

INSDM

INS. CASE OWNER:

CC 4 / AIG1901 4639, K 6639

LKK:

IDAC:

Surveyor:

Kenneth

DOI:

ASSIGNMENT

20/8/14

Date / Time:

20/8/14

Registered in Merimen:

21/8/14

Pre-assign / CCU / FTE



Insured Vehicle No.:

SJF 433J

Name of Insured:

MAZUAN BIN KASMIN

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

16/8/14

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

210455694

MITSUBISHI

64 MODURUS LAMPUR

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

SGT 2843D



INSRS:

WSP:

Tel:

Liability:

RMKS:

complete
VMS

INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SGT 2843D - 1 SJF 433J - 1

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call OI:

Email 23.08.14

After call hr to OI:

25.08.14 Email WSP LAMPUR (LAMPUR)

03.12.14 FILE HANG TO TIPISI TO PREPARE REPORT.

Documentation Check List: Handler Typist

Notification hr (if non-pickup)

After call hr 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: E-DMY licence

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by: KSE

Repair Cost:

46 SS 7,500

(8 days) Reduction:

49 %

Email

Call

FINAL SETTLEMENT

Date/Time: 11.11.14

Confirm with: 1/14

Email

Call

Final Liability:

SS 100

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

15

If NO or B 28, Ass. Lia:

Repair Cost:

w/651

SS 8,045.00

01 (MAY) 1998 1/14

Loss of Rental (LOR):

SS -

(5 days)

Loss of Use (LOU):

SS 400.00

(540 x 10 days) 10%

Loss of Income (LOI):

SS -

(5 x 10 days)

LOR only

LOU only

LOR + LOU

LOR + LOU

(Tick only one)

GIA/LTA Search

SS 1.45

Medical:

SS -

Disbursement:

SS 20.00

(e.g. Tow/ Independent)

Legal Cost:

SS -

Total:

SS 8,452.45

Global Sum SS:

FINAL PAYMENT

Date/Time: 11.11.14

Confirm with: 1/14

Email

Call

Payee 1:

SS 8,452.45

Name 1:

COMPLETE VMS PTE LTD

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

ASS. REC. BY:

REF: A'6/

ASSIGNMENT

From: _____ 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)

Remark: The veh had commenced its
repair at the time of inspection.

Bal. or Market Value: 822k

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 08 days Res.: Yes or No

Lum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: 3/12 Person Contacted: _____

Vehicle: IN / OUT

Veh No: SGT 2853D Yr Regn: 04, 07

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

Truck / Trailer or MPV

Make: Toy Wish c.c. 1794

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

Sp. Reading: 16222 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: ZNE10 0358934

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 1P5/55R15

R: _____

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

TOYO / YOKO or

Front

R/Bal. 7 mm

L/Bal. 7 mm

D.O.A. 16/8/19

Survey held at

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

O/S body & O/S rim

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

OPL

Date / Time Action / Instruction

1 File pass to
workshop new liability ASAP.

H.C. +7,500 (Red. +7,256.71 49%)

M.V. +20,000

L.A. +70,544

M.V. +9,104

Date/Time, File Pass to?

☐ : Prell. Report

1)

☐ : Final Report

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee: ☐ : Site Insp (\$☐ : Interview (\$☐ : Tech Invs (\$☐ : Weekend (\$

Survey Fee:

Transportation:

S + RS \$

Fees

Others

TOTAL

Report Format :

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



Not Withheld
 61 By \$7500 max
 Reserving After Point
 8 days

QTY	ITEM	UNIT	PRICE	TOTAL	REMARKS
1	HEADLAMP R/H	EA	987.00	987.00	✓
2	FRONT FENDER R/H	EA	744.00	744.00	✓
3	FRONT FENDER INNER SHIELD R/H	DIS	138.00	138.00	✓
4	FRONT FENDER INNER SHIELD CLIP R/H	EA	34.00	34.00	✓
5	FRONT BUMPER	8.50	1,280.00	1,280.00	✓
6	FRONT BUMPER SIDE RETAINER	75.60	151.20	151.20	✓
7	FRONT BUMPER CLIP	8.00	48.00	48.00	✓
8	FRONT DOOR R/H	EA	1,499.80	1,499.80	X
9	FRONT DOOR MIRROR R/H	EA	485.30	485.30	X
10	FRONT DOOR OUTER HANDLE R/H	EA	75.70	75.70	X
11	REAR DOOR R/H	BT/way	1,281.50	1,281.50	✓
12	REAR FENDER R/H	EA	1,286.20	1,286.20	X
13	HEADLAMP L/H	EA	987.00	987.00	✓
14	FRONT FENDER L/H	EA	744.00	744.00	✓
15	FRONT FENDER INNER SHIELD L/H	DIS	138.00	138.00	✓
16	FRONT FENDER INNER SHIELD CLIP L/H	EA	34.00	34.00	✓
17	FRONT SHOCK ABSORBER L/H	8.50	468.60	468.60	✓
18	FRONT WHEEL BEARING L/H	EA	292.60	292.60	✓
19	FRONT LOWER ARM L/H	EA	638.70	638.70	✓
20	FRONT KNUCKLE ARM L/H	EA	468.90	468.90	✓
21	REAR WHEEL BEARING R/H	EA	192.60	192.60	✓
22	REAR SHOCK ABSORBER R/H	EA	468.60	468.60	X
List Total \$:			12,443.70		
25.00% Discount \$:			3,110.93		
			9,332.77		
SPECIAL NETT ITEMS:					
1	FRONT FENDER PROTECTOR R/H	EA	32.00	32.00	✓

[illegible]

CONTINUE /



COMPLETE VMS PTE LTD The Premier One-Stop Vehicle Accident Claims Centre
176 Sin Ming Drive, #03-14, Sin Ming Autocare Complex, Singapore 575721
(Tel) 6455 0012 (Fax) 6554 0012 (Web) www.completevms.com.sg

Page 2 / 2

Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

NOR AZZI BIN SAMHUDI
BLK 742 WOODLANDS CIRCLE #09-451
SINGAPORE 730742

Attention : THE OWNER
Contact 96565188

Estimate : ES006772

Date : 19/08/2019
Vehicle Num : SGT2853D
Make/Model : TOYOTA WISH 1.8-2007
Chassis/Eng# : ZNE100356934/1ZZ2854694
Accident Date : 16/08/2019
Claim No :
Reference :
Policy No :
}

S/N	Quantity	Particular	Unit Price	Amount S\$
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2.	1	FRONT DOOR PROTECTOR R/H
3.	1	FRONT DOOR FRAME PROTECTOR R/H
4.	1	REAR DOOR PROTECTOR R/H
5.	1	REAR SPORT RIM R/H
6.	1	REAR 1/4 GLASS SEALANT R/H
7.	1	FRONT SPORT RIM L/H
8.	1	FRONT NUMBER PLATE
9.	1	FRONT NUMBER PLATE HOLDER

121n
32.00
121n
35.00
121n
32.00
121n
450.00
65.00 x
450.00
25.00
33.00 } 451

Special Nett Total S\$:

1,154.00

LABOUR

REMOVE & REINSTALL FRONT SUSPENSION L/H
RUST PROOFING TREATMENT
TRANSFER R/H FRONT/REAR DOOR COMPONENTS TO NEW DOOR
COMPUTER WHEEL ALIGNMENT
SPRAY PAINT DAMAGED AREA AFFECTED
LTA APPLICATION & LABOUR FOR REMOVE & INSTALL OPC PLATE
CHANGE HEAD LAMP & DO LIGHT BEAM LEVEL ADAPTATION
CHANGE R/H REAR WHEEL BEARING AND SHOCK ABSORBER
TO CUT OFF R/H REAR FENDER, KNOCK AND STRAIGHTEN FRONT
L/H CHASSIS FRAME AND CHANGE ALL NECESSARY PARTS
REMOVE & REINSTALL REAR 1/4 GLASS R/H

250.00 180l
100.00 60l
300.00 60l
120.00 60l
1,800.00 1400l
180.00 80l
90.00 40l
150.00 x
1,200.00 900l
80.00 x

Labour Total S\$:

4,270.00

SingDollars Fourteen Thousand Seven Hundred Fifty-Six & Cents Seventy-Seven Only

Total S\$: 14,756.77

COMPLETE VMS PTE LTD

This is only an estimate based on our preliminary inspection and does not cover additional parts and labour time which may be required after the work has begun.



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

NOR AZZI BIN SAMHUDI
BLK 742 WOODLANDS CIRCLE #09-451
SINGAPORE 730742

Attention : THE OWNER

Contact : 96565188

Estimate : ES006772

Date : 19/08/2019

Vehicle Num. : SGT2853D

Make/Model : TOYOTA WISH 1.8-2007

Chassis/Eng# : ZNE100356934/1ZZ2854694

Accident Date : 16/08/2019

Claim No. :

Reference :

Policy No. :

*Not Authorized
Lily & ?
Resurvey After Paint
8 days*

S/N	Quantity	Particular	Unit Price	Amount S\$
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LIST ITEMS :				
1.	1	HEADLAMP R/H	987.00	✓
2.	1	FRONT FENDER R/H	744.00	✓
3.	1	FRONT FENDER INNER SHIELD R/H	138.00	✓
4.	4	FRONT FENDER INNER SHIELD CLIP R/H	8.50	✓
5.	1	FRONT BUMPER	1,280.00	✓
6.	2	FRONT BUMPER SIDE RETAINER	75.60	✓
7.	6	FRONT BUMPER CLIP	8.00	✓
8.	1	FRONT DOOR R/H	1,499.80	X
9.	1	FRONT DOOR MIRROR R/H	485.30	X
10.	1	FRONT DOOR OUTER HANDLE R/H	75.70	X
11.	1	REAR DOOR R/H	1,281.50	✓
12.	1	REAR FENDER R/H	1,286.20	X
13.	1	HEADLAMP L/H	987.00	✓
14.	1	FRONT FENDER L/H	744.00	✓
15.	1	FRONT FENDER INNER SHIELD L/H	138.00	✓
16.	4	FRONT FENDER INNER SHIELD CLIP L/H	8.50	✓
17.	1	FRONT SHOCK ABSORBER L/H	468.60	?
18.	1	FRONT WHEEL BEARING L/H	292.60	?
19.	1	FRONT LOWER ARM L/H	638.70	?
20.	1	FRONT KNUCKLE ARM L/H	468.90	?
21.	1	REAR WHEEL BEARING R/H	192.60	?
22.	1	REAR SHOCK ABSORBER R/H	468.60	?
List TotalS\$:			12,443.70	
25.00% Discount S\$:			3,110.93	
			9,332.77	
SPECIAL NETT ITEMS :				
1.	1	FRONT FENDER PROTECTOR R/H	32.00	12/12 ✓

*Wheel Alignment
report*

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "No Good Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurers Company

Acknowledged by Repairer:

Signature:

Date:

CONTINUE / ...



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

NOR AZZI BIN SAMHUDI
BLK 742 WOODLANDS CIRCLE #09-451
SINGAPORE 730742

Attention : THE OWNER

Contact : 96565188

Estimate : ES006772

Date : 19/08/2019
Vehicle Num. : SGT2853D
Make/Model : TOYOTA WISH 1.8-2007
Chassis/Eng# : ZNE100356934/1ZZ2854694
Accident Date : 16/08/2019
Claim No. :
Reference :
Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
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2.	1	FRONT DOOR PROTECTOR R/H
3.	1	FRONT DOOR FRAME PROTECTOR R/H
4.	1	REAR DOOR PROTECTOR R/H
5.	1	REAR SPORT RIM R/H
6.	1	REAR 1/4 GLASS SEALANT R/H
7.	1	FRONT SPORT RIM L/H
8.	1	FRONT NUMBER PLATE
9.	1	FRONT NUMBER PLATE HOLDER

na	121h	32.00
na	121h	35.00
na	121h	32.00
na	121h	450.00
na	x	65.00
na	121h	450.00
na		25.00
na		33.00

Special Nett Total S\$:

1,154.00

LABOUR :

REMOVE & REINSTALL FRONT SUSPENSION L/H
RUST PROOFING TREATMENT
TRANSFER R/H FRONT/REAR DOOR COMPONENTS TO NEW DOOR
COMPUTER WHEEL ALIGNMENT
SPRAY PAINT DAMAGED AREA AFFECTED
LTA APPLICATION & LABOUR FOR REMOVE & INSTALL OPC PLATE
CHANGE HEAD LAMP & DO LIGHT BEAM LEVEL ADAPTATION
CHANGE R/H REAR WHEEL BEARING AND SHOCK ABSORBER
TO CUT OFF R/H REAR FENDER, KNOCK AND STRAIGHTEN FRONT
L/H CHASSIS FRAME AND CHANGE ALL NECESSARY PARTS
REMOVE & REINSTALL REAR 1/4 GLASS R/H

?	250.00
601	100.00
601	300.00
601	120.00
1401	1,800.00
801	180.00
901	90.00
7	150.00
9001	1,200.00
na	80.00

Labour Total S\$:

4,270.00

SingDollars : Fourteen Thousand Seven Hundred Fifty-Six & Cents Seventy-Seven Only

Total S\$: 14,756.77

COMPLETE VMS PTE LTD

This is only an estimate bases on our preliminary inspection and does not cover additional parts and labour time which may be required after the work has begun

PRE-REPAIR INSPECTION REQUEST – SGT2853D vs SJF433J (OI) on D.O.A.: 16/08/2019

From: Hor, Yinnul
To: 'assignments@lkkauto.com'; Admin A (admin-a@lkkauto.com)
Cc: Fong, Andy-SY; Chin, Lee-Ying; Abu Kassim, Noor Mariesa; Azlan, Syazairdina; Chan, Yoke Shi; Lim, Sheng Yang; Mithoosingh, Aashweenjeetkaur; Parthiban, Theerthan; Subramaniam, Divyashni
Sent: 8/20/2019 11:21:09 AM

Hi,

Please refer to the enclosed request from **Complete VMS PTE LTD**.

Claim no : 4044665177SG003
Case Owner : Lee Ming Yao

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 Rui (Viviane)
AIG
FNOL Adjuster I
Singapore FNOL | Claims Operations – Auto

Yinnul.Hor@aia.com | www.aia.sg

Survey -
p: Li Hui
T: 234p.m
V: ly
G. ✓

From: lihui@completevms.com.sg [mailto:lihui@completevms.com.sg]

Sent: Tuesday, August 20, 2019 11:11 AM

To: Hor, Yinnul

Cc: Fong, Andy-SY; Chin, Lee-Ying; Abu Kassim, Noor Mariesa; Azlan, Syazairdina; Chan, Yoke Shi; Lim, Sheng Yang; Mithoosingh, Aashweenjeetkaur; Parthiban, Theerthan; Subramaniam, Divyashni; Tong, Wahxin; lihui@completevms.com.sg

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SJF433J AND SGT2853D ON 16/08/2019

Without Prejudice

Dear OIC,

Please arrange Mr Kenneth Kong (LKK) to conduct survey.

Thank you & Best Regards,
Gan Li Hui (Ms)

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012

From: Hor, Yinnul

Sent: Tue, 20 Aug 2019 01:15:08 +0000

To: 'lihui@completevms.com.sg'

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

Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SJF433J AND SGT2853D ON 16/08/2019

Without Prejudice

Your Reference : SGT2853D
Our Reference : 4044665177SG003

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 Chuan 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
Mohamad Taufikh	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)

AG

PNOL Adjuster |

Singapore PNOL | Claims Operations – Auto

Yinru.Hor@aig.com | www.aig.asia

From: Gan Li Hui [mailto:lihui@completevms.com.sg]

Sent: Monday, August 19, 2019 4:10 PM

To: ClaimsDocManagement

Subject: [EXTERNAL] NOTICE OF ACCIDENT: SGT2853D Your ref: SJF433J

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

Without Prejudice

Dear OIC,

ACCIDENT INVOLVING SGT2853D AND SJF433J ON 16/8/2019 ALONG WOODLANDS CENTRE ROAD AT ABOUT 08:15 HRS.

We act for **NOR AZZI BIN SAMHUDI** owner of vehicle no. **SGT2853D** with instruction to repair the vehicle.

Please be informed that the said vehicle can be inspected at:-

Venue Complete VMS Pte Ltd

176, Sin Ming Drive,

#03-14,

Singapore 575721

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you. Please note that there will also be a storage charge of \$60 per day on the 2 day notice period commencing from the date of this letter.

Thank you & Best Regards,

Gan Li Hui (Ms)

Complete VMS PTE LTD

Block 176 Sin Ming Drive, #03-14

Sin Ming Autocare Complex, Singapore 575721

Tel: 6455 0012 Fax: 6554 0012

IMPORTANT NOTICE:

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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.

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Friday, 23 August 2019 12:47 PM
To: Gan Li Hui
Subject: RE: PRE-REPAIR INSPECTION REQUEST – SGT2853D vs SJF433J (OI) on D.O.A.: 16/08/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

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: Gan Li Hui <lihui@completevms.com.sg>
Sent: Wednesday, 21 August 2019 4:06 PM
To: Shu Pei (LKKAUTO) <shupe@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: Re: PRE-REPAIR INSPECTION REQUEST – SGT2853D vs SJF433J (OI) on D.O.A.: 16/08/2019

Without Prejudice

Dear OIC,

As requested. Please advise liability.

Thank you & Best Regards,
Gan Li Hui (Ms)
Complete VMS PTE LTD
Block 176 Sin Ming Drive, #03-14
Sin Ming Autocare Complex, Singapore 575721
Tel: 6455 0012 Fax: 6554 0012

On Wed, 21 Aug 2019 at 15:17, Shu Pei (LKKAuto) <shupeil@lkkauto.com> wrote:

Dear Li Hui,

Please forwards to us a copy of GIA report.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 20 August 2019 1:15 PM

To: 'Hor, Yinrul' <Yinrul.Hor@aig.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Fong, Andy-SY' <Andy-SY.Fong@aig.com>; 'Chin, Lee-Ying' <Lee-Ying.Chin@aig.com>; 'Abu Kassim, Noor Mariesa' <NoorMariesa.AbuKassim@aig.com>; 'Azlan, Syazairdina' <Syazairdina.Azlan@aig.com>; 'Chan, Yoke Shi' <yokeshi.chan@aig.com>; 'Lim, Sheng Yang' <ShengYang.Lim@aig.com>; 'Mithoosingh, Aashweenjeetkaur' <Aashweenjeetkaur.Mithoosingh@aig.com>; 'Parthiban, Theerthan' <Theerthan.Parthiban@aig.com>; 'Subramaniam, Divyashni' <Divyashni.Subramaniam@aig.com>; 'Tong, Wahxin' <Wahxin.Tong@aig.com>

Subject: RE: PRE-REPAIR INSPECTION REQUEST – SGT2853D vs SJF433J (OI) on D.O.A.: 16/08/2019

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Hor, Yinrul <Yinrul.Hor@aig.com>

Sent: Tuesday, 20 August, 2019 11:21 AM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>; Admin A (admin-a@lkkauto.com) <admin-a@lkkauto.com>

Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>; Chin, Lee-Ying <Lee-Ying.Chin@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Mithoosingh, Aashweenjeetkaur <Aashweenjeetkaur.Mithoosingh@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Tong, Wahxin <Wahxin.Tong@aig.com>

Subject: PRE-REPAIR INSPECTION REQUEST – SGT2853D vs SJF433J (OI) on D.O.A.: 16/08/2019



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นี่คือการรักษาความปลอดภัยกับข้อความที่เข้ารหัสลับ
เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을 읽으려면
첨부 파일을 엽니다.

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Claim Audit

AUDIT TRAIL				
No.	Date	Audit	Remarks	By
1	21 Aug 2019 15:15	Clim Dtl Modified	Claimant's Name: -> -.	[A] Lau Shu Pei
2	21 Aug 2019 15:15	Clim Veh Model Changed	(206086) AD[VA AD1 200 190cc 3W.	[A] Lau Shu Pei
3	21 Aug 2019 15:15	Clim Created	Reg No: SGT2853D. Acct Date: 2019/08/16. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: COMPLETE VMS PTE LTD (HQ)	[A] Lau Shu Pei
4	21 Aug 2019 15:15	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	21 Aug 2019 15:15	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/08/30	[A] Lau Shu Pei
6	21 Aug 2019 15:15	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	21 Aug 2019 15:15	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	21 Aug 2019 15:15	Label Added	(19):Fastlane.	[A] Lau Shu Pei
9	21 Aug 2019 15:15	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] Lau Shu Pei
10	22 Aug 2019 14:14	Clim Dtl Modified	Claimant's Name: - -> NOR AZZI BIN SAMHUDI. Claimant's ID: -> S1775045C.	[A] Lau Shu Pei
11	22 Aug 2019 14:14	Clim Veh Model Changed	(206086) -> (201172) TOYOTA WISH 1.8 (A).	[A] Lau Shu Pei
12	25 Oct 2019 15:06	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	25 Oct 2019 15:06	Clim Dtl Modified	1P3 Reg. Date: -> 2007/04/05.	[A] JOANNE LEE KHANG MIN
14	25 Oct 2019 15:06	Clim Details Notified		[A] JOANNE LEE KHANG MIN
15	25 Oct 2019 17:03	Adj Mandate Request	Cur.Req:8452.45:LIABILITY: 100% B:15 OI CHANGED LANE HIT TP	[A] Asher Sng Rong Yi

Date From



Date To



Audit Type None



Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2254260	22 Aug 2019 15:11:51	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SGT2853D	SJF433J	11.77
2325250	25 Oct 2019 15:06:16	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SGT2853D	SJF433J	11.77

Print Received Message

This mail is associated with :

***SGT2853D (4044665177SG)**
[SJF433J]

TP

NOR AZZI BIN SAMHUDI

Aug 16 2019 12:00AM

[MAZLAN BIN KASMIN]

COMPLETE VMS PTE LTD

From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 04/11/2019 16:16 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$8452.45) - SGT2853D - Claim Handler: Lee, Ming-Yao

Approved:8452.45:Hi Asher, Noticed on OI's accident statement, if there is no dispute from OI on our settlement, please proceed. Do let us have supporting evidences, e.g. video / photos if available.

...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	17 Aug 2019 Edit Reg		20 Aug 2019 00:00 Edit Adj Rpt	S\$7,500.00 Edit Estimates	S\$7,500.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	MAZLAN BIN KASHIN, ID: S2185436J								
Main Claimant:	NOR AZZI BIN SAMHUDI, ID: S1775045C								
Vehicle Reg. No.:	SGT2853D	Date of Loss:	16/08/2019 00:00 - :59 [148 Months and 11 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 4044665177SG	Policy/Cover Note No.:	(Comprehensive) Coverage: 10/10/2018 - 09/10/2019						
Vehicle Reg. No. (Insured):	SJF433J	Policy No. (Claimant):	5107664867						
		Excess:							
Repairer:	COMPLETE VMS PTE LTD (HQ) 176 Sin Ming Drive #03-14 Sin Ming Autocare Complex, 575721 Sin Ming - Tel: 6455 0012								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@aig.com								
Claimant's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 30/08/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- AIG_SG_EXPRESS (04/11/2019): Alert - Adj Mandate Approved (S\$8452.45) - SGT2853D - Claim Handler: Lee, Ming-Y... - AIG_SG (22/08/2019): Re: Request for OI GIA report									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SGT2853D (4044665177SG)
[SJF433J]
TP
NOR AZZI BIN SAMHUDI
Aug 16 2019 12:00AM
[MAZLAN BIN KASMIN]
COMPLETE VMS PTE LTD

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Letters/Correspondences				1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print	
1	[Draft]	Third Party Express Settlement - Payment Breakdown		Edit	

Photos/Images				3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print	
1	03/10/19 10:02	General View		Load JPG	☒
2	03/10/19 10:02	General View		Load JPG	☒
3	03/10/19 10:02	General View		Load JPG	☒
4	03/10/19 10:02	General View		Load JPG	☒
5	03/10/19 10:02	General View		Load JPG	☒
6	03/10/19 10:02	General View		Load JPG	☒
7	03/10/19 10:02	General View		Load JPG	☒
8	03/10/19 10:02	General View		Load JPG	☒
9	03/10/19 10:02	General View		Load JPG	☒
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26	03/10/19 10:02	General View		Load JPG	☒
27	03/10/19 10:02	General View		Load JPG	☒
28	03/10/19 10:02	General View		Load JPG	☒
29	03/10/19 10:02	General View		Load JPG	☒
30	03/10/19 10:02	Chassis Number		Load JPG	☒
31	03/10/19 10:02	Odometer Reading		Load JPG	☒

Documentation				1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print	
1	21/08/19 15:15	EMAIL FROM AIG DD 20082019		Load PDF	
2	22/08/19 14:13	TP GIA REPORT		Load PDF	
3	23/08/19 12:46	LETTER TO OI		Load PDF	
4	03/10/19 10:01	TP ESTIMATE - MARKED		Load PDF	
5	03/10/19 10:07	LTA PARF COE Rebate Details		Load PDF	
6	25/10/19 15:16	LTA SEARCH		Load PDF	
7	25/10/19 15:16	E-DAY LICENCE		Load PDF	

Letters/Correspondences				1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
8	25/10/19 15:16	LOD		Load PDF	
9	14/11/19 10:40	WORKSHOP INVOICE		Load PDF	
10	14/11/19 10:40	AUTHORISATION TO ACT FORM		Load PDF	
11	14/11/19 10:40	Release Voucher		Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	22/08/19 15:10	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.			

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SJF433J (Insd veh)	Model:	TOYOTA WISH 1.8 (A)
	SGT2853D (TP veh)		
Date of Accident:	16/08/2019		

Global Sum Settlement	:	☐ Yes	☒ No
Repair Estimate	:	\$	15,789.74
Final Repair Cost	:	\$	8,025.00
Loss of Use	:	\$	400.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	7.45
Others:E-Day Licence	:	\$	20.00
	:	\$	
Final Settlement Sum	:	\$	8,452.45

10.00 days at \$40.00 per day
days

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

A) For Non GIA Registered Workshop: Agreed Liability ____ 100 ____ (%)

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)	COMPLETE VMS PTE LTD	:	\$ 8,452.45
2)		:	\$
3)		:	\$
4)		:	\$

JOANNE LEE KHANG MIN

14 Nov
2019

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/AIG19014639/KEB3Q2

Date: 14/11/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

Claimant

Vehicle No : SGT2853D

Insured Vehicle No : SJF433J

Date of Loss: 16/08/2019

Nature of Claim: TP

Claim No: 4044665177SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SGT2853D

Make & Model: TOYOTA WISH, 1.8 (A)

Engine No: 1ZZ2854694

Reg. Date: 05/04/2007 (Man. Year: 2007)

Chassis No: ZNE100356934

Colour: Metallic Blue

Odometer: 162222 km

Engine Capacity: 1794 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: 195/55 R15

Rear Tyre Size:

195/55 R15

Front Left Side: Michelin 7 mm

Rear Left Side:

Michelin 7 mm

Front Right Side: Michelin 7 mm

Rear Right Side:

Michelin 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	10,486.77	7,204.07	3,282.70	31.30
Miscellaneous Items	0.00	0.00	0.00	
Labour	4,270.00	2,780.00	1,490.00	34.89
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	14,756.77	9,984.07	4,772.70	32.34
Approved Total (Overridden) (S\$)		7,500.00		
(S\$)	14,756.77	7,500.00	7,256.77	49.18
+ GST 7.00/7.00% (S\$)	1,032.97	525.00	507.97	49.18
Nett Amount (S\$)	15,789.74	8,025.00	7,764.74	49.18
+ Loss of Use (10.0 x S\$40.00/day) (S\$)		400.00		
+ Doc/Search Fee (S\$)		7.45		
+ Other Costs (S\$)		20.00		
Nett Liability (S\$)		8,452.45		

INSPECTION

Date of Assignment: 20/08/2019

Date Inspected: 20/08/2019 Inspected At:

COMPLETE VMS PTE LTD (HQ)
176 Sin Ming Drive #03-14 Sin Ming
Autocare Complex
Singapore 575721

Estimated Period of Repair: 8.0 days

Adjuster: KENNETH KONG**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		*HEADLAMP R/H	Cut	987.00 FL	*987.00 FL
2	1		*FRONT FENDER R/H	Bent	744.00 FL	*744.00 FL
3	1		*FRONT FENDER INNER SHIELD R/H	Distorted	138.00 FL	*138.00 FL
4	4		*FRONT FENDER INNER SHIELD CLIP R/H	Necessary	34.00 FL	*34.00 FL
5	1		*FRONT BUMPER	Buckled	1,280.00 FL	*1,280.00 FL
6	2		*FRONT BUMPER SIDE RETAINER	Distorted	151.20 FL	*151.20 FL
7	6		*FRONT BUMPER CLIP	Necessary	48.00 FL	*48.00 FL
8	1		*FRONT DOOR R/H	Repair	1,499.80 FL	*- FL
9	1		*FRONT DOOR MIRROR R/H	Serviceable	485.30 FL	*- FL
10	1		*FRONT DOOR OUTER HANDLE R/H	Serviceable	75.70 FL	*- FL
11	1		*REAR DOOR R/H	Bent / Warped	1,281.50 FL	*1,281.50 FL
12	1		*REAR FENDER R/H	Repair	1,286.20 FL	*- FL
13	1		*HEADLAMP L/H	Cut	987.00 FL	*987.00 FL
14	1		*FRONT FENDER L/H	Bent	744.00 FL	*744.00 FL
15	1		*FRONT FENDER INNER SHIELD L/H	Distorted	138.00 FL	*138.00 FL
16	4		*FRONT FENDER INNER SHIELD CLIP L/H	Necessary	34.00 FL	*34.00 FL
17	1		*FRONT SHOCK ABSORBER L/H	Bent	468.60 FL	*468.60 FL
18	1		*FRONT WHEEL BEARING L/H	Necessary	292.60 FL	*292.60 FL
19	1		*FRONT LOWER ARM L/H	Distorted	638.70 FL	*638.70 FL
20	1		*FRONT KNUCKLE ARM L/H	Bent	468.90 FL	*468.90 FL
21	1		*REAR WHEEL BEARING R/H	Necessary	192.60 FL	*192.60 FL
22	1		*REAR SHOCK ABSORBER R/H	Serviceable	468.60 FL	*- FL
23	1		*FRONT FENDER PROTECTOR R/H	Necessary	32.00 FS	*12.00 FS
24	1		*FRONT DOOR PROTECTOR R/H	Necessary	32.00 FS	*12.00 FS
25	1		*FRONT DOOR FRAME PROTECTOR R/H	Necessary	35.00 FS	*12.00 FS
26	1		*REAR DOOR PROTECTOR R/H	Necessary	32.00 FS	*12.00 FS
27	1		*REAR SPORT RIM R/H	Dented	450.00 FS	*320.00 FS
28	1		*REAR 1/4 GLASS SEALANT R/H	Not Necessary	65.00 FS	*- FS
29	1		*FRONT SPORT RIM L/H	Deformed	450.00 FS	*320.00 FS
30	1		*FRONT NUMBER PLATE }	Necessary	25.00 FS	*45.00 FS
31	1		*FRONT NUMBER PLATE HOLDER }	Necessary	33.00 FS	*- FS

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

Sub Total (\$\$) **13,597.70** **9,361.10**

- List Item Discount on L Items 25.00/25.00% (\$\$) 3,110.93 2,157.03

Total Parts (\$\$) **10,486.77** **7,204.07**

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	REMOVE & REINSTALL FRONT SUSPENSION L/H	New	250.00	180.00
2	RUST PROOFING TREATMENT	New	100.00	60.00
3	TRANSFER R/H FRONT /REAR DOOR COMPONENTS TO NEW DOOR	New	300.00	60.00
4	COMPUTER WHEEL ALIGNMENT	New	120.00	60.00
5	SPRAY PAINT DAMAGED AREA AFFECTED	New	1,800.00	1,400.00
6	LTA APPLICATION & LABOUR FOR REMOVE & INSTALL OPC PLATE	New	180.00	80.00
7	CHANGE HEAD LAMP & DO LIGHT BEAM LEVER ADAPTATION	New	90.00	40.00
8	CHARGE R/H REAR WHEEL BEARING AND SHOCK ABSORBER	New	150.00	0.00
9	TO CUT OFF R/H REAR FENDER ,KNOCK AND STRAIGHTEN FRONT L/H CHASSIS FRAME AND CHANGE ALL NECESSARY PARTS	New	1,200.00	900.00
10	REMOVE & REINSTALL REAR 1/4 GLASS R/H	New	80.00	0.00
Gross Labour Cost (S\$)			4,270.00	2,780.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >