

INSURER

INS. CASE OWNER:

CC 4/AIG1901 6012, A <sup>S3</sup> ~~6012~~

LKK:  
IDAC:

Surveyor:

Adrian

DOI:

ASSIGNMENT

10/1/19

Date / Time:

10/1/19

Registered in Merimen:

10/1/19

Pre-assign / CCU / FTE



Insured Vehicle No. : SMD 8692A

Claim No. : \_\_\_\_\_

Name of Insured : ANG AI NGOH

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

Insured Tel No. : \_\_\_\_\_ HP: \_\_\_\_\_

Make / Model : \_\_\_\_\_

Excess Sec II :SS \_\_\_\_\_ D.O.A. : 3/1/19

Place of Accident : \_\_\_\_\_

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

If NO. Driver Name / Age : CHIA CHENG ZHEN

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

Driver Tel No. : \_\_\_\_\_ (VL- YES / NO)

Insured Liability : % Final ? Yes / No

SKU: 5256E → SMD 8692A →

SKB 51692 →



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS: 01



INSRS:  
WSP: STK  
Tel:  
Liability: TP  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time	STAGE	DATE/ PIC
	Non-Reporting Itr (1st):	
	Non-Reporting Itr (2nd):	
	Non-Reporting Itr (Final):	
	Notification Itr (if non-pickup):	
	Call OI	22/10/19
	After call Itr to OI:	
	Documentation Check List: Handler Typist	
	Notification Itr (if non-pickup)	
	After call Itr to OI:	<input checked="" type="checkbox"/>
	Authorisation To Act:	<input checked="" type="checkbox"/>
	Release Voucher:	<input checked="" type="checkbox"/>
	Final Repair Bill:	<input checked="" type="checkbox"/>
	Car Rental Invoice:	<input type="checkbox"/>
	Towing Invoice:	<input type="checkbox"/>
	LTA / GIA:	<input checked="" type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
	LOD:	<input checked="" type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>
<b>PRELIMINARY ADVICE</b> Date/Time: _____ Sent By: _____		
<b>FINALIZATION</b> Date/Time: _____ Confirm with: _____ Confirm by: _____		
Repair Cost:	US \$ 4,300 ( 5 days) Reduction: 60 %	Email <input type="checkbox"/> Call <input type="checkbox"/>
<b>FINAL SETTLEMENT</b> Date/Time: 21/3/2020 Confirm with: TM Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>		
Final Liability:	% 100 (Agreed / Assessed) BOLA S/N No. : 28	If NO or B 28, Ass. Lia: 0
Repair Cost:	US \$ 4,601	C 3 VEH (C: 01 2ND)
Loss of Rental (LOR):	SS _____ ( _____ days)	<b>COPY SENT</b> 4/3/2020
Loss of Use (LOU):	SS 600 (5 110 x 6 days)	
Loss of Income (LOI):	SS _____ (5 _____ x _____ days)	
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/> [Tick only one]	
GIA/LTA Search:	SS 7.45	
Medical:	SS _____	
Disbursement:	SS _____ (e.g. Tow/ Independent)	1) Claim status: <u>Normal/Reject/Private Settle</u>
Legal Cost:	SS _____	2) Report Format: TP
<b>Total:</b>	SS 5,268.45 Global Sum SS:	3) Survey fee: \$320
<b>FINAL PAYMENT</b> Date/Time: _____ Confirm with: _____ Email <input type="checkbox"/> Call <input type="checkbox"/>		
Payee 1:	SS 5,268.45 Name 1: STK AUTO (S) PTE LTD	
Payee 2: (Strike if N.A.)	SS _____ Name 2: _____	
Payee 3: (Strike if N.A.)	SS _____ Name 3: _____	

7/11/19  
Chanchuan

Behind AIG wants us to submit report. File pass to type report and to seek mandate for P.

3/3/2020  
Chanchuan

File pass to MK to close



PLEASE ARRANGE TO SURVEY VEHICLE AT  
 NO 8 KAKI BUKIT AVENUE 4  
 #03-21 PREMIER @ KAKI BUKIT GATE 2  
 SINGAPORE 415875



STK AUTO (S) PTE LTD

DID: 63860669

Fax: 63860669

HP: 97519596

Date: 9/9/2019

TP Vehicle Number: SMD8692A

To: AIG ASIA PACIFIC INSURANCE PTE LTD

Attn: Motor Claim Department

*Khachina*  
 JTH BK262705087808

Owner: JAVIERA TAN XIAN MING (CHEN XIANMING)  
 CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Certificate Number: DMPCSN3062761901

Accident Date: 7/9/2019

Vehicle Number: SKB5169Z

Make & Model: LEXUS IS 250

ESTIMATED REPAIR COST DETAILS

QTY	DESCRIPTION	REPAIR AMOUNT	SURVEYOR APP.
S/N	List Item	QTY	List pricing
1	rear bumper <i>Rehd</i>	1	\$ 795.60 ✓
2	rear bumper side retainer rh <i>3m</i>	1	\$ 65.70 ✓
3	rear bumper side retainer lh <i>3m</i>	1	\$ 65.70 ✓
4	rear bumper side bracket rh <i>3m</i>	1	\$ 55.70 ✗
5	rear bumper side bracket lh <i>3m</i>	1	\$ 55.70 ✗
6	rear bumper sponge <i>3m</i>	1	\$ 180.60 ✗
7	rear bumper towing cover rh <i>3m</i>	1	\$ 45.00 ✗
8	rear bumper towing cover lh <i>3m</i>	1	\$ 45.00 ✗
9	rear bumper reinforcement <i>Best</i>	1	\$ 512.60 ✓
10	rear bumper reflector rh <i>3m</i>	1	\$ 157.30 ✗
11	rear bumper reflector lh <i>3m</i>	1	\$ 157.30 ✗
12	taillamp rh <i>3m</i>	1	\$ 496.70 ✗
13	taillamp lh <i>3m</i>	1	\$ 496.70 ✗
14	rear bumper lower spoiler <i>Rehd</i>	1	\$ 1,362.30 ✓
15	rear end panel <i>Rehd</i>	1	\$ 863.90 ✗
16	rear end panel top garnish <i>Rehd</i>	1	\$ 365.90 ✓
17	boot lid <i>Repair</i>	1	\$ 807.33 ✗
18	boot lid emblem "lexus" <i>3m</i>	1	\$ 65.60 ✓
19	boot lid emblem IS250" <i>3m</i>	1	\$ 65.60 ✓
20	boot lid lock <i>3m</i>	1	\$ <del>650.80</del> 425
21	boot lid catch <i>3m</i>	1	\$ 450.50 ✗
22	boot lid reflector rh <i>3m</i>	1	\$ 420.30 ✗
23	bootlid reflector lh <i>3m</i>	1	\$ 420.30 ✗
24	exhaust muffler <i>3m</i>	1	\$ 607.50 ✗
25	exhaust rear rh <i>3m</i>	1	\$ 1,860.70 ✗
26	exhaust rear lh <i>3m</i>	1	\$ 1,860.70 ✗
	<i>Booth lid outer garnish coated</i>		
	Sub Tot	\$	12,830.83
	10% DIS	\$	(3,207.71)
	TOTAL	\$	9,623.12

PLEASE ARRANGE TO SURVEY VEHICLE AT  
 NO.8 KAKI BUKIT AVENUE 4  
 #03-21 PREMIER @ KAKI BUKIT GATE 2  
 SINGAPORE 415875



STK AUTO (S) PTE LTD

DID : 63860669

Fax : 63860669

HP : 97519596

Date : 10/9/2019

TP Vehicle Number : SMD8692A

To : AIG ASIA PACIFIC INSURANCE PTE LTD

Attn : Motor Claim Department

Owner : JAVIERA TAN XIAN MING (CHEN XIANMING)

CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Certificate Number : DMPCSN3062761901

Accident Date : 7/9/2019

Vehicle Number : SKB5169Z

Make & Model : LEXUS IS 250

S/N	DESCRIPTION	QTY	REPAIR AMOUNT	SURVEYOR APP.
<b>Special Nett Item</b>				
1	rear bumper clips <i>AK</i>	10	\$ 50.00	✓
2	rear bumper reverse sensor <i>Dmgd</i>	1	\$ 450.00	✓
3	rear end panel top garnish clij <i>AK</i>	10	\$ 50.00	+
4	rear number plate with casing <i>New</i>	1	\$ 65.00	+
	SUB TOTAL :		\$ 615.00	
<b>Labour &amp; Misc</b>				
1	TO CHECK ALL NECESSARY WIRINGS		\$ 50.00	30
2	TO RUST PROOF ON AFFECTED AREAS		\$ 100.00	→ 40
3	TO REMOVE & REFIX BOOTLID		\$ 60.00	x
4	TO REMOVE & REFIX SPARE TYRE COMPARTMEN		\$ 150.00	x
5	TO TEST THE SPARE TYRE LEAKING		\$ 150.00	x
6	COMPONENTS TO FACILITATE REPAIRS		\$ 100.00	60
7	LABOUR TO FACILITATE REPAIR		\$ 1,200.00	700
8	LABOUR & SPRAY PAINTING		\$ 1,200.00	800
	Sub Total		\$ 3,010.00	
	Sub T		\$ 10,653.62	1630
	7% G		\$ 745.75	
	Total		\$ 11,399.37	

PAGE 2

STK AUTO (S) PTE LTD 8 KAKI BUKIT AVENUE 4 #03-21 SINGAPORE 415875 | Tel: 63860669 |

Company Registration No. : 201539883N

**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 "Without Prejudice" base
- No illegal modification(s) is allowed
- Complementary item(s) must be resurveyed and
- Final approval from Insurance Company

*total 5485.10*  
*4/5 A-3K*  
*Adrian King*  
*2/10/19*  
*05 days*  
*96893735*

## Khanchna (LKK Auto)

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**From:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Sent:** Wednesday, 6 November 2019 4:51 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: Mandate Request - AIG REF: TP / 60598976415G [ SMD8692A - OI ]

Hi Khanchna,

Please submit survey report and seek mandate in Merimen.

Thanks.

**Best Regards,**

Bernard Ler  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]  
**Sent:** 06 November 2019 16:44  
**To:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [EXTERNAL] Mandate Request - AIG REF: TP / 60598976415G [ SMD8692A - OI ]

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

Dear Sir,

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**

**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 : Ler, Bernard-JQYour Ref : 6059897641SG  
Our Ref : CC4/AIG19016012/AKB3  
Date : 06 Nov 2019**"WITHOUT PREJUDICE"****ACCIDENT INVOLVING SMD8692A & SKB5169Z ON 07/09/2019**

Refer to the above accident.

The accident occurred when it is a 3 vehicle chain collision, Insured vehicle is second. We opine BOLA 28 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. SMD8692A) and third party claimant (vehicle no. SKB5169Z).

Summary of offer made to workshop Stk Auto (s) Pte Ltd is as follows :

	Claimed	Revised
Cost of Repairs (w/GST)	\$ 11,399.37	\$ 4,601.00
Loss of Use (10 days x\$150)	\$ 1,500.00	\$ 1,500.00 (10 days x\$150)
LTA Search fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 12,906.82</b>	<b>6108.45</b>

Amount of claim at **Liability 100%** \$ 6108.45

Enclose herewith the relevant supporting documents for your perusal.

For your approval please.

Regards,  
Khanchna Pothuraj  
LKK Auto Consultants Pte Ltd

Date: 09/09/2019

From: JAVIERA TAN XIAN MING (CHEN XIANMING) (Name of Policyholder)

My Vehicle No.: SKB5169Z Other Vehicles: SMD8692A

Accident Date: 07/09/2019 Location: CTE TOWARDS CITY BEFORE BRADELL EXIT 10

## LETTER OF AUTHORISATION

To: AIG ASIA PACIFIC INSURANCE PTE. LTD (Third Party and/or Third Party Insurer)

I have authorised **STK AUTO (S) TE LTD** to proceed with the repairs to my accident damaged vehicle and to proceed with 3rd Party Insurance Claims against Third Party and / or its Insurer on my behalf for property damages, costs, and expenses, including loss of use, loss of rental, medical fees and legal costs.

To have absolute discretion to agree to any settlement of compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).

As **STK AUTO (S) PTE LTD** will be handling the entire 3rd Party Claims, which includes signing / submission of all relevant documents and negotiation of my claims on my behalf, kindly forward and make payable all proceeds of my claims to **STK AUTO (S) PTE LTD**.

I confirm that the payment of any negotiated settlement with and accepted by **STK AUTO (S) PTE LTD** will serve as an effectual discharge of my claims against the Third Party and / or its Insurer for the damage caused.

I further confirmed and accept that:

- i) I will indemnify & keep **STK AUTO (S) Pte Ltd** indemnified in connection with or arising from the claim and under no circumstances that will hold **STK AUTO (S) Pte Ltd** liable for any losses or damages of whatever nature arising from or in connection with the claim;
- ii) **STK AUTO (S) Pte Ltd** does not guarantee and never represented that the Insurer & or Third Party will fully indemnify me for the damage and/or the repair costs and that I shall continue to be liable to **STK AUTO (S) PTE LTD** for the whole repair costs.

\_\_\_\_\_  
Policyholder's Signature / Company's Stamp (if applicable)

Name: Javiera Tan Xian Ming

NRIC No./ROC No.: S8112057 I

Designation:



\_\_\_\_\_  
Witness's Signature

Name: Linda

NRIC No.: S8188387 D

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	10 Sep 2019 14:25	<b>Cim Dtl Modified</b>	Claimant's Name: -> JAVIERA TAN XIAN MING (CHEN XI. Claimant's ID: -> S8112057L.	[A] Lau Shu Pei
2	10 Sep 2019 14:25	<b>Cim Veh Model Changed</b>	(202256) LEXUS CT200H 1.8 (A).	[A] Lau Shu Pei
3	10 Sep 2019 14:25	<b>Cim Created</b>	Reg No: SKB5169Z. Acct Date: 2019/09/07. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: China Taiping Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Stk Auto (s) Pte Ltd (HQ)	[A] Lau Shu Pei
4	10 Sep 2019 14:25	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	10 Sep 2019 14:25	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/09/19	[A] Lau Shu Pei
6	10 Sep 2019 14:25	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	10 Sep 2019 14:25	<b>Cim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	10 Sep 2019 14:25	<b>Label Added</b>	(19):Fastlane.	[A] Lau Shu Pei
9	10 Sep 2019 14:25	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] Lau Shu Pei
10	10 Sep 2019 15:54	<b>Cim Registration Modified</b>	Acct Time:15:00:00->14:00:00.	[I] AIG OneClaim Integration User
11	06 Nov 2019 16:37	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2019/09/19	[A] Khanchna Pothuraj
12	06 Nov 2019 17:05	<b>Adj Mandate Request</b>	Cur Req:6108.45:3 vehicle chain collision, Insured vehicle is second.We opine BOLA 28 is applicable.	[A] Khanchna Pothuraj
13	07 Nov 2019 09:21	<b>Adj Mandate Request Cancelled</b>	yes	[A] Khanchna Pothuraj
14	22 Nov 2019 10:47	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
15	22 Nov 2019 10:47	<b>Cim Dtl Modified</b>	JPJ Reg. Date: -> 2008/09/29.	[A] JOANNE LEE KHANG MIN
16	22 Nov 2019 10:47	<b>Cim Details Notified</b>		[A] JOANNE LEE KHANG MIN
17	19 Dec 2019 10:31	<b>Adj Mandate Request</b>	Cur Req:5568.45:3 vehicle chain collision, Insured vehicle is second.We opine BOLA 28 is applicable.	[A] Khanchna Pothuraj

Date From



Date To



Audit Type None



Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Case Type	Ins Type	Acc Name	Co Name (Insurer)	Ref 1	Ref 2	Amount
2275715	10 Sep 2019 15:54:04	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SKB5169Z	SMD8692A	11.77
2337791	06 Nov 2019 16:37:26	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKB5169Z	SMD8692A	11.77

## Print Received Message

This mail is associated with :

**\*SKB5169Z (6059897641SG)  
[SMD8692A]**

TP

JAVIERA TAN XIAN MING (CHEN XIANMING)

Sep 7 2019 2:00PM

[ANG AI NGOH]

Stk Auto (s) Pte Ltd

**From** AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS), sent on 16/01/2020 09:50 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$5268.45) - SKB5169Z - Claim Handler: Ler, Bernard-JQ

Approved:5268.45:Cost of Repair : \$4,601.00 Loss of Use : \$660.00 6 days @ S\$ 110/day LTA/ GIA Search Fee :  
\$7.45 Total : \$5,268.45

## Khanchna (LKK Auto)

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**From:** Khanchna (LKK Auto)  
**Sent:** Tuesday, 21 January 2020 9:04 AM  
**To:** STK STK  
**Cc:** Admin A  
**Subject:** RE: SKB5169Z - AIG TP [Accident involving SKB 5169Z/SMD 8692A/Others on 07/09/2019 ]

Tracking:	Recipient	Delivery
	STK STK	
	Admin A	
	olivialau@lkkauto.com	Delivered: 21/1/2020 9:04 AM
	Meikwan@lkkauto.com	Delivered: 21/1/2020 9:04 AM

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows:

1. Cost of Repair (w/GST)	\$ 4,601.00
2. Loss of Use(6 days x \$110)	\$ 660.00
3. LTA Search Fee	\$ 7.45
Total	\$ 5,268.45

Please confirm acceptance.

"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)

Your password will expire in 5 days. [Click here to change it.](#)

**PRE-REPAIR INSPECTION REQUEST – SKB5169Z vs SMD8692A (OI) on D.O.A.: 07/09/2019**

From: Hor Yinnul

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

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

Sent: 8/10/2019 10:08:22 AM

Attachments: [SKB5169Z\\_07092019.pdf](#)

Hi,

Please refer to the enclosed request from **STK AUTO (S) PTE LTD**.  
Kindly carry out Policy coverage verification **first** before conducting the pre-repair inspection within 48 hours

If you have any queries/concerns, please let us know.  
Kindly assist to assign **Adrian Ling** as Single Joint Expert as requested.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

FNOL Adjuster I

Singapore FNOL | Claims Operations – Auto

Tel: 8001206556 | Ext: 1002208

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

1155amg 10/09/2019  
person @ Linda  
vehicle in  
Sue @ Adrian.

**From:** stkautosg@gmail.com [mailto:stkautosg@gmail.com]

**Sent:** Tuesday, September 10, 2019 9:38 AM

**To:** Hor, Yinnul

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

**Subject:** RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SMD8692A AND SKB5169Z ON 07/09/2019

Dear Yinnul Hor

Please conduct

Adrian Ling                      LKK Auto Consultants Pte Ltd

pre-repair inspection.

Thank you

**From:** Hor, Yinnul

**Sent:** Tue, 10 Sep 2019 01:17:37 +0000

**To:** stkautosg@gmail.com

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

**Subject:** PRE-REPAIR INSPECTION - ACCIDENT INVOLVING OUR INSURED VEHICLE SMD8692A AND SKB5169Z ON 07/09/2019

Without Prejudice

Your Reference : SKB5169Z

Our Reference : SMD8692A

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 Qiao Qiang	LKK Auto Consultants Pte Ltd
*Marcus Chua	LKK Auto Consultants Pte Ltd
Mohamad 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 Rul (Viviane)  
AIG  
FNOL Adjuster I  
Singapore FNOL | Claims Operations – Auto

Tel: 8001206886 | Ext: 1002208  
[YinRul.Hor@aig.com](mailto:YinRul.Hor@aig.com) | [www.aig.as](http://www.aig.as)

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**From:** STK STK [mailto:stkautosg@gmail.com]  
**Sent:** Monday, September 09, 2019 6:31 PM  
**To:** AIG SGP, Claims-Survey  
**Subject:** [EXTERNAL] Re: SKB5169Z Against SMD8692A DOA : 07/09/2019

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

Dear Motor Claim Department

please arrange survey before repair.

Thank you

Yours sincerely

**Tan Guohua**  
Chief Executive Officer

STK AUTO (S) PTE LTD | [www.stkauto.com.sg](http://www.stkauto.com.sg)  
Mobile: (65) 9123 7949 | Tel: (65) 63860669  
8 Kaki Bukit Ave 4 #03-21 Singapore 415875 @PREMIER

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

Fastlane

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	10 Sep 2019 <a href="#">Edit Reg</a>		10 Sep 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$4,300.00</b> <a href="#">Edit Estimates</a>	<b>S\$4,300.00</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>ANG AI NGOH</b> , ID: 518114111								
Main Claimant:	<b>JAVIERA TAN XIAN MING (CHEN XIANMING)</b> , ID: S81120571								
Vehicle Reg. No.:	<b>SKB5169Z</b>	Date of Loss:	07/09/2019 14:00 - :59 [131 Months and 9 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / 6059897641SG</b>	Policy/Cover Note No.:	1800108388 (Comprehensive)						
Vehicle Reg. No. (Insured):	<b>SMD8692A</b>	Policy No. (Claimant):	DMPCSN3062761901						
		Excess:							
Repairer:	<b>Stk Auto (s) Pte Ltd (HQ)</b> 8 kaki bukit ave4, #03-21, 415875 Kaki Bukit - Tel:								
Handling Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Ler, Bernard-JQ</b> ] Bernard@iQian.Ler@aig.com								
Claimant's Insurer:	<b>China Taiping Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: 6389 6111								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ADRIAN LING</b> ] ... [Final Rpt due 19/09/2019]								
<b>ASSOCIATED MAIL RECEIVED</b>				<a href="#">View All</a>	<a href="#">Compose Case Mail</a>				
• AIG_SG_EXPRESS (16/01/2020): Alert - Adj Mandate Approved (S\$5268.45) - SKB5169Z - Claim Handler: Ler, Bernar...									
<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>									
<b>Due Date</b>	<b>Priority</b>	<b>Type</b>	<b>Task Group</b>	<b>Subject</b>	<b>Handler</b>	<b>Assigned By</b>	<b>Completed On</b>	<b>Created On</b>	<b>Done?</b>
No results.									

## Claim Documents

**\*SKB5169Z (6059897641SG)  
[SMD8692A]**

TP

**JAVIERA TAN XIAN MING (CHEN XIANMING)**

Sep 7 2019 2:00PM

[ANG AI NGOH]

Stk Auto (s) Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View	View in Browser
<b>Letters/Correspondences</b>															1 per page	<input checked="" 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 checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	06/11/19 16:37	Adjuster Immediate Advice											Load HTM			
<b>Photos/Images</b>															3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	07/10/19 14:50	General View											Load JPG <input checked="" type="checkbox"/>			
2	07/10/19 14:50	General View											Load JPG <input checked="" type="checkbox"/>			
3	07/10/19 14:50	General View											Load JPG <input checked="" type="checkbox"/>			
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29	07/10/19 14:50	General View											Load JPG <input checked="" type="checkbox"/>			
30	07/10/19 14:50	General View											Load JPG <input checked="" type="checkbox"/>			
31	07/10/19 14:54	Reinspection Photo											Load JPG <input checked="" type="checkbox"/>			
32	07/10/19 14:54	Reinspection Photo											Load JPG <input checked="" type="checkbox"/>			
33	07/10/19 14:54	Reinspection Photo											Load JPG <input checked="" type="checkbox"/>			
34	07/10/19 14:54	Reinspection Photo											Load JPG <input checked="" type="checkbox"/>			
35	07/10/19 14:54	Reinspection Photo											Load JPG <input checked="" type="checkbox"/>			
36	07/10/19 14:54	Reinspection Photo											Load JPG <input checked="" type="checkbox"/>			

Letters/Correspondences			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
37	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
38	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
39	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
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43	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
44	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
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46	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
47	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
48	07/10/19 14:54	Reinspection Photo		<input checked="" type="checkbox"/>
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68	07/10/19 14:55	Reinspection Photo		<input checked="" type="checkbox"/>
69	07/10/19 14:55	Reinspection Photo		<input checked="" type="checkbox"/>
70	07/10/19 14:55	Reinspection Photo		<input checked="" type="checkbox"/>

  

Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	10/09/19 14:26	EMAIL FROM AIG DD 10092019		<input type="checkbox"/>
2	10/09/19 14:26	TP GIA REPORT		<input type="checkbox"/>
3	05/11/19 13:21	LETTER TO OI		<input type="checkbox"/>
4	05/11/19 16:33	AUTHORISATION LETTER		<input type="checkbox"/>
5	05/11/19 16:33	AUTHORISATION LETTER		<input type="checkbox"/>
6	06/11/19 16:09	LOD,Repair invoice, LTA search		<input type="checkbox"/>
7	06/11/19 16:59	TP ESTIMATE MARKED (FINAL)		<input type="checkbox"/>
8	22/11/19 15:32	LTA SEARCH		<input type="checkbox"/>
9	22/11/19 15:32	LOD		<input type="checkbox"/>
10	05/03/20 08:44	WORKSHOP INVOICE		<input type="checkbox"/>
11	05/03/20 08:44	AUTHORISATION TO ACT FORM		<input type="checkbox"/>
12	05/03/20 08:44	Release Voucher		<input type="checkbox"/>

  

No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	11/09/19 14:33	OI GIA REPORT		<input type="checkbox"/>

### Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

Our Checklist Remarks - LXX 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)**

<b>Vehicle No:</b>	SMD8692A (Insd veh)	<b>Model:</b>	LEXUS IS250 2.5 LUXURY FL (A)
	SKB5169Z (TP veh)		
<b>Date of Accident:</b>	07/09/2019		

Global Sum Settlement	: [ ] Yes	[ X ] No	
Repair Estimate	: \$	16,234.84	
Final Repair Cost	: \$	4,601.00	
Loss of Use	: \$	660.00	6.00 days at \$110.00 per day
Rental (if any)	: \$	0.00	days
LTA / GIA Search Fee	: \$	7.45	
Others:	: \$	0.00	
	: \$		
Final Settlement Sum	: \$	5,268.45	
<b>Is Third Party Workshop GIA Registered?</b> [ ] YES [ X ] NO (Kindly indicate below)			
<b>A) For Non GIA Registered Workshop:</b>		Agreed Liability _____ 100 _____ (%)	
<b>B) For GIA Registered Workshop:</b>		BOLA Applicable: Yes/ No BOLA Scenario No: _____	
BOLA Liability: _____ (%)		Assessed Liability (*): _____ 0 _____ (%)	
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks _____			

Payment Instruction: Payee's Breakdown			
1)	STK Auto (S) Pte Ltd	: \$	5,268.45
2)		: \$	
3)		: \$	
4)		: \$	

\_\_\_\_\_  
JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

05 Mar  
2020

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/AIG19016012/AKS3Q2

**Date:** 05/03/2020

#### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	1800108388
<b>Claimant</b>	<b>Insured Vehicle No :</b>	SMD8692A
<b>Vehicle No :</b> SKB5169Z		
<b>Date of Loss:</b> 07/09/2019	<b>Nature of Claim:</b> TP	<b>Claim No:</b> 6059897641SG

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SKB5169Z	
Make & Model:	LEXUS IS250, 2.5 Luxury FL (A)	Engine No: 4GR0518858
Reg. Date:	29/09/2008 (Man. Year: 2008)	Chassis No: JTHBK262705087808
Colour:	White	Odometer: 243989 km
Engine Capacity:	2500 cc	
Market Value/New Car Price:	N/A	
<b>Sum Insured (S\$):</b>	<b>Market Value/New Car Price</b>	

#### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Engine Modification:	No	Pre-accident Condition:	

#### CONDITION OF TYRES

Front Tyre Size:	245/45 R17	Rear Tyre Size:	245/45 R17
Front Left Side:	Neuton 6 mm	Rear Left Side:	Neuton 6 mm
Front Right Side:	Neuton 6 mm	Rear Right Side:	Neuton 6 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	12,162.75	3,855.20	8,307.55	68.30
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,010.00	1,630.00	1,380.00	45.85
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>15,172.75</b>	<b>5,485.20</b>	<b>9,687.55</b>	<b>63.85</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>4,300.00</b>		
(S\$)	15,172.75	4,300.00	10,872.75	71.66
+ GST 7.00/7.00% (S\$)	1,062.09	301.00	761.09	71.66
<b>Nett Amount (S\$)</b>	<b>16,234.84</b>	<b>4,601.00</b>	<b>11,633.84</b>	<b>71.66</b>
+ Loss of Use (6.0 x S\$110.00/day) (S\$)		660.00		
+ Doc/Search Fee (S\$)		7.45		
<b>Nett Liability (S\$)</b>		<b>5,268.45</b>		

#### INSPECTION

Date of Assignment:	10/09/2019		
Date Inspected:	10/09/2019	Inspected At:	Stk Auto (s) Pte Ltd (HQ) 8 kaki bukit ave4, #03-21 Singapore 415875
Estimated Period of Repair:	5.0 days		

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**Adjuster:** ADRIAN LING

**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		*REAR BUMPER	Deformed	795.60 FL	*795.60 FL
2	1		*REAR BUMPER SIDE RETAINER RH	Necessary	65.70 FL	*65.70 FL
3	1		*REAR BUMPER SIDE RETAINER LH	Necessary	65.70 FL	*65.70 FL
4	1		*REAR BUMPER SIDE BRACKET RH	Not Necessary	55.70 FL	*- FL
5	1		*REAR BUMPER SIDE BRACKET LH	Not Necessary	55.70 FL	*- FL
6	1		*REAR BUMPER SPONGE	Not Necessary	180.60 FL	*- FL
7	1		*REAR BUMPER TOWING COVER RH	Not Necessary	45.00 FL	*- FL
8	1		*REAR BUMPER TOWING COVER LH	Not Necessary	45.00 FL	*- FL
9	1		*REAR BUMPER REINFORCEMENT	Bent	512.60 FL	*512.60 FL
10	1		*REAR BUMPER REFLECTOR RH	Not Necessary	157.30 FL	*- FL
11	1		*REAR BUMPER REFLECTOR LH	Not Necessary	157.30 FL	*- FL
12	1		*TAILLAMP LH	Not Necessary	496.70 FL	*- FL
13	1		*TAILLAMP RH	Not Necessary	496.70 FL	*- FL
14	1		*REAR BUMPER LOWER SPOILER	Deformed	1,362.30 FL	*1,362.30 FL
15	1		*REAR END PANEL	Repair	863.90 FL	*- FL
16	1		*REAR END PANEL TOP GARNISH	Deformed	365.90 FL	*365.90 FL
17	1		*BOOT LID	Repair	807.33 FL	*- FL
18	1		*BOOT LID EMBLEM LEXUS	Necessary	65.60 FL	*65.60 FL
19	1		*BOOT LID EMBLEM IS250	Necessary	65.60 FL	*65.60 FL
20	1		*BOOT LID LOCK	Damaged	550.60 FL	*429.00 FL
21	1		*BOOT LID CATCH	Not Necessary	450.50 FL	*- FL
22	1		*BOOT LID REFLECTOR RH	Not Necessary	420.30 FL	*- FL
23	1		*BOOT LID REFLECTOR LH	Not Necessary	420.30 FL	*- FL
24	1		*EXHAUST MUFFLER	Not Necessary	607.50 FL	*- FL
25	1		*EXHAUST REAR RH	Not Necessary	1,860.70 FL	*- FL
26	1		*EXHAUST REAR LH	Not Necessary	1,860.70 FL	*- FL
27	10		*REAR BUMPER CLIPS	Necessary	50.00 FS	*50.00 FS
28	1		*REAR BUMPER REVERSE SENSOR	Damaged	450.00 FS	*450.00 FS
29	10		*REAR END PANEL TOP GARNISH CLIP	Not Necessary	50.00 FS	*- FS
30	1		*REAR NUMBER PLATE WITH CASING	Not Necessary	65.00 FS	*- FS

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

	<b>Sub Total (\$\$)</b>	<b>13,445.83</b>	<b>4,228.00</b>
- List Item Discount on L Items 10.00/10.00% (\$\$)		1,283.08	372.80
	<b>Total Parts (\$\$)</b>	<b>12,162.75</b>	<b>3,855.20</b>

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
<b>Labour Items</b>				
1	TO CHECK ALL NECESSARY WIRINGS	New	50.00	30.00
2	TO RUST PROOF ON AFFECTED AREAS	New	100.00	40.00
3	TO REMOVE & REFIX BOOTLID	New	60.00	0.00
4	TO REMOVE & REFIX SPARE TYRE COMPARTMENT	New	150.00	0.00
5	TO TEST THE SPARE TYRE LEAKING	New	150.00	0.00
6	COMPONENTS TO FACILITATE REPAIRS	New	100.00	60.00
7	LABOUR TO FACILITATE REPAIR	New	1,200.00	700.00
8	LABOUR & SPRAY PAINTING	New	1,200.00	800.00
<b>Gross Labour Cost (S\$)</b>			<b>3,010.00</b>	<b>1,630.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >