec (month) 2019 (year)



Signed by "the third party claimant"
(with company stamp if applicable)



Signed by "the workshop"
(with company stamp)

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

"We/I, SMRT AUTOMOTIVE SERVICES 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 SS6,291.00 (Global Sum) for vehicle no. SHB 1005A that was damaged pursuant to the accident which occurred on 28/06/2019 (date) along STEVENS ROAD TOWARDS PIE (location) involving vehicle no/s SLE 8363G.

This is pursuant to the inspection conducted on 01/07/2019 (date) at "the workshop".

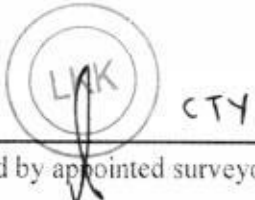
We/I confirm that we/I are/am authorized by the owner SMRT TAXIS PTE LTD ("the third party claimant") of vehicle no. SHB 1005A make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter 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 SHB 1005A (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.

Dated this 18 (day) of Dec (month) 20 19 (year)


Signed by appointed surveyor


Signed by "the workshop" (with chop)

*** This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 1990042802
Invoice No. : IV190700360
Date : 17.07.2019
Vehicle No. : SHB1005A
Your Ref No. : TAX/06/19/2105
Our Ref No. : 24102198
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR	1.00				\$ 5,550.00
GRAND TOTAL					\$ 5,550.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 28.06.2019

N.B. Payment by cheque should be crossed and
made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Taxls Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/06/19/2105

From: SMRT Taxls Pte Ltd

Date: 03/07/2019

**ACCIDENT INVOLVING SHB1005A AND SLE8363G ON 28/6/2019
1:35 PM ALONG STEVENS ROAD TOWARDS PIE.**

This is to confirm that the daily rental rate for SHB1005A is \$104.86 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Laid Up Report

Accident Start Date : 01/06/2019
Accident End Date : 25/07/2019

Date Generated : 25/07/2019
User Name : OngHuaYen

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/06/19/2105	SHB1005A	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24102198	28/06/2019 2:29 PM	06/07/2019 6:24 AM

Enquire Transaction History

Transaction History Details

Log Date/Time:	29 Jun 2019 / 10:03:22	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SLE8363G	Business Transaction Reference No.:	20190629100322940210
Transaction Type:	18 32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 28 Jun 2019 13:35:00
Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)