

INS CASE OWNER:

CC 3 /AIG16011232

LKK
IDAC

Surveyor:

Henry

DOI:

ASSIGNMENT

16/6/16

Date / Time:

16/6/16

Registered in Merimen:

17/6/16

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKA 1336P

Name of Insured:

Ng Seng Li Ann

Insured Tel No.:

HP:

97580698

Excess Sec II :\$

D.O.A.:

16/6/16

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

2100243924-01000

Audi A6

SUP ROAD OF PIE OUT OF B600
NORTH ROAD

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

SHA 7540 L



INSRS:

WSP:

Tel:

Liability:

RMKS:

CODE

by my



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

28/6/16
JWS

SHA 7540 L. X ;

SKA1336P - 001/116/14029336/A07303 ; 00A-16/6/16

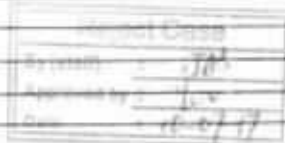
01/7/16 @ 4:00

Pending evidence from C D G F.

OI reported TP rear ended his veh.

2/12/16 @ 5:35

Called OI his number unable to get through. Based on video OI alleging to TP lane suddenly stop & changed by Taxi. Forward letter to OI & notify the claims first.



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:

Authorization 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:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by: WEN

Repair Cost:

PP

\$53,026.44

(4 days)

Reduction:

4 %

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

100

(Agreed / Assessed) BOLA S/N No.:

15

IF NO or B 28, Ass. Lia:

Repair Cost:

n/1501

\$53,243.64

2 (11/12/16) 18/12/16

Loss of Rental (LOR):

\$53,243.64

(3 days)

= +121.33

Loss of Use (LOU):

\$5

-

(\$ x days)

Loss of Income (LOI):

\$5150.00

(\$50 x 3 days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

\$53.35

Medical:

\$5

Disbursement:

\$5

Legal Cost:

\$5

Total:

\$53,780.98

Global Sum \$5: 3,780.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$53,780.00

Name 1:

COMPTON ENGINEERING PTE CO

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

15/8/19

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

PK110818L

3) Survey fee:

ASSIGNMENT

From: Henry Date: Alt

Estimated Cost: _____

OD / TP / WS / TF / RS / OD RES / EVA / INV / RV

To Inspect Vehicle No: _____

at Workshop no: _____

of: _____

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.



Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 4 days Res: Yes or No

Lum Sum: _____ % 3 Vet: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SHA754UL (Regn: CS 2015

Type: M/Car / M/Cycle / Bus / Van / Lorry (Pick) Prime Mover /

Truck / Trailer or

Make: Hyundai ILHO cc 1685

Colour: Blue A/C Insured / Std / Nil / NA

Sp. Reading: 150503 T/Radio: Insured / Std / Nil / NA

Eng/No: _____

C/Nr: KMH LB41UMF4U069065

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Lashed / Burnt or

Brake: In order / Jammed / Lashed / Burnt or

Mod: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 205 / 60 R16

R: N

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

TOYO / YOKO or westlake

Front: _____ Rear: _____

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A. 16/6/16 D.O.I. 16/6/16

Survey held at: CP&E Layanag

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

N/S Frnt

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
24/6/16	PIP Survey & Bu paint photo uploaded
	Endured cost PIP \$3031.44 with 4 working day out of line
	+3
	Red C (\$2,129.44 / 41%)
	3,243.64
	381.99
	180.00
	3775.63
	50%
	CIS # 1890/-

DrawTime: Pk Pass to?



Final Report

DrawTime: Pk Return to?



Final Report

DrawTime: Pk Return to?



Final Report

DrawTime: Pk Return to?



Final Report

DrawTime: Pk Return to?



Final Report

DrawTime: Pk Return to?



Final Report

DrawTime: Pk Return to?



Final Report

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee:

Stained

Cracked

Scratched

Others

Survey Fee:

Transportation

Food

Other

COMFORTDELGRO ENGINEERING PTE LTD
REPAIR ESTIMATE*

VEHICLE NO : SHA 7540L

MAKE :

MODEL : HYUNDAI i40

DATE 16/6/2016 16:17

Ag/Asia - CP/PJ TS

LKK - Henry

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Front Bumper Cover <i>crn</i>			\$ 562.30
	Front Bumper Sponge <i>su</i>			\$ 142.20
	Front Bumper Reinforcement <i>su</i>			\$ 526.10
	Front Bumper Grille (LH) <i>cut</i>			\$ 40.30
	Front Bumper Bracket Top (LH) <i>crn</i>			\$ 22.40
	Front Bumper Bracket (LH) <i>nn</i>			\$ 20.10
	Front Bumper Retainer Mounting <i>nn</i>			\$ 9.20
	Headlamp Support Panel Assy <i>su</i>			\$ 1,067.50
	Headlamp (LH) <i>crn</i>			\$ 1,388.00
	Front Fender (LH) <i>dented</i>			\$ 619.00
	Front Fender Shield (LH) <i>to m</i>			\$ 169.80
	Front Fender Retainer <i>nn</i>			\$ 9.20
	SUB TOTAL			\$ 4,576.10
	LESS 20%			\$ 915.22
	DISCOUNTED TOTAL			\$ 3,660.88
	Labour Charge			
	Panel Beating			\$ 850.00
	Spray Painting Charge			\$ 400.00
	Wiring Charge			\$ 50.00
	Tuff Kote			\$ 50.00
	Remove/Refix Aircon & Refill Gas			\$ 150.00
	TOTAL LABOUR			\$ 1,500.00
	ESTIMATE TOTAL			\$ 5,160.88

2291.44

400

360

30

X

X1003

790

4 day PIP 3031.44

B4 part photo

LKK Henry

97884060

16/6/16 1630hrs

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To resurvey damaged parts during resurvey
- To provide the following information
- To provide the following information
- To provide the following information
- To provide the following information
- To provide the following information
- To provide the following information

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

COMFORTDELGRO ENGINEERING

ComfortDelGro Engineering Pte Ltd
50 Loyang Drive Singapore 509669
Fax: 6546 8156

Our Job Ref No : 304914294

Date : 20/06/16

FINALIZATION FORM

To : LKK

Fax :

Attn : HENRY NG

Vehicle Reg No. : SHA7540L

Date of Accident : 16-Jun-16

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

1. The repair job shall bill to: AIG ASIA — SKA1338P
2. The finalized amount shall be:

(a) Spare Parts after List discount	\$2,241.44
(b) Labour Charges	\$790.00
Total for Part-By-Part Repair Cost	\$3,031.44
(c) Lumpsum Repair (if applicable)	
Total for Lumpsum repair cost after Less: 20%	
Final Lumpsum Repair cost	

3. Estimated normal period for repairs: 4 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 : LIM T S

Signature : HENRY

Name : LIM T S

Name : HENRY

Tel : 62148398

Date : 21/6/16

Fax : 65468156

For Official Use Only

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

Remarks:

COMFORTDELGRO ENGINEERING PTE LTD
REPAIR ESTIMATE

Date: 17.06.2016
Time: 18:47:15
Page: 1

COMPANY : THIRD PARTY'S CLAIMS (CAS)
CUSTOMER: 7010045
ADDRESS : COMFORT TRANSPORTATION PTE LTD
383 SIN MING DRIVE
SINGAPORE SINGAPORE 575717
65508755

JOB NO : 304914294
REGN NO : SHA7540L
MILEAGE : 0000000000
MAKE : HYUNDAI
MODEL : I-40
DATE OF REGN : 14.05.2015
DATE/TIME IN : 16.06.2016 12:29
ACCIDENT DATE : 16.06.2016

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

PART REQUISITION

0001 04-01-0103-0578-G	BUMPER FRT	1	562.30	20.00	449.84	/
0002 04-01-0103-0737-G	BUMPER GRILLE FRT LH	1	40.30	20.00	32.24	/
0003 04-01-0103-0639-G	BUMPER UPR BRKT FRT LH	1	22.40	20.00	17.92	/
0004 04-01-0103-0781-G	HEADLAMP LH	1	1,388.00	20.00	1,110.40	/
0005 04-01-0103-0574-G	FENDER FRT LH	1	619.00	20.00	495.20	/
0006 04-01-0103-0657-G	FENDER SHIELD FRT LH	1	169.80	20.00	135.84	/

SUB-TOTAL : 2,241.44

JOB NATURE

0000 L	PANEL BEATING
0001 23-502	SPRAYPAINT ON AFFECTED AREA
0002 17-01	CHECK ALL LIGHTING

400.00 /

360.00 /

30.00 /

SUB-TOTAL : 790.00

COMFORTDELGRO ENGINEERING PTE LTD
REPAIR ESTIMATE

Date: 17.06.2016
Time: 18:47:15
Page: 2

COMPANY : THIRD PARTY'S CLAIMS (CAS)
CUSTOMER: 7010045
ADDRESS : COMFORT TRANSPORTATION PTE LTD
383 SIN MING DRIVE
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65508755

JOB NO : 304914294
REGN NO : SHA7540L
MILEAGE : 0000000000
MAKE : HYUNDAI
MODEL : I-40
DATE OF REGN : 14.05.2015
DATE/TIME IN : 16.06.2016 12:29
ACCIDENT DATE : 16.06.2016

JOB / PARTS DESCRIPTION

QTY IND UNIT-PRICE DISC% AMOUNT

TOTAL : 3,031.44

MVA NAME & SIGNATURE
DATE :

AUTHORISED : YES / NO
SURVEYOR NAME & SIGNATURE
DATE :

Mei Kwan (LKKAUTO)

From: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Sent: Tuesday, 2 July, 2019 9:58 AM
To: Mei Kwan (LKKAUTO)
Subject: Fw: List of outstanding cases against AIG insured for Year 2016 - Reminder => Accident on 16/06/2016 SHA7540L & SKA1336P - 2nd reminder.

Follow Up Flag: Follow up
Flag Status: Completed

Without Prejudice

Dear Mei Kwan,

We refer to the above matter resting with our earlier email dated 02/05/2019.

It has more than 2 months and we have yet to hear from you.

Kindly revert soonest as possible, thank you!

Best Regards,
Alice Lau
Claims Department / ComfortDelGro Engineering Pte Ltd
Off: 6214 8307/ Fax: 6214 1843

From: Alice Lau Lay Koon
Sent: Thursday, 2 May 2019 11:27 AM
To: Mei Kwan (LKKAUTO)
Cc: Admin A
Subject: Re: List of outstanding cases against AIG insured for Year 2016 - Reminder => Accident on 16/06/2016 SHA7540L & SKA1336P

Without Prejudice

Dear Mei Kwan,

We do not agree with your rejection and would like to proceed further.

Please find attached the screenshots showing your insured suddenly changing lane within 2 seconds. Thus, our taxi driver did not have sufficient time to react. Moreover, our taxi was travelling straight and your insured driver was changing lane, Bola S15 apply.

If your Principle still maintained, kindly inform your Principle that we shall not hesitate to escalate this matter to GIA. We trust you understand our position.

We look forward receiving your settlement soon.

Best Regards,
 Alice Lau
 Claims Department / ComfortDelGro Engineering Pte Ltd
 Off: 6214 8307/ Fax: 6214 1843

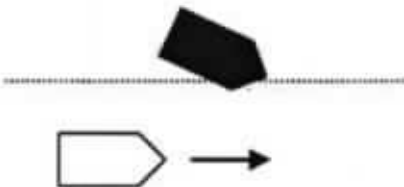
From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Thursday, 2 May 2019 11:02 AM
To: Alice Lau Lay Koon
Cc: Admin A
Subject: RE: List of outstanding cases against AIG insured for Year 2016 - Reminder => Accident on 16/06/2016
 SHA7540L & SKA1336P

Hi Alice,

As per video evidence, although insured vehicle is filtering to the right lane and suddenly stopped to avoid the collision with another vehicle which was ahead of OI vehicle. TP has ample time to react and take precaution to avoid such accident.

Please refer to the BOLA Guideline as below.

Therefore, our principal is maintain to reject the claim.

STRAIGHT ROAD (With / Without lane markings)	
15.	
	<p>Vehicle X - Changing lane Vehicle Y – Moving in own Lane</p>
	<p>Reason: Vehicles should be in the proper lane and change lane only when it is safe.</p>
	<p>Note:</p>
	<p>i) If point of impact on front vehicle is on the rear bumper, scenario 27 applies. ii) If point of impact is found on the front of the vehicle, scenario 15 applies.</p>

Best Regards,
Alice Lau
Claims Department / ComfortDelGro Engineering Pte Ltd
Off: 6214 8307/ Fax: 6214 1843

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 30 April 2019 1:17 PM
To: Alice Lau Lay Koon
Cc: KKLau; CS A Team; Admin A
Subject: RE: List of outstanding cases against AIG insured for Year 2016 -1st Reminder

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Alice,

Thank you for your email.

We will check and revert.

Hi Hsiao Tong / Joy,

FYNA please.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Sent: Tuesday, 30 April, 2019 11:55 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>
Subject: Fw: List of outstanding cases against AIG insured for Year 2016 -1st Reminder

Without Prejudice

Dear Mei Kwan,

Our email dated 26/03/2019 for the above matter refers.

Kindly forward to your respective case handler to revert your settlement for long protracted 5 no. of cases within the next 10 working days or we shall follow-up with your Principle for next of action. Kindly copy us in the loop.

We trust you understand our position.

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

Our Ref : T 0616 / SHA 7540L / AG (J)

Your Ref :

Date : 27-Jun-16

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

CDGETaxi Claims Dept

59 Luyang Drive
4th Floor

Singapore 508969
Fax: 6214 1843

COMFORTDELGRO
ENGINEERING

ComfortDelGro Engineering Pte Ltd
220 Braselton Road Singapore 579701

Manila +65 6261 9290
Fuzhou +65 6261 9758

www.cdge.com.sg

Contact: Raymond Ho - 6261 9758

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHA 7540L YOUR INSURED
SKA 1336P OTHERS ON 16.06.16

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHA 7540L 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 : SKA 1336P we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	S\$	3243.64
2	<u>3</u> days Loss of Rental @\$ <u>127.33</u> per day	S\$	381.99
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\$	3,630.98

HIRER'S CLAIM

1	<u>3</u> days Loss of Income @\$ <u>80.00</u> per days	S\$	240.00
Total Claims		S\$	3,870.98

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

- a) Original repair bill, : _____ pcs.
b) LTA search slip/s of : SKA 1336P
c) GIA / Police report/s of : SHA 7540L
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

Andrew Goh

Motor Claims Specialist

CDGE Claims Department

Tel : 6214 8734 Fax : 6214 1843 Email : andrewgoh@cdge.com.sg

A member of

COMFORTDELGRO



Mei Kwan (LKKAUTO)

From: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>
Sent: Friday, 5 July, 2019 2:25 PM
To: Mei Kwan (LKKAUTO)
Cc: Gavallu, Nishalini; Khoo, Kay-Eng; Boyogan, Joane
Subject: RE: RE: #7157064814SG004#023#Chaser from LKK

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Dear Mei Kwan,

We still maintain our stand by rejecting this appeal.

We had offer to TP repairer @ 50% of liability for amicable settlement. However, TP repairer rejected our offer and insisted for 100% as they claimed that our insured is the one who changed lane and caused the collision.

As per video evidence, although insured vehicle is filtering to the right lane and suddenly stopped to avoid the collision with another vehicle which was ahead of OI vehicle. TP has ample time to react and take precaution to avoid such accident.

Therefore, we are in the view that our offer is fair and reasonable.

Please refer to the BOLA Guideline as below.

Cc: Gavallu, Nishalini; Khoo, Kay-Eng

Subject: [EXTERNAL] RE: #7157064814SG004#023#Chaser from LKK

Dear Mariah,

With reference to above matter and enclosed email

Kindly refer to LKK's email dated 2 Jul 2019 and assist to revert to LKK. Also noted that matter still ongoing but Feat 003 shows marked off in OC.

Claim File (7157064814SG)

Add Work ...

Feature	003	Third Party Vehicle
Date of Loss	Policy Number - Eff Date - Exp Date	Feature Status
16/06/2016	2100243924 - 21/01/2016-20/01/2017	Resolved-Closed
Claimant Name	Insured Name	Adjuster Name
COMFORT TRANSPORTATION PTE LTD	Ng Seng Liang	SYAZA BNTIAHMAD

Access Feature OR --select a different action--

i Review feature details below. Please use drop down options above to work on this feature

! The next financial review date is due on 19/10/2017

Collision Damage View Contacts

Initial Information Vehicle Information Damage Towing and Rental Information

+ Coverage Decision

Fyna please. Thank you

Regards,

Joane Boyogan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +65 64191898

joane.boyogan@aig.com | www.aig.sg



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Tel +64191880 | Fax +68357416
cheok.leewai@aig.com | www.aig.com.sg

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From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 2 July 2019 11:06 AM
To: Yong, Ivy-AV <Ivy-AV.Yong@aig.com>
Subject: [EXTERNAL] TP 7157064814SG

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

Hi Ivy,

Please advise CSE for this case.

CLAIM SUBFOLDER DETAILS			[Created by adjuster]
Insured:	Ng Seng Liang, ID: S0025841E, Tel: +6597580698		
Main Claimant:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Vehicle Reg. No.:	SHA7540L	Date of Loss:	16/06/2016 11:00 - :59 [13 Months and 2 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 7157064814SG	Policy/Cover Note No.:	2100243924
Vehicle Reg. No. (Insured):	SKA1336P	Policy No. (Claimant):	D-1572701MFSH
		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 Sivaguru Raja, Jeevan Raj] jeevansivagum@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 HENRY NG KOK HUA] ... [Final Rpt due 28/06/2016]		

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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Asher Sng (LKKAUTO)

From: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>
Sent: Monday, 5 August 2019 2:20 PM
To: Asher Sng (LKKAUTO)
Cc: Gavallu, Nishalini; Khoo, Kay-Eng; Boyogan, Joane; Admin A; Kaur, Baljit; Lim, Sheng Yang; Parthiban, Theerthan
Subject: RE: RE: #7157064814SG004#023#Chaser from LKK *** LKK REF: CC3/AIG16011232/H1ea3q2-1

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher,

After deliberation, we agree to put 100% liability on OI.

Please do the necessary.

Thank You.

Regards,

Mariah Huibrechts
AIG
Senior Claims Examiner II
Singapore Claims Auto Operation | AIG Shared Services

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Thursday, July 25, 2019 6:01 PM
To: Mohd Rizal, Nur Mariah Huibrechts
Cc: Gavallu, Nishalini; Khoo, Kay-Eng; Boyogan, Joane; Admin A; Kaur, Baljit
Subject: [EXTERNAL] RE: RE: #7157064814SG004#023#Chaser from LKK *** LKK REF: CC3/AIG16011232/H1ea3q2-1

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Hi Mariah,

We refer to the above matter.

We have offer to third party 50% G/S \$1,900, however third party disagreed with our offer.

Third party propose escalate the dispute to GIA for adjudication.

Kindly advise.

Thank You.

Best Regards,
Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>

Sent: Thursday, 11 July 2019 4:55 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Gavallu, Nishalini <Nishalini.Gavallu@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Boyogan, Joane <Joane.Boyogan@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Kaur, Baljit <Baljit.Kaur@aig.com>

Subject: RE: RE: #7157064814SG004#023#Chaser from LKK *** LKK REF: CC3/AIG16011232/H1ea3q2-1

Hi Mei Kwan,

Done.

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Submitted	Ins Auth'd	Status
Main	17 Jun 2018		16 Jun 2016 00:00			Pending Adjuster Survey Cancel Case

Home	Offer Processing	Claim Details	Adjuster's Details
CLAIM SUBFOLDER DETAILS			[Created by adjuster]
Insured:	Ng Seng Liang, ID: S0025841E, Tel: +6597580698		
Main Claimant:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Vehicle Reg. No.:	SHA7540L	Date of Loss:	16/06/2016 11:00 - 159 [13 Months and 2 Days From]
Claim Type:	TP / 7157064814SG File No: CC3/AIG16011232/H1YA3Q2	Policy/Cover note No.:	2100243924
Vehicle Reg. No. (Insured):	SKA1336P	Policy No. (Claimant):	D-1572761MFSH
Repairer:	ComfortDelGro Engineering Pte Ltd (Loyang) PROFILE 59 Loyang Drive, 508969 Loyang - Tel: 6214 8300		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Sivaguru Raja, Jeevan Raj] jeevanrajv@gmail.com		
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by HENRY NG KOK HUA] ... [Final Rpt due 15/07/2019]		
Int. Est. Repair Costs:	5,000 - 6,000		
CLAIM REGISTERED			
File No / File Main Data:	7157064814SG / 7157064814SG	Information / Monthly / Policy	Yes

Thank You.

Regards,

Mariah Huibrechts

AIG

Senior Claims Examiner II

SG Claims Operations - Auto | AIG Shared Services

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, July 11, 2019 4:53 PM

To: Mohd Rizal, Nur Mariah Huibrechts

Cc: Gavallu, Nishalini; Khoo, Kay-Eng; Boyogan, Joane; CS A Team; Admin A; Kaur, Baljit

Subject: [EXTERNAL] RE: RE: #7157064814SG004#023#Chaser from LKK *** LKK REF: CC3/AIG16011232/H1ea3q2-1

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

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Mariah,

Still pending for payment.

Please send back report.

...CLAIM SUBFOLDER...(Pending for Payment)

Revoked / No settlement

Claim Audit		Activity Log		Documents		Create Supplementary		Close Claim	
CLAIM SUBFOLDER TRACKING									
SUBFOLDER TRACKING									
TRACKING									
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status		
Main	17 Jun 2016		16 Jun 2016 00:00		20 Jul 2017 13:15 S\$3,031.44 (S\$363.80)		Pending for Payment Cancel C		

Main	Reference	Claim Details	Documents	Show
CLAIM SUBFOLDER DETAILS				[Created by adjuster]
Insured:	Ng Seng Liang, ID: S0025841E, Tel: +6597580698			
Main Claimant:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R			
Vehicle Reg. No.:	SHA7540L	Date of Loss:	16/06/2016 11:00 - :59 [13 Months and 2 Days From LTA Reg Date (Man Yr)]	
Claim Type:	TP / 7157064814SG	Policy/Cover Note No.:	2100243924	
Vehicle Reg. No. (Insured):	SKA1336P	Policy No. (Claimant):	D-1572701MFSH	
		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 Sivaguru Raja, Jeevan Raj] jeevansivagum@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 HENRY NG KOK HUA] ... [Final Rpt due 28/06/2016]			

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>

Sent: Thursday, 11 July, 2019 4:42 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Gavallu, Nishalini <Nishalini.Gavallu@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Boyogan, Joane <Joane.Boyogan@aig.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Kaur, Baljit

<Baljit.Kaur@aig.com>

Subject: RE: RE: #7157064814SG004#023#Chaser from LKK *** LKK REF: CC3/AIG16011232/H1ea3q2-1

Hi Mei Kwan,

We have reopened the case in Merimen for your action.

Thank You.

Regards,

Mariah Huibrechts

AIG

Senior Claims Examiner II

SG Claims Operations - Auto | AIG Shared Services

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Tuesday, July 09, 2019 7:51 PM

To: Mohd Rizal, Nur Mariah Huibrechts

Cc: Gavallu, Nishalini; Khoo, Kay-Eng; Boyogan, Joane; CS A Team; Admin A

Subject: [EXTERNAL] RE: RE: #7157064814SG004#023#Chaser from LKK *** LKK REF: CC3/AIG16011232/H1ea3q2-1

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

Dear Sir / Madam,

We refer to the above matter.

Kindly assist to reopen case in Merimen for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>

Sent: Friday, 5 July, 2019 2:25 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Gavallu, Nishalini <Nishalini.Gavallu@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Boyogan, Joane <Joane.Boyogan@aig.com>

Subject: RE: RE: #7157064814SG004#023#Chaser from LKK

Dear Mei Kwan,

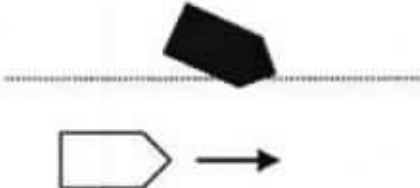

We still maintain our stand by rejecting this appeal.

We had offer to TP repairer @ 50% of liability for amicable settlement. However, TP repairer rejected our offer and insisted for 100% as they claimed that our insured is the one who changed lane and caused the collision.

As per video evidence, although insured vehicle is filtering to the right lane and suddenly stopped to avoid the collision with another vehicle which was ahead of OI vehicle. TP has amber time to react and take precaution to avoid such accident.

Therefore, we are in the view that our offer is fair and reasonable.

Please refer to the BOLA Guideline as below.

STRAIGHT ROAD (With / Without lane markings)		
15.		<p>Vehicle X - Changing lane Vehicle Y – Moving in own Lane</p> <p>Reason: Vehicles should keep in the proper lane and change lane only when it is safe.</p> <p>Note:</p> <ul style="list-style-type: none">i) If point of impact of front vehicle is found on the rear bumper scenario 27 appliesii) If point of impact found on the fender scenario 15 applies
FRONT TO REAR COLLISION		
27.		<p>Driver of the vehicle X will be 100% liable for losses incurred by the vehicle Y</p>

Thank You.

Regards,

Mariah Huibrechts
AIG
Senior Claims Examiner II
SG Claims Operations - Auto | AIG Shared Services

From: Boyogan, Joane
Sent: Thursday, July 04, 2019 2:31 PM
To: Mohd Rizal, Nur Mariah Huibrechts
Cc: Gavallu, Nishalini; Khoo, Kay-Eng
Subject: [EXTERNAL] RE: #7157064814SG004#023#Chaser from LKK

Dear Mariah,

With reference to above matter and enclosed email

Kindly refer to LKK's email dated 2 Jul 2019 and assist to revert to LKK. Also noted that matter still ongoing but Feat 003 shows marked off in OC.

Claim File (7157064814SG)

Add Work ...



Feature	003	Third Party Vehicle
Date of Loss	Policy Number - Eff Date - Exp Date	Feature Status
16/06/2016	2100243924 - 21/01/2016-20/01/2017	Resolved-Closed
Claimant Name	Insured Name	Adjuster Name
COMFORT TRANSPORTATION PTE LTD	Ng Seng Liang	SYAZA BINTIAHMAD

Access Feature OR --select a different action--

Review feature details below. Please use drop down options above to work on this feature

The next financial review date is due on 19/10/2017

Collision Damage

View Contacts

Initial Information

Vehicle Information

Damage

Towing and Rental Information

R

+ Coverage Decision

Fyna please. Thank you

Regards,

Joane Boyogan

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

78 Shenton Way AIG Building #08-16 Singapore 079120

Tel +65 64191898
joane.boyogan@aig.com | www.aig.sg



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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, July 02, 2019 11:57 AM
To: Cheok, Lee Wai; Boyogan, Joane
Subject: [EXTERNAL] RE: #7157064814SG004#023#

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'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Lee Wai,

Thank you for your email.

Dear Joane,

TP repairer rejected our offer and insisted for 100% as they claimed that our insured is the one who changed lane and caused the collision.

Please refer to the attached email and let us have your further instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

From: Cheok, Lee Wai <Cheok.Leewai@aig.com>
Sent: Tuesday, 2 July, 2019 11:36 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Boyogan, Joane <Joane.Boyogan@aig.com>
Subject: #7157064814SG004#023#

Dear Mei Kwan,

The CSE is Joane who is copied in this email.

Regards,

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

78 Shenton Way AIG Building #08-16 Singapore 079120
Tel +64191880 | Fax +68357416
cheok.leewai@aig.com | www.aig.com.sg

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 2 July 2019 11:06 AM
To: Yong, Ivy-AV <Ivy-AV.Yong@aig.com>
Subject: [EXTERNAL] TP 7157064814SG

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Hi Ivy,

Please advise CSE for this case.

CLAIM SUBFOLDER DETAILS			[Created by adjuster]
Insured:	Ng Seng Liang, ID: S0025841E, Tel: +6597580698		
Main Claimant:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Vehicle Reg. No.:	SHA7540L	Date of Loss:	16/06/2016 11:00 - :59 [13 Months and 2 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 7157064814SG	Policy/Cover Note No.:	2100243924
Vehicle Reg. No. (Insured):	SKA1336P	Policy No. (Claimant):	D-1572701MFSH
		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 Sivaguru Raja, Jeevan Raj] jeevansivagum@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 HENRY NG KOK HUA] ... [Final Rpt due 28/06/2016]		

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/AIG16011232/H1ya3

24 AUGUST 2016

NG SENG LIANG
30 JALAN HAJI SALAM
SINGAPORE 468821

Dear Sir/Madam,

ACCIDENT INVOLVING SKA 1336P & SHA 7540L ON 16/06/2016

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 03/09/2016, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Jas Khine
Case Handler
DID: 6841 2928
FAX: 6741 4108
Email: jaskhine@lkkauto.com

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

LETTER OF AUTHORISATION

(NAF / PAF)

**ACCIDENT INVOLVING
ALONG****i 40 SHA7540L , SKA1336P
PIE (TUAS) AT THE BEDOK NORTH RD EXIT****ON 16-Jun-16 11:40**

I / We

ABDUL MALIK B MOHA...(Hirer) NRIC No.: **S1755035G**

and/or

ABDULLAH BIN ALI(Relief) NRIC No.: **S0275910A**

Taxi Number

SHA7540L

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

16-Jun-2016

Name of Hirer

ABDUL MALIK B MOHAMMED

Hirer NRIC

S1755035GSignature : 

Address

**660 YISHUN AVENUE 4 #02-301
760660**

Contact No.

96984678

Name of Relief

ABDULLAH BIN ALI

Relief NRIC

S0275910ASignature : 

Address

**767 YISHUN AVENUE 3 02-315
760767**

Contact No.

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\$3,780.00 (Global Sum) for vehicle no. SHA 7540L that was damaged pursuant to the accident which occurred on 16/06/2016 (date) along PIE (TUAS) AT BEDOK NORTH EXIT (location) involving vehicle no/s SKA 1336P.

This is pursuant to the inspection conducted on 16/06/2016 (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. SHA 7540L 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 SHA 7540L (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 14 (day) of August (month) 2016 (year)



WYH

NKH

Signed by appointed surveyor

AILEEN TAN
Manager, Claims

Signed by "the workshop" (with chop)

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 506509

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"

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
 Repeat printout Page: 1

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SHENTON WAY, CHARTIS BUILD
 SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO
 SHA7540L

MAKE
 HYUNDAI

MODEL
 I-40

DATE OF REG
 14.05.2015

CHASSIS CODE
 KMHLE41UMFU069065

INV. NO/DATE
 91247750 24.06.2016

JOB NO.
 304914294

ODOMETER READING

DATE/TIME IN
 16.06.2016 12:29

Description : ACC.16.06.16/B

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0103-0578	I40V2 COVER-FR BUMPER#	1	562.30	20.00	449.84
0002	04-01-0103-0737	I40V2 COVER-FR FOG LAMP B	1	40.30	20.00	32.24
0003	04-01-0103-0639	I40VC BRACKET-FR BUMPER S	1	22.40	20.00	17.92
0004	04-01-0103-0781	I40V2 LAMP ASSY-HEAD LH#	1	1,388.00	20.00	1,110.40
0005	04-01-0103-0574	I40VC PANEL-FENDER LH#	1	619.00	20.00	495.20
0006	04-01-0103-0657	I40V2 GUARD ASSY-FR WHEEL	1	169.80	20.00	135.84
SUB-TOTAL			:			2,241.44

JOB NATURE

0001	L	PANEL BEATING	400.00	400.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA	360.00	360.00

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

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91247750	3,243.64	

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
 Page: 2

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

#08-16 78 SHENTON WAY.CHARTIS BUILD
 SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO
 SHA7540L

MAKE
 HYUNDAI

MODEL
 I-40

DATE OF REG
 14.05.2015

CHASSIS CODE
 KMHLB41UMFU069065

INV. NO/DATE
 91247750 24.06.2016

JOB NO.
 304914294

ODOMETER READING

DATE/TIME IN
 16.06.2016 12:29

S/No	Part No.		Qty	Unit Price	%Disc	Net
0003	17-01	CHECK ALL LIGHTING	30.00		30.00	
SUB-TOTAL			:			790.00

Items total	3,031.44
Add GST @ 7.000 %	212.20
Invoice amount	3,243.64

Issued by : CHEWBEELING 24.06.2016 14:42:03
 Repair type : CLSO/57/57
 Payment Type/Term: /Credit 30 days

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.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91247750	3,243.64	

Our Ref: CT16060674

Date: 24 June 2016



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	16/06/2016 @ 11:40 hrs
ALONG	PIE (TUAS) AT THE BEDOK NORTH RD EXIT
INVOLVING	SKA1336P

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 **SHA7540L** (the "Taxi"). The Taxi was hired to **ABDUL MALIK B MOHAMMED IC NO S1755035G** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate \$127.33 per day (inclusive of GST).

Please be advised that the Taxi was insured with **First Capital Insurance 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.

[illegible]

Text size + -

0% 25% 50% 75% 100%

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SKA1338P	16 Jun 2016 / 11:40:00	Successful	A04	AIG ASIA PACIFIC INSURANCE PTE. LTD

[Previous](#)[OK](#)

Land Transport Authority

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Best viewed with IE 6.0 SP3 and above. 1024 X 768 resolution

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

Express

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	17 Jun 2016 Edit Reg		16 Jun 2016 00:00 Edit Adj Rpt	S\$3,031.44 Edit Estimates	S\$3,031.44 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: Ng Seng Liang , ID: S0025841E, Tel: +6597580698									
Main Claimant: COMFORT TRANSPORTATION PTE LTD , Co. Reg. No.: 199303821R									
Vehicle Reg. No.: SHA7540L		Date of Loss: 16/06/2016 11:00 - :59 [13 Months and 2 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 7157064814SG		Policy/Cover Note No.: 2100243924							
Vehicle Reg. No. (Insured): SKA1336P		Policy No. (Claimant): D-1572701MFSH							
		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 Sivaguru Raja, Jeevan Raj] jeevansivagum@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 HENRY NG KOK HUA] ... [Final Rpt due 15/07/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AIG_SG_EXPRESS (11/07/2019): Report Send Back Alerts - SHA7540L (TP) 									
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.									

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SKA1336P (Insd veh)	Model:	HYUNDAI I40 1.7 D CRDI (A)
	SHA7540L (TP veh)		
Date of Accident:	16/06/2016		

Global Sum Settlement	:	<input checked="" type="checkbox"/> [X] Yes	<input type="checkbox"/> [] No	
Repair Estimate	:	\$		5,522.14
Final Repair Cost	:	\$		3,780.00
Loss of Use	:	\$		3.00 days at \$50.00 per day
Rental (if any)	:	\$		3 days
LTA / GIA Search Fee	:	\$		
Others:	:	\$		
	:	\$		
Final Settlement Sum (Global Sum)	:	\$		3,780.00

Is Third Party Workshop GIA Registered? ☒ [X] YES ☐ [] NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability _____(%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/~~No~~ — BOLA Scenario No: _____

15

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	:	\$	3,780.00
2)		:	\$	
3)		:	\$	
4)		:	\$	
5)		:	\$	

JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

23 Aug
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))

Claim Documents

*SHA7540L (7157064814SG)
[SKA1336P]
TP
COMFORT TRANSPORTATION PTE LTD
Jun 16 2016 11:00AM
[Ng Seng Liang]
ComfortDelGro Engineering Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Video															1 per page		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	23/05/17 15:19	Video - Accident												1	Load AVI					
Letters/Correspondences															1 per page		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	(Draft)	Third Party Express Settlement – Payment Breakdown												1	Edit					
2	20/07/17 13:15	Insurer Offer Letter/DV [Offer superseded on 2017/07/21]												1	Load HTM					
Assessment Reports															1 per page		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)												Thumbnail		Print				
1	21/06/16 08:59	Accident Statement From: SC - Reg. No: SKA1336P, Claimant: NG SENG LIANG												1	Load HTM					
Photos/Images															3 per page		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	17/06/16 13:55	Odometer Reading												1	Load JPG		<input checked="" type="checkbox"/>			
2	17/06/16 13:55	Chassis Number												1	Load JPG		<input checked="" type="checkbox"/>			
3	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
4	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
5	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
6	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
7	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
8	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
9	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
10	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
11	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
12	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
13	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
14	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
15	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
16	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
17	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
18	17/06/16 13:55	General View												1	Load JPG		<input checked="" type="checkbox"/>			
Documentation															1 per page		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print				
1	17/06/16 14:23	TP ESTIMATE - MARKED												1	Load PDF					
2	17/06/16 14:23	TP GIA REPORT												1	Load PDF					
3	28/07/16 11:40	ACCIDENT SCENE PHOTOS												1	Load JPG		<input checked="" type="checkbox"/>			
4	10/07/17 17:10	EMAIL CORRESPONDENCE WITH AIG												1	Load PDF					
5	10/07/17 17:10	EMAIL CORRESPONDENCE WITH CDGE												1	Load PDF					

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
6	29/03/18 09:32	LETTER TO OI		Load PDF
7	30/04/19 15:25	SKA1336P claim rejected		Load PDF
8	09/07/19 19:49	EMAIL FROM AIG DD 05.07.2019		Load PDF
9	23/08/19 15:44	WORKSHOP INVOICE		Load PDF
10	23/08/19 15:44	AUTHORISATION TO ACT FORM		Load PDF
11	23/08/19 15:44	Release Voucher		Load PDF
12	23/08/19 15:44	RENTAL RECEIPT		Load PDF
13	23/08/19 15:44	RENTAL MILEAGE		Load PDF
14	23/08/19 15:44	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>

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/AIG16011232/H1EA3Q2-1

Date: 23/08/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100243924
 Claimant Vehicle No: SHA7540L Insured Vehicle No: SKA1336P
 Date of Loss: 16/06/2016 Nature of Claim: TP Claim No: 7157064814SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SHA7540L
 Make & Model: HYUNDAI I40, 1.7 D CRDi (A) Engine No: D4FDFU501116
 Reg. Date: 14/05/2015 (Man. Year: 2015) Chassis No: KMHLB41UMFU069065
 Colour: Blue Odometer: 150503 km
 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 6 mm Rear Left Side: West Lake 6 mm
 Front Right Side: West Lake 6 mm Rear Right Side: West Lake 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,660.88	2,241.44	1,419.44	38.77
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,500.00	790.00	710.00	47.33
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	5,160.88	3,031.44	2,129.44	41.26
+ GST 7.00/7.00% (S\$)	361.26	212.20	149.06	41.26
Nett Amount (S\$)	5,522.14	3,243.64	2,278.50	41.26
+ Loss of Use (3.0 x S\$50.00/day) (S\$)		150.00		
+ Car Rental (3.0 x S\$127.33/day) (S\$)		381.99		
+ Doc/Search Fee (S\$)		5.35		
Nett Liability (S\$)		3,780.98		
Global Sum Settlement (S\$)		3,780.00		

INSPECTION

Date of Assignment: 16/06/2016

Date Inspected: 16/06/2016 Inspected At:

ComfortDelGro Engineering Pte Ltd
(Loyang)

59 Loyang Drive
Singapore 508969

Estimated Period of Repair: 4.0 days

Adjuster: HENRY NG KOK HUA

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		*FRONT BUMPER COVER	Cracked	562.30 FL	*562.30 FL
2	1		*FRONT BUMPER SPONGE	Serviceable	142.20 FL	*- FL
3	1		*FRONT BUMPER REINFORCEMENT	Serviceable	526.10 FL	*- FL
4	1		*FRONT BUMPER GRILLE (LH)	Cut	40.30 FL	*40.30 FL
5	1		*FRONT BUMPER BRACKET TOP (LH)	Cracked	22.40 FL	*22.40 FL
6	1		*FRONT BUMPER BRACKET (LH)	Not Necessary	20.10 FL	*- FL
7	1		*FRONT BUMPER RETAINER MOUNTING	Not Necessary	9.20 FL	*- FL
8	1		*HEADLAMP SUPPORT PANEL ASSY	Serviceable	1,067.50 FL	*- FL
9	1		*HEADLAMP (LH)	Cracked	1,388.00 FL	*1,388.00 FL
10	1		*FRONT FENDER (LH)	Dented	619.00 FL	*619.00 FL
11	1		*FRONT FENDER SHIELD (LH)	Torn	169.80 FL	*169.80 FL
12	1		*FRONT FENDER RETAINER	Not Necessary	9.20 FL	*- FL

F=Franchise part. L=ListItemDisc.

Sub Total (S\$)	4,576.10	2,801.80
- List Item Discount on L Items 20.00/20.00% (S\$)	915.22	560.36

Total Parts (S\$)	3,660.88	2,241.44
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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	PANEL BEATING	New	850.00	400.00
2	SPRAY PAINTING CHARGE	New	400.00	360.00
3	WIRING CHARGE	New	50.00	30.00
4	TUFF KOTE	New	50.00	0.00
5	REMOVE/REFIX AIRCON & REFILL GAS	New	150.00	0.00
Gross Labour Cost (\$\$)			1,500.00	790.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >