

Surveyor:

Kenehan

DOI:

10/2/19

Date / Time:

9/1/19

Registered in Merimen:

10/2/19

Pre-assign / CCU / FTE



Insured Vehicle No. : SKB 7934T

Name of Insured : Xen Yeo

Insured Tel No. : HP:

Excess Sec II : S\$ D.O.A : 22/5/19

Is driver the owner? (YES / NO) Nature of Accident :

If NO, Driver Name / Age :

Driver Tel No. : (V/L: YES / NO)

Claim No. :

Policy No. :

Make / Model :

Place of Accident :

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability : % Final ? Yes / No

YM 3746Y

INSRS:  
WSP: Serve You Motor  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time

YM 3746Y 9/1/2020 10/2/19 22/5/19

File pass to me to close.

9/1/2020

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: 26/10/19 Kenehan

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA :

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: \$440 (1 days) Reduction: 76 %

Email ☐ Call ☐

FINAL SETTLEMENT Date/Time: 9/1/2020 Confirm with Elaine

Email ☒ Call ☐

Final Liability: % 50 (Agreed / Assessed) BOLA S/N No. 18

If NO or B 28, Ass. Lia:

Repair Cost: \$440 \$220

(MERGING LANES)

Loss of Rental (LOR): \$5 ( - days)

Loss of Use (LOU): 260 \$180 (\$180 x 2 days)

Loss of Income (LOI): \$5 (\$ - x days)

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

GIA/LTA Search \$5 7.49

Medical: \$5 -

Disbursement: \$5 - (e.g. Tow/Independent)

Legal Cost \$5 -

1) Claim status: Normal/Reject/Private Settle

2) Report Format: TP

3) Survey fee: \$320

Total: \$5 407.49 Global Sum \$5: 407.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1: \$5 407.00

Name 1: SERVE YOU MOTOR SERVICE

Payee 2: (Strike if N.A.) \$5

Name 2:

Payee 3: (Strike if N.A.) \$5

Name 3:

ASS. REC. BY:

REF:

A/GI

Kenneh

## ASSIGNMENT

From:

Date:

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No:

at Workshop n/s

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 Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

01

days

Res.: Yes or No

Lum Sum:

6121

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Date / Time

Action / Instruction

1 File pass to

B 440h

(Red \$ 1,430 / 76 / 1.)

Date/Time, File Pass to?

☐

: Prelim. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Report Format :

Lump Sum / I.B.I. (\$) :

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Survey Fee:

Transportation:

S - RS - SI

: Fuel

: Others

TOTAL

Veh No:

YM 3746Y

Yr Regn:

06, 06

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

Truck / Trailer or

Make:

MIT

(cc)

Fuso

cc

7545

Colour:

White

A/C:

Insured / Std / NI / NA

Sp. Reading

384372

T/Radio:

Insured / Std / NI / NA

Eng No:

C/No:

FK 617MB10167

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Mod: M/L / S/Rim / STD A/Rim or

Tyre Size:

F:

R:

8.25R16 (D)

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

TOYO / YOKO or

Aedus

Front

Rear

R/Bal:

9

mm

R/Bal:

9

9

mm

L/Bal:

9

mm

L/Bal:

9

9

mm

D.O.A.

22/5/19

D.O.I.

10/7/19

Survey held at

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

N/S Frt

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

Date/Time, File Pass to?

☐

: Prelim. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Report Format :

Lump Sum / I.B.I. (\$) :

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Survey Fee:

Transportation:

S - RS - SI

: Fuel

: Others

TOTAL

## SERVE YOU MOTOR SERVICE

BLOCK 5033 ANG MO KIO INDUSTRIAL PARK 2

#01-265, SINGAPORE 569536

TEL. NO: 64810555 / FAX NO. 64831654

E-MAIL: elainesyms@gmail.com

INS: AIG ASIA PACIFIC INSURANCE PTE LTD

COMPANY: EDS HOLDING PTE LTD

Registration no. : YM 3746 Y / MITSUBISHI FK617MSJRDEC

Date of accident: 22.05.2019

Date : 10-Jul-19

Quotation No. : CM190514

S/N	Qty	Item	Amount
<u>SPECIAL NETT ITEMS</u>			
1	1	Front tyre LH side	\$270.00
2	1	Front tyre rim LH side	\$680.00
<b>Total:</b>			<b>\$950.00</b>
<u>LABOUR &amp; MISC CHARGES</u>			
1		To straighten and panel beating on front LH sides for accident damaged portion.	\$380.00
2		To putty, re-spray painting affected areas.	\$480.00
3		To remove and refit front LH tyre to facilitate repairs	\$60.00
<b>TOTAL</b>			<b>\$920.00</b>
<b>Total Parts and Labour Cost of Repair</b>			<b>\$1,870.00</b>

Bump

Not Authorised  
Resurvey After Repair  
84401

1 day

LKK Auto Consultants hence notify the Repairer of the following:

- To return survey before/after work pending
- To display damaged parts during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification is allowed
- Supplementary (extra) work to be resurveyed and is subject to final approval from Insuring Company

Acknowledged by Repairer  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**PRE-REPAIR INSPECTION REQUEST – YM3746Y vs SKB7934T (OI) on D.O.A.: 22/05/2019**

From: Hor, Yinrul

To: 'assignments@kkauto.com', Admin A (admin-a@kkauto.com)

Cc: Fong, Andy-SY, Chin, Lee-Ying, Abu Kassim, Noor Mariesa, Azlan, Syazairdina, Chan, Yoke Shi, Lim, Sheng Yang, Mithoosingh, Aashweenjeetkaur, Subramaniam, Divyashni, Tong, Wahxin

Sent: 7/9/2019 4:17:15 PM

Attachments: [YM 3746 Y ITA search \(220519\).pdf](#); [YM 3746 Y GIA report \(220519\).pdf](#); [YM 3746 Y PR \(220519\).pdf](#)

Hi,

Please refer to the enclosed request from **Serve You Motor Service**.

Claim no : 0049906673SG003

Case Owner : Norsiah Bte Md Noor

If you have any queries/concerns, please let us know.

Kindly assist to assign **Kenneth Kong** as Single Joint Expert as requested.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

Claim Adjuster II, Singapore FNO, Claims Operations – Auto

[yinrul.hor@aig.com](mailto:yinrul.hor@aig.com) | [www.aig.ae](http://www.aig.ae)

P. Elaine

T: 4428 m

v. out

E. ✓

From: elainesyms@gmail.com [mailto:elainesyms@gmail.com]

Sent: Tuesday, July 09, 2019 4:00 PM

To: Hor, Yinrul

Cc: elainesyms@gmail.com

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SKB7934T AND YM3746Y ON 22/05/2019

Hi Yin Rul

Thank you for the email.

We choose:

Kenneth Kong, LKK Auto Consultants Pte Ltd.

Elaine Chia

Serve You Motor Service

From: Hor, Yinrul

Sent: Tue, 9 Jul 2019 07:39:55 +0000

To: elainesyms@gmail.com

Cc: Fong, Andy-SY, Chin, Lee-Ying, Abu Kassim, Noor Mariesa, Azlan, Syazairdina, Chan, Yoke Shi, Lim, Sheng Yang, Mithoosingh, Aashweenjeetkaur, Subramaniam, Divyashni, Tong, Wahxin

Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SKB7934T AND YM3746Y ON 22/05/2019

Without Prejudice

Your Reference : YM3746Y

Our Reference : 0049906673SG003

Dear Sir/Madam,

We refer to your Notice of Accident of even date.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert:

Name of Surveyor	Company Name
AIG In House Surveyor	AIG Asia Pacific Insurance Pte Ltd
Lawrence Ng Chun Kee	Priority Services
Jeffrey Ong Leng Kiat	Priority Services
Jimmy Lee	Priority Services
EC Looi	Automobile Inspection Services Pte Ltd
Pang Kiah Keen (Frankie)	Formteam Adjusters Pte Ltd
Ng You Han	Formteam Adjusters Pte Ltd
Soon HanXin (Gary)	Formteam Adjusters Pte Ltd
Chow Bo Xiong	Formteam Adjusters Pte Ltd
Chua Soo Teck (Benjamin)	Formteam Adjusters Pte Ltd
Kalvin Ang	LKK Auto Consultants Pte Ltd
Xing Guo Qiang	LKK Auto Consultants Pte Ltd

Marcus Chua	LKK Auto Consultants Pte Ltd
Mohamud Taufik	LKK Auto Consultants Pte Ltd
Adrian Ling	LKK Auto Consultants Pte Ltd
Mohammed Rasul	LKK Auto Consultants Pte Ltd
Kenneth Kong	LKK Auto Consultants Pte Ltd

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert.

Thanks & Regards,

Hor Yin Rut (Viviane)

AIG

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto

[Yinru.Hor@aig.com](mailto:Yinru.Hor@aig.com) | [www.aig.sg](http://www.aig.sg)

**From:** Elaine Chia [mailto:[elainesyms@gmail.com](mailto:elainesyms@gmail.com)]

**Sent:** Tuesday, July 09, 2019 3:29 PM

**To:** AIG SGP, Claims-Survey; Hor, Yinru

**Subject:** [EXTERNAL] Re: PRI letter for Our Ref: YM 3746 Y / Your Ref: SKB 7934 T (claim number to be advised) - DOA: 22.05.2019

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

Hi Sir / Mdm

Re: PRI letter for Our Ref: YM 3746 Y / Your Ref: SKB 7934 T (claim number to be advised) - DOA: 22.05.2019

Hereby attach our PRI letter for the above claim matter.

Please arrange with your surveyor to survey YM 3746 Y at our workshop.

Thank you.

Elaine Chia

Serve You Motor Service

Blk 5033 Ang Mo Kio Ind Park 2

#01-265 (S) 569536

H/P: 9239 3188 Tel: 6481 0555 / 6481 5652

Fax: 6483 1654

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[> Back to OneMotoring](#)

## Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type:	Company
Owner ID:	9564G

### Vehicle Details

Vehicle No.:	YM3746Y
Vehicle to be Exported:	No
Intended Deregistration Date:	09 Jul 2019
Vehicle Make:	MITSUBISHI
Vehicle Model:	FK617MSJRDEC
Primary Colour:	White
Manufacturing Year:	2006
Engine No.:	6D16986203
Chassis No.:	FK617MB10167
Maximum Power Output:	-
Open Market Value:	\$37,278.00
Original Registration Date:	23 Jun 2006
First Registration Date:	23 Jun 2006
Transfer Count:	2
Actual ARF Paid:	\$1,864.00

### Intended PARF Rebate Details

PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

### Intended COE Rebate Details

COE Expiry Date:	22 Jun 2021
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	5
PQP Paid:	\$22,326.00
COE Rebate Amount:	\$8,719.00
<b>Total Rebate Amount:</b>	<b>\$8,719.00</b>

### Message

Please note that all future COE renewals for this vehicle can only be for a 5-year period, subject to the statutory lifespan (if applicable) of the vehicle.

The information contained herein is correct as at 09 Jul 2019

OK

**SERVE YOU MOTOR SERVICE**  
**BLOCK 5033 ANG MO KIO IND. PARK 2 #01-265**  
**SINGAPORE 569536**  
**TEL. NO: 64815652 FAX: 64831654**  
**REG. NO. 224630/00L**  
**E-MAIL: elainesyms@gmail.com**

---

Our Ref: YM 3746 Y

Your Ref: SKB 7934 T

Date: 09-JUL-2019

M/s : AIG ASIA PACIFIC INSURANCE PTE LTD

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES NO YM 3746 Y / SKB 7934 T**  
**ACCIDENT DATE: 22/05/2019 Along BEDOK NORTH STREET 3**  
**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS**

We have been authorized by the registered owner of Vehicle No. ( **YM 3746 Y** ) which was involved in the above mentioned accident.

We understand that Vehicle No. ( **SKB 7934 T** ) was insured by you.

Please arrange with your surveyor to conduct a pre-repair inspection (without the estimated cost of repair) on vehicle bearing registration No. ( **YM 3746 Y** ) at our workshop.

If we do not hear from you within 2 working days from the date of this notice, we shall proceed to appoint the independent assessor to survey and repair the said vehicle, and also claim for any additional loss of use arising from the date of this notification being issued to you.

Yours faithfully,

**Elaine Chia (H/P: 92393188)**  
**SERVE YOU MOTOR SERVICE**



5

### Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type:	Company
Owner ID:	9564G

### Vehicle Details

Vehicle No.:	YM3746Y
Vehicle to be Exported:	No
Intended Deregistration Date:	09 Jul 2019
Vehicle Make:	MITSUBISHI
Vehicle Model:	FK617MSJRDEC
Primary Colour:	White
Manufacturing Year:	2006
Engine No.:	6D16986203
Chassis No.:	FK617MB10167

Maximum Power Output:	-
Open Market Value:	\$37,278.00
Original Registration Date:	23 Jun 2006
First Registration Date:	23 Jun 2006
Transfer Count:	2
Actual ARF Paid:	\$1,864.00

### Intended PARF Rebate Details

PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

### Intended COE Rebate Details

COE Expiry Date:	22 Jun 2021
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	5
PQP Paid:	\$22,326.00
COE Rebate Amount:	\$8,719.00
<b>Total Rebate Amount:</b>	<b>\$8,719.00</b>

### Message

Please note that all future COE renewals for this vehicle can only be for a 5-year period, subject to the statutory lifespan (if applicable) of the vehicle.

The information contained herein is correct as at 09 Jul 2019

OK



# 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

To : AIG Asia Pacific Insurance Pte. Ltd.  
 Attn : MdNoor, Norsiah

Your Ref : 0049906673SG  
 Our Ref : CC4/AIG19012223/KKA3  
 Date : 11 Oct 2019

**"WITHOUT PREJUDICE"**

## ACCIDENT INVOLVING SKB7934T & YM3746Y ON 22/05/2019

Refer to the above accident.

The accident occurred when both vehicles were merging at the merging lanes. We opine that BOLA 18 is applicable. We have clarified with the OI on the nature of the accident and he/she is aware that his/her NCD would be affected.

On behalf of AIG Asia Pacific Insurance Pte. Ltd., we have **successfully / not successfully** carried out **TP Express Settlement** between your insured (vehicle no. SKB7934T) and third party claimant (vehicle no. YM3746Y).

Summary of offer made to workshop Serve You Motor Service is as follows :

		Claimed	Revised
Cost of Repairs	\$	440.00	\$ 440.00
Loss of Use (2 days x \$200)	\$	400.00	360.00 (2 days x \$180)
Total	\$	840.00	800.00
50%		420.00	400.00
LTA Search	\$	7.49	\$ 7.49
Total	\$	427.49	\$ 407.49

Amount of claim at **Liability 50%** \$ 407.49

Enclose herewith the relevant supporting documents for your perusal.

For your approval please.

Regards,  
 Khanchna Pothuraj  
 LKK Auto Consultants Pte Ltd

## Khanchna (LKK Auto)

---

**From:** Khanchna (LKK Auto)  
**Sent:** Thursday, 9 January 2020 4:04 PM  
**To:** Elaine Chia  
**Cc:** Admin A  
**Subject:** RE: Accept offer for our ref: YM 3746 Y documents - DOA: 22.05.2019 \*\*\* LKK REF: CC4/AIG19012223/Kka3  
**Attachments:** AIG DV.pdf

Without Prejudice  
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

Thank you for the acceptance.

We attach herewith a copy of the DV for your further action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

*"Wishing you a Happy and Prosperous Lunar New Year"*



Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Elaine Chia <elainesyms@gmail.com>  
**Sent:** Thursday, 9 January 2020 2:01 PM  
**To:** CS A Team <cs-a@lkkauto.com>  
**Subject:** Fwd: Accept offer for our ref: YM 3746 Y documents - DOA: 22.05.2019 \*\*\* LKK REF: CC4/AIG19012223/Kka3

Thank you.

**Elaine Chia**

## Khanchna (LKK Auto)

---

**From:** Khanchna (LKK Auto)  
**Sent:** Wednesday, 8 January 2020 4:16 PM  
**To:** Elaine Chia  
**Cc:** Admin A  
**Subject:** RE: Status for our ref: YM 3746 Y documents - DOA: 22.05.2019 \*\*\* LKK REF: CC4/AIG19012223/Kka3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

We propose settlement on a 50% liability basis for global sum of \$407.00(all in).

Please confirm acceptance.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

"Wishing you a happy and a prosperous New Year!"

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

**From:** Elaine Chia <elainesyms@gmail.com>

**Sent:** Wednesday, 8 January 2020 2:20 PM

**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

**Subject:** Re: Status for our ref: YM 3746 Y documents - DOA: 22.05.2019 \*\*\* LKK REF: CC4/AIG19012223/Kka3

Hi Khanchna

Re: Status for our ref: YM 3746 Y documents - DOA: 22.05.2019 \*\*\* LKK REF: CC4/AIG19012223/Kka3

As spoken, we are aware that you have sent a reminder to AIG insurance for the offer.

## Khanchna (LKK Auto)

---

**From:** Md Noor, Norsiah <Norsiah.MdNoor@aig.com>  
**Sent:** Wednesday, 8 January 2020 4:11 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: Mandate Request - Accident between YM 3746Y & SKB 7934T (AIG) on 22/05/2019

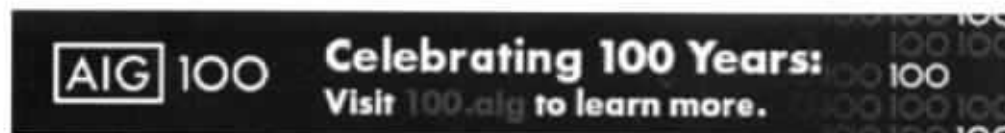
Dear Khanchna,

Please proceed as recommendation.

Thank you

Kind regards  
Norsiah

Norsiah Md Noor  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #08-16 Singapore 079120  
Tel: +(65) 6419-1606  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)



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---

**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]  
**Sent:** Wednesday, January 8, 2020 1:04 PM  
**To:** Md Noor, Norsiah <Norsiah.MdNoor@aig.com>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: Mandate Request - Accident between YM 3746Y & SKB 7934T (AIG) on 22/05/2019

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

AIG REF: **TP / 0049906673SG**

Dear Ms. Norsiah,

Third party is chasing for offer.

Summary mandate IA uploaded in Merimen.

For your approval please.

Thank you.

"Wishing you a happy and a prosperous New Year!"

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Khanchna (LKK Auto)

**Sent:** Monday, 25 November 2019 4:44 PM

**To:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Mandate Request - Accident between YM 3746Y & SKB 7934T (AIG) on 22/05/2019

AIG REF: **TP** / 0049906673SG

Dear Ms. Norsiah,

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](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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

Fastlane

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	01 Jun 2019 <a href="#">Edit Reg</a>		09 Jul 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$440.00</b> <a href="#">Edit Estimates</a>	<b>S\$440.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured: <b>IXEN YEO</b> , ID: 57325629A									
Main Claimant: <b>EDS HOLDING PTE LTD</b> , Co. Reg. No.: 201229564G									
Vehicle Reg. No.: <b>YM3746Y</b>		Date of Loss: 22/05/2019 00:00 - :59 <b>[154 Months and 29 Days From LTA Reg Date (Man Yr)]</b>							
Claim Type: <b>TP / 0049906673SG</b>		Policy/Cover Note No.: (Comprehensive) Coverage: 28/06/2018 - 27/06/2019							
Vehicle Reg. No. (Insured): <b>SKB7934T</b>		Policy No. (Claimant): D18MCV0000134(TPFT)							
		Excess:							
Repairer: <b>Serve You Motor Service (HQ)</b> BLOCK 5033 ANG MO KIO INDUSTRIAL PARK 2 #01-265, 569536 Ang Mo Kio - Tel: 64815652									
Handling Insurer: <b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>MdNoor, Norsiah</b> ] Norsiah.MdNoor@aig.com									
Claimant's Insurer: <b>India International Insurance Pte Ltd (HQ)</b> - Tel: 63476100									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>KENNETH KONG</b> ] ... <b>[Final Rpt due 18/07/2019]</b>									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AIG_SG (10/07/2019): Request To Upload TP GIA Report</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

**\*YM3746Y (0049906673SG)**  
**[SKB7934T]**  
**TP**  
**EDS HOLDING PTE LTD**  
**May 22 2019 12:00AM**  
**[IXEN YEO]**  
**Serve You Motor Service**

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			<b>View</b> <span style="border: 1px solid black; padding: 2px;">View in Browser</span>	
<b>Video</b>			1 per page <input type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	26/08/19 10:51	<b>Video - Accident</b> <small>From: OO - Reg. No: SKB7934T, Claimant: Yeo Teck Seng (Yang Decheng)</small>	Load MOV	
<b>Letters/Correspondences</b>			1 per page <input type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	(Draft)	Third Party Express Settlement - Payment Breakdown	Edit	
<b>Assessment Reports</b>			1 per page <input type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	11/10/19 11:40	Adjuster Immediate Advice	Load HTM	
<b>Photos/Images</b>			3 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
2	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
3	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
4	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
5	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
6	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
7	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
8	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
9	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
10	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
11	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
12	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
13	11/10/19 11:28	General View	Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	10/07/19 17:10	LTA search	Load PDF	
2	10/07/19 17:10	NOTIFICATION FROM WORKSHOP	Load PDF	
3	10/07/19 17:10	TP GIA REPORT	Load PDF	
4	10/07/19 18:35	ACKNOWLEDGEMENT EMAIL TO AIG DD 09.07.2019	Load PDF	
5	10/07/19 18:35	EMAIL FROM AIG DD 09.07.2019	Load PDF	
6	11/07/19 15:51	TP ESTIMATE MARKED	Load PDF	
7	26/08/19 11:06	EMAIL TO OI	Load PDF	
8	11/10/19 10:49	TP SIGNED LOD & ATA.	Load PDF	
9	13/01/20 11:02	WORKSHOP INVOICE	Load PDF	
10	13/01/20 11:02	AUTHORISATION TO ACT FORM	Load PDF	
11	13/01/20 11:02	Release Voucher	Load PDF	
12	13/01/20 11:02	LTA SEARCH	Load PDF	
13	13/01/20 11:02	LOD	Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	10/07/19 08:34	OI GIA REPORT	Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	Reset	Save	Print
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There are no document checklists configured.

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)**

**Show Remarks To:** ☐ Handling Insurer

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



NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SKB7934T (Insd veh)	Model:	MITSUBISHI
	YM3746Y (TP veh)		FK617MSJRDEC 7.5 D (M)
Date of Accident:	22/05/2019		

Global Sum Settlement	:	<input checked="" type="checkbox"/> [ X ] Yes	<input type="checkbox"/> [ ] No	
Repair Estimate	:	\$		1,870.00
Final Repair Cost	:	\$		407.00
Loss of Use	:	\$		2.00 days at \$180.00 per day
Rental (if any)	:	\$		days
LTA / GIA Search Fee	:	\$		
Others:	:	\$		
	:	\$		
Final Settlement Sum (Global Sum)	:	\$		407.00

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

**A) For Non GIA Registered Workshop:**    Agreed Liability \_\_\_\_\_ 50 \_\_\_\_\_ (%)

**B) For GIA Registered Workshop:**    BOLA Applicable: Yes/ No    BOLA Scenario No: \_\_\_\_\_

BOLA Liability: \_\_\_\_\_ (%)    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)	Serve You Motor Service	:	\$ 407.00
2)		:	\$
3)		:	\$
4)		:	\$

JOANNE LEE KHANG MIN

13 Jan  
2020

LKK Auto Consultants Pte Ltd

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: CC4/AIG19012223/KKA3Q2

Date: 13/01/2020

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No:

Claimant Vehicle No : YM3746Y

Insured Vehicle No : SKB7934T

Date of Loss: 22/05/2019

Nature of Claim: TP

Claim No: 0049906673SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: YM3746Y

Make &amp; Model: MITSUBISHI FK617MSJRDEC, 7.5 D (M)

Engine No: 6D16986203

Reg. Date: 23/06/2006 (Man. Year: 2006)

Chassis No: FK617MB10167

Colour: White

Odometer: 384372 km

Engine Capacity: 7545 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: 8.25 R16

Rear Tyre Size: 8.25 R16 (D)

Front Left Side: Aeolus 9 mm

Rear Left Side: Aeolus 9/9 mm

Front Right Side: Aeolus 9 mm

Rear Right Side: Aeolus 9/9 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	950.00	0.00	950.00	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	920.00	440.00	480.00	52.17
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>1,870.00</b>	<b>440.00</b>	<b>1,430.00</b>	<b>76.47</b>
<b>+ Loss of Use (2.0 x S\$180.00/day) (S\$)</b>		360.00		
	(S\$)	800.00		
<b>Liabile Amount (50.00%) (S\$)</b>		<b>400.00</b>		
<b>+ Doc/Search Fee (S\$)</b>		7.49		
<b>Nett Liability (S\$)</b>		<b>407.49</b>		
<b>Global Sum Settlement (S\$)</b>		<b>407.00</b>		

## INSPECTION

Date of Assignment: 09/07/2019

Date Inspected: 10/07/2019 Inspected At:

Serve You Motor Service (HQ)  
BLOCK 5033 ANG MO KIO  
INDUSTRIAL PARK 2 #01-265  
Singapore 569536

Estimated Period of Repair: 1.0 days

Adjuster: KENNETH KONG

Manager: Khanchna Pothuraj

*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 TYRE LH SIDE	Serviceable	270.00 FS	*- FS
2	1		*FRONT TYRE RIM LH SIDE	Serviceable	680.00 FS	*- FS
Total Parts (S\$)					950.00	0.00

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO STRAIGHTEN AND PANEL BEATING ON FRONT LH SIDES FOR ACCIDENT DAMAGED PORTION	New	380.00	180.00
2	TO PUTTY,RE-SPRAY PAINTING AFFECTED AREAS	New	480.00	260.00
3	TO REMOVE AND REFIT FRONT LH TYRE TO FACILITATE REPAIRS	New	60.00	0.00
Gross Labour Cost (\$\$)			920.00	440.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >