

INSURANCE

INS. CASE OWNER:

CC 6 /AIG1901 4624, A dlt

LKE

IDAC:

Surveyor:

Adrian

DOI:

ASSIGNMENT

10/8/19

Date / Time:

10/8/19

Registered in Merimen:

10/8/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SMJ 4132U

Name of Insured:

MAJESTY EXPRESS DL

Insured Tel No.:

HP:

Excess Sec II :S\$

D.O.A.:

10/7/19

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

TEO ANGEL

Driver Tel No.:

(V/L: YES / NO )

Claim No.:

452441 A150

Policy No.:

Make / Model:

MAZDA

Place of Accident:

TE customs

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

Insured Liability:

Final ? Yes / No

SMK 8207G



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Hun  
meng



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time

SMK 8207G Hunmeng  
12/1/2020

\* Ask for evidence from TP and ask  
OI who has got impact or not

12/1/2020 HUE PAS TO LSL TO LWE

made  
Yus  
05/08/20

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr 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:

S\$

( days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

( days)

Loss of Use (LOU):

S\$

(S x days)

Loss of Income (LOI):

S\$

(S x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GLA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost:

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee: \$320

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

COPY SENT  
12/3/2020

ASS. REC. BY:

REF:

Adrian

# ASSIGNMENT

Front: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

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

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

N/S	O/S

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: 6 days Res.: Yes or No

Lum Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_ Vehicle: IN / OUT

Person Contacted: \_\_\_\_\_

Veh No: SMK82076 Regn: 2019 / April

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

Truck / Trailer or

Make: Honda Freed Hybrid c.c 1496

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

Sp.Reading: 22001 TrRadio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: 6071080931

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Good / Jammed / Leaked / Burnt or

Brake: Good / Jammed / Leaked / Burnt or

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

Tyre Size: F: 185/65 R15

R: 185/65 R15

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

TOYO / YOKO or

Front

Rear

R/Bal. 06 mm R/Bal. 06 mm

L/Bal. 06 mm L/Bal. 06 mm

D.O.A. \_\_\_\_\_ D.O.I. 20/08/19

Survey held at Hua meng

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

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

Date / Time Action / Instruction

TPAIG

45 - \$4200 (Red \$4991.20 / 54%)

MV :

PV :

Nett:

Date/Time, File Pass to?

Date/Time, File Return to?

1)

2)

3)

4)

5)

6)

Prel. Report:

Final Report:

Part Prices Check:

IN

OUT

Survey Fee:

Date:

Basic & Add.

S + RS SI

Photos

Others

TOTAL

# HUA MENG SPRAY PAINTING WORKSHOP

1, Kaki Bukit Avenue 6, Blk C #01-61 / 01-34, Singapore 417883

Autobay @ Kaki Bukit

Tel: 6747 8064, 6746 5519 / 9666 9680 Fax: 6743 4896

## ESTIMATE

6671080931

CELESTE WONG

BLK 165 HOUGANG AVE 1

#10-1602

S 530165

TP A1 G

Tigle

Date

:24.08.2019

Vehicle No

:SMK 8207 G

Make/Model

:HONDA FREED

Accident date

:20.07.2019

No	DESCRIPTION	Qty	Amount (\$)
<u>List Items</u>			
1	Rear windscreen rubber <i>NR new</i>	1	\$ 88 ✓
2	Rear tailgate <i>Dented</i>	1	\$ 1320 ✓
3	Rear tailgate hinges @ \$ 82.50 <i>NR new</i>	2	\$ 165 x
4	Rear tailgate upper lock <i>NR new</i>	1	\$ 231 x
5	Rear tailgate lower lock <i>NR new</i>	1	\$ 57.2 x
6	Rear tailgate weather strip <i>NR</i>	1	\$ 143 ✓
7	Rear tailgate inner board <i>NR new</i>	1	\$ 418 x
8	Rear tailgate shock absorber @ \$ 165.00 <i>NR new</i>	2	\$ 330 x
9	Rear tailgate H emblem <i>NR</i>	1	\$ 68.2 ✓
10	Rear tailgate Freed emblem	1	\$ 68.2 ✓
11	Rear tailgate Hybrid emblem <i>NR</i>	1	\$ 64.9 ✓
12	Rear tailgate reflector @ \$ 748.00 <i>NR new</i>	2	\$ 1496 x
13	Rear tailgate handle <i>NR new</i>	1	\$ 198 x
14	Rear bumper <i>Deformed</i>	1	\$ 1155 ✓
15	Rear bumper side holder @ \$ 60.50 <i>NR</i>	2	\$ 121 ✓
16	Rear bumper reverse sensor (1 set) <i>Dented</i>	1	\$ 418 <i>200 (SN)</i>
17	Rear bumper clips (1 set) <i>NR</i>	1	\$ 66.30
18	Rear end panel <i>Dented</i>	1	\$ 528 ✓
19	Rear end panel top garnish <i>NR</i>	1	\$ 198 x
20	Rear bumper LH inner side garnish <i>Deformed</i>	1	\$ 418 <i>95</i>
			\$ 7551.5
		Less 20% Disc	\$ 1510.3
		Total	\$ 6041.2

### Labour Cost

1	To supply rear windscreen sealant	\$ 50 ✓
2	Remove & reinstall rear windscreen	\$ 150 <i>120</i>
3	Remove & reinstall reverse sensor	\$ 150 <i>50</i>
4	Remove & reinstall bootlid inner garnish	\$ 200 <i>60</i>
5	Remove, replace & repair consistent to the accident	\$ 1300 <i>900</i>
6	Respray painting	\$ 1200 <i>900</i>
7	Tuff kote	\$ 100 <i>80</i>
	Total	\$ 3150
	Grand Total	\$ 9191.2

Insurance Consultants hence notify  
the Insurer of the following:

- To resurvey before/after spray painting
- To display damaged parts during resurvey
- Final prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Knownledged by Repairer

Notes:

A-21C

total 15234.64

h/s A21C

06 Days

## Jia Le (LKK Auto)

---

**To:** Syed-Yusoff, Saliha  
**Subject:** RE: AIG ref: 4525410271SG-003 ll y/r ref: SMK8207G (DOA: 20/07/19)  
**Attachments:** IMG\_4732.JPG; IMG\_4733.JPG; IMG\_4734.JPG; IMG\_4735.JPG; IMG\_4736.JPG; IMG\_4737.JPG; IMG\_4738.JPG; IMG\_4739.JPG; IMG\_4740.JPG; IMG\_4741.JPG; IMG\_4742.JPG; IMG\_4743.JPG; IMG\_4744.JPG; IMG\_4745.JPG; IMG\_4746.JPG; IMG\_4747.JPG; IMG\_4748.JPG

Dear Saliha,

We have inspect the insured's vehicle and attached the inspect photos for your reference.

Our investigator comments that there is no damages found on the insured's vehicle.

Thank you.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Syed-Yusoff, Saliha [mailto:Saliha.Syed-Yusoff@aig.com]  
**Sent:** Friday, 28 February 2020 3:11 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** RE: AIG ref: 4525410271SG-003 ll y/r ref: SMK8207G (DOA: 20/07/19)

Dear Jia Le,

Please proceed with rejection unless TP able to prove damage was caused by Ol.

Was there any inspection made to Ol's vehicle?

Kind Regards,  
Saliha

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 |  
[www.aig.sg](http://www.aig.sg)

IMPORTANT NOTICE:

**Jia Le (LKK Auto)**

---

**From:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Sent:** Friday, 28 February 2020 3:11 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** RE: AIG ref: 4525410271SG-003 ll y/r ref: SMK8207G (DOA: 20/07/19)

Dear Jia Le,

Please proceed with rejection unless TP able to prove damage was caused by Ol.

Was there any inspection made to Ol's vehicle?

Kind Regards,  
Saliha

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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 |  
[www.aig.sg](http://www.aig.sg)

**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.

---

**From:** Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]  
**Sent:** Thursday, February 20, 2020 3:11 PM  
**To:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Subject:** [EXTERNAL] RE: AIG ref: 4525410271SG-003 ll y/r ref: SMK8207G (DOA: 20/07/19)

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

Dear Saliha,

We have spoken to insured driver and she did not receive any letter from t/police. She mentioned that she did not hit TP vehicle and there was no damages on TP vehicle.

We have request the video footage/evidence from TP. However, they did not have any.

Our surveyor have review the matter and comment that there were damages to TPV to suggest impact force onto it's rear. However, there is unable to conclusive as certain caused by OI.

Kindly let us have your comments/instruction.

Thank you.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [jiale@lkkauto.com](mailto:jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Syed-Yusoff, Saliha [<mailto:Saliha.Syed-Yusoff@aig.com>]

**Sent:** Friday, 13 September 2019 10:51 AM

**To:** Jia Le (LKK Auto)

**Subject:** AIG ref: 45254102715G-003 ll y/r ref: SMK8207G (DOA: 20/07/19)

Dear Jia Le,

We refer to the above-captioned.

Please follow up with insured driver if she has received any letter from t/police and do inspect insured's vehicle for any damages since she's adamant no collision and TP reported injuries.

Kind Regards,

Saliha

**Saliha Syed Yusoff**

**AIG**

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120

Tel +(65) 6419 1917 |

[www.aig.sg](http://www.aig.sg)

**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.

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient,

## Jia Le (LKK Auto)

---

**From:** Jia Le (LKK Auto)  
**Sent:** Wednesday, 11 March 2020 2:16 PM  
**To:** Syed-Yusoff, Saliha  
**Subject:** RE: AIG ref: 4525410271SG-003 || y/r ref: SMK8207G (DOA: 20/07/19)  
**Attachments:** IMG\_4732.JPG; IMG\_4733.JPG; IMG\_4734.JPG; IMG\_4735.JPG; IMG\_4736.JPG; IMG\_4737.JPG; IMG\_4738.JPG; IMG\_4739.JPG; IMG\_4740.JPG; IMG\_4741.JPG; IMG\_4742.JPG; IMG\_4743.JPG; IMG\_4744.JPG; IMG\_4745.JPG; IMG\_4746.JPG; IMG\_4747.JPG; IMG\_4748.JPG

Dear Saliha,

We have inspected the insured's vehicle and attached the inspection photos for your reference.

Our investigator commented that there is no damages found on the insured's vehicle.

Thank you.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Syed-Yusoff, Saliha [mailto:Saliha.Syed-Yusoff@aig.com]  
**Sent:** Friday, 28 February 2020 3:11 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** RE: AIG ref: 4525410271SG-003 || y/r ref: SMK8207G (DOA: 20/07/19)

Dear Jia Le,

Please proceed with rejection unless TP able to prove damage was caused by OI.

Was there any inspection made to OI's vehicle?

Kind Regards,  
Saliha

**Saliha Syed Yusoff**  
**AIG**  
Senior Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 |  
[www.aig.sg](http://www.aig.sg)



**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.

---

**From:** Jia Le (LKK Auto) [mailto:[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)]  
**Sent:** Thursday, February 20, 2020 3:11 PM  
**To:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>  
**Subject:** [EXTERNAL] RE: AIG ref: 45254102715G-003 ll y/r ref: SMK8207G (DOA: 20/07/19)

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

Dear Saliha,

We have spoken to insured driver and she did not receive any letter from t/police. She mentioned that she did not hit TP vehicle and there was no damages on TP vehicle.

We have request the video footage/evidence from TP. However, they did not have any.

Our surveyor have review the matter and comment that there were damages to TPV to suggest impact force onto it's rear. However, there is unable to conclusive as certain caused by OI.

Kindly let us have your comments/instruction.

Thank you.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Syed-Yusoff, Saliha [mailto:[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)]  
**Sent:** Friday, 13 September 2019 10:51 AM  
**To:** Jia Le (LKK Auto)  
**Subject:** AIG ref: 45254102715G-003 ll y/r ref: SMK8207G (DOA: 20/07/19)

Dear Jia Le,

We refer to the above-captioned.

Please follow up with insured driver if she has received any letter from t/police and do inspect insured's vehicle for any damages since she's adamant no collision and TP reported injuries.

Kind Regards,  
Saliha



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

AIG Building, 78 Shenton Way #08-16, Singapore 079120  
Tel +(65) 6419 1917 |  
[www.aig.sg](http://www.aig.sg)

**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.

**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.

**Jia Le (LKK Auto)**

---

**From:** Jia Le (LKK Auto)  
**Sent:** Thursday, 5 March 2020 1:55 PM  
**To:** Hua Meng  
**Subject:** RE: AIG INSURED: SMJ 4132 U OUR REF: SMK 8207 G D.O.A: 20.07.2019

Without Prejudice

Dear Sirs/Madam,

**ACCIDENT INVOLVING SMJ 4132U & SMK 8207G ON 20/07/2019**

We refer to the above matter.

There is no evidence to prove that our insured had collided onto your client's vehicle.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's claim.

Thank you.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [jiale@lkkauto.com](mailto:jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hua Meng [<mailto:huameng@live.com.sg>]  
**Sent:** Monday, 17 February 2020 6:13 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** Re: AIG INSURED: SMJ 4132 U OUR REF: SMK 8207 G D.O.A: 20.07.2019

Dear Jia Le

We didn't have video footage or scene photo.  
Kindly let us have your offer.

Thank You.

Regards,  
Jing Yee  
Hua Meng Spray Painting Workshop  
1 Kaki Bukit Avenue 6 Blk C  
#01-34/#01-61  
Singapore 417883  
Tel : 6746 5519 Fax : 6743 4896

---

**From:** Jia Le (LKK Auto) <[jiale@lkkauto.com](mailto:jiale@lkkauto.com)>  
**Sent:** Friday, November 22, 2019 11:35 AM

To: Hua Meng <huameng@live.com.sg>

Subject: RE: AIG INSURED: SMJ 4132 U OUR REF: SMK 8207 G D.O.A: 20.07.2019

Without Prejudice

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMJ 4132U(AIG) AND SMK 8207G ON 20/07/2019**

We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

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."

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [jiale@lkkauto.com](mailto:jiale@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hua Meng [<mailto:huameng@live.com.sg>]

**Sent:** Friday, 22 November 2019 11:10 AM

**To:** Jia Le (LKK Auto)

**Subject:** Re: AIG INSURED: SMJ 4132 U OUR REF: SMK 8207 G D.O.A: 20.07.2019

**Importance:** High

Dear Jia Le

We refer to our email dated 26.10.2019.

We had yet to get your reply.

Kindly let us have your offer soonest.

Thank You.

Regards,  
Jing Yee  
Hua Meng Spray Painting Workshop  
1 Kaki Bukit Avenue 6 Blk C  
#01-34/#01-61  
Singapore 417883  
Tel : 6746 5519 Fax : 6743 4896

---

**From:** Hua Meng  
**Sent:** Saturday, October 26, 2019 12:56 PM  
**To:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>  
**Subject:** AIG INSURED: SMJ 4132 U OUR REF: SMK 8207 G D.O.A: 20.07.2019

Dear Sir/Madam

We refer above mentioned accident.

We would like to inform that we have finalized with your surveyor.

Kindly revert your offer within 14 days.

Your prompt reply will be appreciated by us.

We enclose relevant documents for your attention.

Thank You.

Regards,  
Jing Yee  
Hua Meng Spray Painting Workshop  
Tel : 6746 5519 Fax : 6743 4896

---



Virus-free. [www.avg.com](http://www.avg.com)

...CLAIM SUBFOLDER...(Pending for Survey Report)  
Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	24 Jul 2019 <a href="#">Edit Reg</a>		20 Aug 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$4,200.00</b> <a href="#">Edit Estimates</a>	<b>\$4,200.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

MainReferenceClaim DetailsDocumentsShow All

CLAIM SUBFOLDER DETAILS

[Created by adjuster]

Insured:	MAJESTY EXPRESS PTE. LTD., Co. Reg. No.: 201332161D		
Main Claimant:	CELESTE WONG, ID: S8106403B		
Vehicle Reg. No.:	SMK8207G	Date of Loss:	20/07/2019 21:00 - :59 [2 Months and 25 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 4525410271SG	Policy/Cover Note No.:	(Comprehensive)
Vehicle Reg. No. (Insured):	SMJ4132U	Policy No. (Claimant):	1900090210
		Excess:	
Repairer:	Hua Meng Spray Painting Workshop (HQ) No 1 Kaki Bukit Avenue 6, #01-61 Autobay@Kaki Bukit, 417883 Kaki Bukit - Tel: 67478064, 67465519		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Syed-Yusoff, Saliha] Saliha.Syed-Yusoff@aig.com		
Claimant's Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 30/08/2019]		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS

[View All](#)[Search Tasks](#)[Create New Task](#)[Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

\*SMK8207G (4525410271SG)  
[SMJ4132U]  
TP  
CELESTE WONG  
Jul 20 2019 9:00PM  
[MAJESTY EXPRESS PTE. LTD.]  
Hua Meng Spray Painting Workshop

Upload Documents

Upload Photos

Compose New Letter

Upload Video












































Upload Audio












View

View in Browser

Photos/Images

3 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
2	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
3	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
4	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
5	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
6	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
7	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
8	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
9	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
10	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
11	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
12	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
13	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
14	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
15	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
16	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
17	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
18	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
19	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
20	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
21	15/10/19 16:15	General View		 Load JPG	<input checked="" type="checkbox"/>
22	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
23	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
24	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
25	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
26	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
27	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
28	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
29	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
30	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
31	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
32	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
33	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
34	15/10/19 16:15	Reinspection Photo		 Load JPG	<input checked="" type="checkbox"/>
35	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
36	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
37	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
38	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
39	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
40	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
41	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
42	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>
43	11/03/20 14:35	Inspection Photo (OI)		 Load JPG	<input checked="" type="checkbox"/>

Photos/Images					3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print	
44	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
45	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
46	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
47	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
48	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
49	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
51	11/03/20 14:35	Inspection Photo (OI)		Load JPG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Documentation					1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print	
1	21/08/19 15:04	TP GIA REPORT.		Load PDF		
2	11/03/20 16:10	EMAIL TO AIG ON 11032020		Load PDF		
3	11/03/20 16:10	EMAIL TO TP TO REJECT		Load PDF		
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print	
1	22/08/19 16:51	OI GIA REPORT		Load PDF		

Documents Checklist

DOCUMENTS CHECKLIST

Reset

Save

Print

There are no document checklists configured.

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

Show Remarks To:

☐ Handling Insurer

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



LKK Auto Consultants Pte Ltd (Co.Reg.No:199607196R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC6/AIG19014634/ADS3Q2  
Date: 16/03/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No:  
Claimant  
Vehicle No : SMK8207G Insured Vehicle No : SMJ4132U  
Date of Loss: 20/07/2019 Nature of Claim: TP Claim No: 4525410271SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SMK8207G  
Make & Model: HONDA FREED HYBRID, 1.5 G (A) Engine No: LEB5617399  
Reg. Date: 25/04/2019 (Man. Year: 2018) Chassis No: GB71080931  
Colour: Blue Odometer: 22001 km  
Engine Capacity: 1496 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: 185/65 R15 Rear Tyre Size: 185/65 R15  
Front Left Side: Yokohama 6 mm Rear Left Side: Yokohama 6 mm  
Front Right Side: Yokohama 6 mm Rear Right Side: Yokohama 6 mm  
*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,041.20	3,074.64	2,966.56	49.11
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,150.00	2,160.00	990.00	31.43
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	9,191.20	5,234.64	3,956.56	43.05
Approved Total (Overridden) (S\$)		4,200.00		
Nett Amount (S\$)	9,191.20	4,200.00	4,991.20	54.30
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 20/08/2019  
Date Inspected: 20/08/2019 Inspected At: Hua Meng Spray Painting Workshop (HQ)  
No 1 Kaki Bukit Avenue 6, #01-61  
Autobay@Kaki Bukit  
Singapore 417883  
Estimated Period of Repair: 6.0 days

Adjuster: ADRIAN LING

Manager: CHAN JIA LE

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.



REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR WINDSCREEN RUBBER	Not Necessary	88.00 FL	*- FL
2	1		*REAR TAILGATE	Dented	1,320.00 FL	*1,320.00 FL
3	2		*REAR TAILGATE HINGES	Not Necessary	165.00 FL	*- FL
4	1		*REAR TAILGATE UPPER LOCK	Not Necessary	231.00 FL	*- FL
5	1		*REAR TAILGATE LOWER LOCK	Not Necessary	57.20 FL	*- FL
6	1		*REAR TAILGATE WEATHERSTRIP	Cut	143.00 FL	*143.00 FL
7	1		*REAR TAILGATE INNER BOARD	Not Necessary	418.00 FL	*- FL
8	2		*REAR TAILGATE SHOCK ABSORBER	Not Necessary	330.00 FL	*- FL
9	1		*REAR TAILGATE H EMBLEM	Necessary	68.20 FL	*68.20 FL
10	1		*REAR TAILGATE FREED EMBLEM	Necessary	68.20 FL	*68.20 FL
11	1		*REAR TAILGATE HYBRID EMBLEM	Necessary	64.90 FL	*64.90 FL
12	2		*REAR TAILGATE REFLECTOR	Not Necessary	1,496.00 FL	*- FL
13	1		*REAR TAILGATE HANDLE	Not Necessary	198.00 FL	*- FL
14	1		*REAR BUMPER	Deformed	1,155.00 FL	*1,155.00 FL
15	2		*REAR BUMPER SIDE HOLDER	Necessary	121.00 FL	*121.00 FL
16	1		*SET REAR BUMPER REVERSE SENSOR	Damaged	334.40 FS	*200.00 FS
17	1		*SET REAR BUMPER CLIPS	Necessary	66.00 FL	*30.00 FL
18	1		*REAR END PANEL	Dented	528.00 FL	*528.00 FL
19	1		*REAR END PANEL TOP GARNISH	Not Necessary	198.00 FL	*- FL
20	1		*REAR BUMPER LH INNER SIDE GARNISH	Deformed	418.00 FL	*95.00 FL

F=Franchise part. S=SpcNett. L=ListItemDisc.

Sub Total (\$\$)	7,467.90	3,793.30
- List Item Discount on L Items 20.00/20.00% (\$\$)	1,426.70	718.66
Total Parts (\$\$)	6,041.20	3,074.64

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 SUPPLY REAR WINDSCREEN SEALANT	New	50.00	50.00
2	REMOVE & REINSTALL REAR WINDSCREEN	New	150.00	120.00
3	REMOVE & REINSTALL REVERSE SENSOR	New	150.00	50.00
4	REMOVE & REINSTALL BOOTLID INNER GARNISH	New	200.00	60.00
5	REMOVE,REPLACE & REPAIR CONSISTENT TO THE ACCIDENT	New	1,300.00	900.00
6	RESPRAY PAINTING	New	1,200.00	900.00
7	TUFF KOTE	New	100.00	80.00
Gross Labour Cost (\$\$)			3,150.00	2,160.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >