> 155/2018	ĺ			(LKK:	
		CC 4/AlG 2000	2618 1	E ds3 / IDAC	
, PIS, CASE OWNE	14-20	ASSIGN	MENT		
Surveyor	Steve	DOI:[\full]2	12020	Pate / Time 14 7 707 Registered in Merimen: 14/2	12020
Pre-assign / CCI	J/FTE				
Insured Vehicle	10 : SLB 5943	P	Claim No.	:	
Name of Insured	1		Policy No.	3	
Insured Tel No.			Make / Model		
		O.A: 16/1/2020			
Excess Sec II :SS	COLOR DE LA COLOR	A CONTRACT OF THE PROPERTY OF	Place of Accid	Jent :	
Is driver the own	er? (YES / NO) Na	ature of Accident			
If NO, Driver No	ame / Age :		OI GIA REPO	ORT: YES / NO ; TP GIA REPORT: YE	ES/NO
Driver Te	No. :	(V/L: YES / NO)	Insured Liabil	ity: % Final? Yes/No	
28212	77X			\longrightarrow	
niche.	tylene.	-	TNICD C	INSRS:	
INSRS: WSP: VAG	INSRS: WSP:		INSRS: WSP:	WSP:	
Tel:	Tel:	11-4	Tel:	Tel:	
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RMKS:	RMKS:		RMKS:	RMKS:	
Date! Time					
	SLAMPSPIX	16/6016641 Mings	22. DiA: 4/41	STAGE DA	TE / PIC
	SUDAMY 3P:X			Non-Reporting ltr (1st):	
				Non-Reporting ltr (2nd):	
				Non-Reporting ltr (Final): Notification ltr (if non-pickup):	
6/3/2020	file PMJ to UL to CLOYE	161111111111		Call Ob	
44-7-	The print of the court	7	14 (6	After call ltr to OI:	
			7 CC 350	Documentation Check List: Handler	Typist
			7000	Notification ltr (if non-pickup)	
				After call ltr to OI:	
				Authorisation To Act:	
				Release Voucher:	
				Final Repair Bill:	
				Car Rental Invoice:	
				Towing Invoice	
				LTA / GIA :	
				Medical Bill:	
				PIR:	
				Mandate/Reject Instruction:	
				LOD	
				Payment Breakdown Form:	_
RELIMINARY ADVICE	Date/Time:	Sent By:		Post-Repair Photos:	= =
NATION TO STATE OF THE PARTY OF	D	0.0		Others:	
NALIZATION	Date/Time:	Confirm with:		Confirm by:	
pair Cost:	S\$ (days) Reduction:	56	Email Call	
NAL SETTLEMENT		onfirm with		Email Call	
nal Liability:	% (Agreed / Ass	sessed) BOLA S/N No. :		If NO or B 28, Ass. Lin:	
epair Cost: oss of Rental (LOR):	SS (days)			
oss of Use (LOU):	S\$ (\$ x	days)		TOMPY SER	
oss of Income (LOI):	SS (\$ x	days)		6/3/2020	
1	7 7				

FINAL PAYMENT

Payee 2: (Strike ii N.A.)

Payce 3: (Strike if N.A.)

LOR only

Medical:

Legal Cost

Total:

Payee 1:

GIA/LTA Search

Disbursement:

S\$

SS

SS

SS

SS

SS

S\$

SS

Date/Time:

LOU only

LOR + LOU

Global Sum SS:

Confirm with:

Name 1:

Name 2

Name 3:

[Tick only one]

(e.g. Tow/ Independent)

1) Claim status: Normal/Reject/Private Settle

Call

\$320

2) Report Format:

3) Survey fee:

Email

LOR + LOI





* Third party survey is on a "Without Prejudice" basis

 Suppliementary item(s) must be resurveyed and is subject to final approval from insurance Company

No illegal modification(s) is allowed

Acknowledged by Repairer

Signature: Date: VAG Singapore Pte Ltd

48 Toh Guan Road East

#05-123. Enterprise Hub

Singapore 608586

Tel: 6267 9916

Fax: 6267 9313

www.avantage.sg

Date: 11-Feb-2020

Vehicle Num: SGZ1527X

Make/Model: Honda Stream 1.8 Chassis No: RN61035742

			Chassis No	5: RN61035742			
/N	PARTS	QTY		PRICE		TOTA	1
1	Rear bumper cover	1	\$	740.00	5		740.00
	LH parking sensor	010	s	30.00	5		30.00
	Tow eye cap	1	\$	35.00	\$		35.00
	TOTAL PARTS				\$		805.0
	TOTAL AMOUNT MISCELLANEOUS ITEM				s		805.0
1	Sundries		\$	30.00	5		30.0
	LABOUR	10/2-16					15
1	Removal and refitting of rear bumper, transfering of wire sets		s	300.00	\$	250	300.0
2	Surface preparation, putty and spray paint of rear bumper and tailgate		s	600.00	\$	250	600.0
-11	Parking sensor testing and calibration		5	90.00	\$	30	90.0
_	Vehicle diagnostics and clearing of fault codes after repair		\$	150.00	\$	Х	150.0
-:	KK Auto Consultants hence notify TOTAL e Repairer of the following:				\$		1,975.0
_	FD PERMITTER Designation of the Permitter State of the Permitter Sta				\$		138.2
	o display dismaged part(s) duting resurvey GRAND TOTAL Parts prices are subject to confirmation				\$	2	2,113.25

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars		
Owner ID Type:	Singapore NRIC	
Owner ID: Vehicle Details	269D	
Vehicle No.:	5GZ1527X	
Vehicle to be Exported:	No	
Intended Deregistration Date:	14 Feb 2020	
Vehicle Make:	HONDA	
Vehicle Model:	STREAM 1.8 A	
Primary Colour:	Grey	
Manufacturing Year:	2007	
Engine No.:	R18A1740182	
Chassis No.:	RN61035742	
Maximum Power Output:	103.0 kW (138 bhp)	
Open Market Value:	\$17,736.00	
Original Registration Date:	19 Oct 2007	
First Registration Date:	19 Oct 2007	
Transfer Count:	2	
Actual ARF Paid: Intended PARF Rebate Details	\$19,510.00	
PARF Eligibility:	Forfeited	
PARF Eligibility Expiry Date:	•	
PARF Rebate Amount: Intended COE Rebate Details	\$0.00	
COE Expiry Date:	18 Oct 2027	
COE Category:	B - Car (1601cc & above)	
COE Period(Years):	10	
PQP Paid:	\$50,451.00	
COE Rebate Amount:	\$38,733.00	
Total Rebate Amount:	\$38,733.00	

The information contained herein is correct as at 14 Feb 2020

OK

30



common

No results.

...CLAIM SUBFOLDER...(New Assignment)

And the second second second second	OLDER TRA	Est Submitted	[Ad] Assigned	Ad) Rpt	Adj Subr	mitted	irs Auth'ed	Status		
C207	1 Feb 2020 16:16		13 Feb 2020 18:23 Assign					New As Cancel (signment Case	
	tain	R	eference		Claim Details		Documen	ts	5	how All
CLAIM SUI	SFOLDER DI	ETAILS				[Create	d by insurer]			
Insured:	TANG BO	ON KIAT EUGEN	E, ID: SXXXX2	24E, Tel: -	+6590000000					
Main Claimant:	SEE GEO	K SEK, ID: S72	75269D							
Vehicle Reg	SGZ152	7X		Date of Loss:	[146 Mo	20 18:00 - :59 nths and 28 Days		Reg Date	(Man Yr)	
Claim Type:	TP / 343	TP / 3430834530SG				1900163354 (Comprehensive) Coverage: 19/09/2019 - 18/09/2020				
Vehicle Reg No. (Insured):	SLQ5943	P			Policy No. (Claimant):	MT/00708711				
(maureu);	-				Excess:					
Repairer:	Avantage	e Vag (HQ) 48 To	h Guan Road Ea	st, 608586 1	lurong East - Tel:			1417 7.11	B +7+01 (tannia.
Handling Insurer:	AIG Asia WZ.Tan@	Pacific Insuran	ce Pte. Ltd. (Ex	press) - Te	l: 65-6419-3000	[Handle	d by Tan, Benni	e-WZ - 041	ra rvrol c	en minu-
Claimant's Insurer:	The state of the s	sia Insurance (S								
Adjuster:	LKK Auto	Consultants Pt	e Ltd (HQ) - Te	: 6256-356	[Final Rpt	due 24/	02/2020]			
Driver/Cust dian (Insured):	TANG BO	ON KIAT EUGENE	(45 / Male) , 1	RIC: SXXXX	(224E, Tel: +65	590000000	Email:			
ASSOCIAT	ED MAIL R	ECEIVED						View All	Composi	Case Ma
There are r	o mail for thi	s case.								
ALL ASSO	CIATED TA	SKS				View Al	Search Tasks	Create N	lew Task	Complet
Due Dat			Group Su	bject Ha	ndler Assig	ned By	Completed 0	in Cre	sated On	Done

P. ISSAC T: 9:30am V: Not In (8522 9515 (ISSAE)

TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527X AND YOUR...

Chin, Lee-Ying From:

'assignments', Nivitha (LKK Auto) To:

Lim, Kok-Chong Cc: 2/13/2020 6:28:49 PM Sent:

GIA REPORT SGZ1527X.PDF VAG repair estimate.pdf Attachments:

HI LKK.

Kindly assist to survey btw 2pm-3pm tomorrow, 14/02/2020 at VAG East outlet, address is 8 Kaki Bukit Ave 4 #02-11

Premier @ Kaki Bukit.

Case assigned to LKK in Merimen.

Thanks.

Best Regards Lee Ying, Chin AIG

Claims | AIG Asia Pacific Insurance Pte. Ltd. 78 Shenton Way #08-16 Singapore 079120 Tel +(65) 6419 1947

Lee-Ying, Chin@aig, com | www.aig.sg

From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg]

Sent: Tuesday, February 11, 2020 4:03 PM

To: AIG SGP, Claims-Survey

Subject: [EXTERNAL] Re: Re: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR

INSURED SLQ5943P

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

Dear Sir/mdm.

Our client has confirmed to the time slot for survey on 14/02/2020 at 2pm-3pm.

Location VAG East Outlet

Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

Jia Le (LKK Auto)

From:

Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent:

Wednesday, 19 February 2020 4:42 PM

To:

Jia Le (LKK Auto)

Subject:

RE: Fwd: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527X AND YOUR

INSURED SLQ5943P - AIG Ref: 3430834530SG-003

Dear Jia Le

Per your recommendation below.

Please proceed to reject TP claim.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #08-16 Singapore 079120 Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com] Sent: Wednesday, February 19, 2020 4:16 PM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] RE: Fwd: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527X AND YOUR INSURED

SLO5943P - AIG Ref: 3430834530SG-003

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

Dear Bennie,

Based on OI video footage, TP vehicle rolled back and collided onto OI vehicle. As such, we intend to reject TP claim.

Kindly let us have your approval/instruction.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933) From: Tan, Bennie-WZ [mailto:Bennie-WZ.Tan@aig.com] Sent: Wednesday, 19 February 2020 2:52 PM To: Jia Le (LKK Auto) Cc: ClaimsDocManagement; Hor, Yinrul Subject: RE: Fwd: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527X AND YOUR INSURED SLQ5943P - AIG Ref: 34308345305G-003 Dear Jia Le Ref: 3430834530SG-003 Per spoken, kindly assist to review and revert to TP repairer (See below email) on the aspect of liability once coverage etc been verified. Thank you. Best Regards Bennie Tan AIG Senior Complex Claims Examiner Claims | AIG Asia Pacific Insurance Pte. Ltd 78 Shenton Way #08-16 Singapore 079120 Tel +(65) 6419 1718 Bennie-WZ.Tan@aig.com | www.aig.sg Advanced Leave Notification: From: claims@vag.sg [mailto:claims@vag.sg] Sent: Wednesday, February 19, 2020 2:17 PM To: Hor, Yinrul; Tan, Bennie-WZ Cc: ClaimsDocManagement Subject: RE: Fwd: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P Dear Yinrul. Please do revert to us in regards to the liability clearance for our client's vehicle SGZ1527Y.

Hope to hear from you soon.

Best Regards

Isaac Wong

From: Hor, Yinrul

Sent: Tue, 18 Feb 2020 08:16:31 +0000

To: Claims Assistance - VAG Singapore, Tan, Bennie-WZ

Cc: ClaimsDocManagement

Subject: RE: Fwd: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND

YOUR INSURED SLQ5943P

Dear Isaac,

You may refer to Bennie for further enquiries on this case.

Hi Bennie,

Kindly assist on this.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1002208 Yinrul Hort@aig.com | www.aig.sg

From: Claims Assistance - VAG Singapore < claims@vag.sg>

Sent: Tuesday, February 18, 2020 3:14 PM

To: ClaimsDocManagement < ClaimsDocManagement@aig.com>

Subject: [EXTERNAL] Fwd: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED

SLQ5943P

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

Dear Sir/mdm.

Please refer to the above email and advise in regards to who is the Case Handler for this case.

Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre 8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875
Accident Reporting & Repair Centre 48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586
From: Claims Assistance - VAG Singapore <claims@vag.sg> Date: Tue, Feb 18, 2020 at 2:58 PM Subject: Re: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P</claims@vag.sg>
To: AIG SGP, Claims-Survey < AIGSGP ClaimsSurvey@aig.com>
Dear Sir/mdm.
Please revert to us in regards to the liability clearance for our client's vehicle SGZ1527X.
Best Regards, Isaac Wong
AVANTAGE VAG Audi BMW Mercedes Volkswagen
6515 9515 Sales & Service 6795 5005 24hr Towing www.avantage.sg
AVANTAGE VAG WEST Service & Tuning Centre 48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586
AVANTAGE VAG NORTH Service Centre 160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722
AVANTAGE VAG EAST Service Centre 8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875
Accident Reporting & Repair Centre 48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586
On Mon, Feb 17, 2020 at 3:32 PM Claims Assistance - VAG Singapore < claims@vag.sg > wrote:
Dear Sir/mdm.
Please revert to us in regards to the liability clearance for our client's vehicle SGZ1527X. as the survey has alread been done on our side.
Best Regards, Isaac Wong

1.70

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Tue, Feb 11, 2020 at 3:50 PM Claims Assistance - VAG Singapore < claims@vag.sg > wrote:

Dear Sir/mdm.

As per the above email.

Our client requested to reschedule the survey for her car SGZ1527X to be surveyed on 14/02/2020 from 12pm to 1pm instead.

Please advise if you have any available slot as per our client's request.

Location: VAG East outlet.

Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Tue, Feb 11, 2020 at 3:05 PM AIG SGP, Claims-Survey < AIGSGP ClaimsSurvey@aig.com > wrote:

Hi Isaac,
Noted.
Thanks.
AIG Claims Survey
From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg] Sent: Tuesday, February 11, 2020 3:03 PM To: AIG SGP, Claims-Survey Subject: [EXTERNAL] Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P
This message is from an external sender; be cautious with links and attachments.
Dear Sir/mdm.
Our VAG East outlet address its 8 kaki bukit ave 4 #02-11 Premier @ kaki bukit.
Best Regards, Isaac Wong
AVANTAGE VAG Audi BMW Mercedes Volkswagen
6515 9515 Sales & Service 6795 5005 24hr Towing www.avantage.sg
AVANTAGE VAG WEST Service & Tuning Centre

AVANTAGE VAG NORTH Service Centre 160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre 8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875 Accident Reporting & Repair Centre 48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586 On Tue, Feb 11, 2020 at 1:57 PM AIG SGP, Claims-Survey < AIGSGP ClaimsSurvey@aig.com > wrote: Without Prejudice Hi Isaac, Your claim has been received and is pending registration. Our handling adjuster will respond to you within 3 working days after the necessary investigations. We'll appoint AIG in-house surveyor to inspect the vehicle at Premier, #06-48 btw 2pm-3pm on 13/02/2020 Thank You AIG Claims Survey From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg] Sent: Tuesday, February 11, 2020 11:07 AM To: AIG SGP, Claims-Survey Subject: [EXTERNAL] Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P This message is from an external sender; be cautious with links and attachments.

Dear Sir/mdm.

Please refer to the attached Estimate and arrange for survey.

Our client would like her vehicle SGZ1527X to be surveyed at our VAG East outlet. This coming thursday 13/02/2020 at 2pm. Kindly advise us if you have any available slots as per our client's request. Best Regards, Isaac Wong AVANTAGE VAG Audi | BMW | Mercedes | Volkswagen 6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg AVANTAGE VAG WEST Service & Tuning Centre 48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586 AVANTAGE VAG NORTH Service Centre 160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722 AVANTAGE VAG EAST Service Centre 8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875 Accident Reporting & Repair Centre 48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586 On Tue, Feb 11, 2020 at 8:00 AM AIG SGP, Claims-Survey < AIGSGP ClaimsSurvey@aig.com > wrote: WITHOUT PREJUDICE Hi Isaac,

Please attach repair estimate.

Thanks.
AIG Claims Survey
From: Claims Assistance - VAG Singapore [mailto: <u>claims@vag.sg</u>] Sent: Monday, February 10, 2020 4:48 PM
To: AIG SGP, Claims-Survey Subject: [EXTERNAL] TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P
This message is from an external sender; be cautious with links and attachments.
Without Prejudice.
Dear Sir/mdm,
We refer to the above matter.
Please refer to the attached GIA report for your review.
As our client is claiming against your insured.
Please revert to us in regards to the liability clearance for this case.
Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

Jia Le (LKK Auto)

Isaac Wong

From: Sent: To: Subject: Attachments:	Jia Le (LKK Auto) Wednesday, 19 February 2020 4:55 PM claims@vag.sg RE: Fwd: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527X AND YOUR INSURED SLQ5943P - AIG Ref: 3430834530SG-003 OI Video - SLQ5943P.MP4
Without Prejudice	
Dear Sirs/Madam,	
ACCIDENT INVOLVING SLQ 5	943P & SGZ 1527X ON 16/01/2020
We refer to the above matte	er.
Based on our insured's video	o, your client's vehicle rolled back and collided onto our insured's vehicle.
In view of the above, we ha claim.	ve our principal instruction to deny liability and unable to look into your client's
Thank you.	
Best Regards, Chan Jia Le Case Handler LKK Auto Consultants Pte I Phone: 6749 5792 email: <u>Jiale</u> Blk 51, Paya Ubi Industrial Park	
From: claims@vag.sg [mailto:sent: Wednesday, February 19 To: Hor, Yinrul; Tan, Bennie-W Cc: ClaimsDocManagement Subject: RE: Fwd: Re: Re: TR SLQ5943P	9, 2020 2:17 PM
Dear Yinrul.	
Please do revert to us in rega	ards to the liability clearance for our client's vehicle SGZ1527Y.
Hope to hear from you soon.	
Best Regards	

From: Hor, Yinrul

Sent: Tue, 18 Feb 2020 08:16:31 +0000

To: Claims Assistance - VAG Singapore, Tan, Bennie-WZ

Cc: ClaimsDocManagement

Subject: RE: Fwd: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND

YOUR INSURED SLO5943P

Dear Isaac,

You may refer to Bennie for further enquiries on this case.

Hi Bennie.

Kindly assist on this.

Thanks & Regards,

Hor Yin Rul (Viviane)
AIG
FNOL Adjuster I
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1002208 Yinrul.Hor@aig.com | www.aig.sg

From: Claims Assistance - VAG Singapore < claims@vag.sg>

Sent: Tuesday, February 18, 2020 3:14 PM

To: ClaimsDocManagement < ClaimsDocManagement@aig.com>

Subject: [EXTERNAL] Fwd: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING

SGZ1527Y AND YOUR INSURED SLQ5943P

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

Dear Sir/mdm.

Please refer to the above email and advise in regards to who is the Case Handler for this case.

Best Regards, Isaac Wong

AVANTAGE VAG

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6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

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160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

----- Forwarded message -----

From: Claims Assistance - VAG Singapore < claims@vag.sg>

Date: Tue, Feb 18, 2020 at 2:58 PM

Subject: Re: Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR

INSURED SLQ5943P

To: AIG SGP, Claims-Survey < AIGSGP ClaimsSurvey@aig.com >

Dear Sir/mdm.

Please revert to us in regards to the liability clearance for our client's vehicle SGZ1527X.

Best Regards,

Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

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AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Mon, Feb 17, 2020 at 3:32 PM Claims Assistance - VAG Singapore < claims@vag.sg > wrote:

Dear Sir/mdm.

Please revert to us in regards to the liability clearance for our client's vehicle SGZ1527X, as the survey has already been done on our side.

Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Tue, Feb 11, 2020 at 3:50 PM Claims Assistance - VAG Singapore < claims@vag.sg > wrote:

Dear Sir/mdm.

As per the above email.

Our client requested to reschedule the survey for her car SGZ1527X to be surveyed on 14/02/2020 from 12pm to 1pm instead.

Please advise if you have any available slot as per our client's request.

Location: VAG East outlet.

Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

AVANTAGE VAG NORTH Service Centre

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

AVANTAGE VAG EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Accident Reporting & Repair Centre
48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

On Tue, Feb 11, 2020 at 3:05 PM AIG SGP, Claims-Survey < AIGSGP_ClaimsSurvey@aig.com > wrote:
Hi Isaac,
Noted.
Thanks.
AIG Claims Survey
From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg] Sent: Tuesday, February 11, 2020 3:03 PM To: AIG SGP, Claims-Survey Subject: [EXTERNAL] Re: Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P
This message is from an external sender; be cautious with links and attachments.
Dear Sir/mdm.
Our VAG East outlet address its 8 kaki bukit ave 4 #02-11 Premier @ kaki bukit.
Best Regards, Isaac Wong

AVANTAGE VAG Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg AVANTAGE VAG WEST Service & Tuning Centre 48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586 AVANTAGE VAG NORTH Service Centre 160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722 AVANTAGE VAG EAST Service Centre 8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875 Accident Reporting & Repair Centre 48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586 On Tue, Feb 11, 2020 at 1:57 PM AIG SGP, Claims-Survey < AIGSGP_ClaimsSurvey@aig.com > wrote: Without Prejudice Hi Isaac. Your claim has been received and is pending registration. Our handling adjuster will respond to you within 3 working days after the necessary investigations. We'll appoint AIG in-house surveyor to inspect the vehicle at Premier, #06-48 btw 2pm-3pm on 13/02/2020 Thank You AIG Claims Survey From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg] Sent: Tuesday, February 11, 2020 11:07 AM

Subject: [EXTERNAL] Re: TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED

To: AIG SGP, Claims-Survey

SLQ5943P

This message is from an external sender; be cautious with links and attachments.
Dear Sir/mdm.
Please refer to the attached Estimate and arrange for survey.
Our client would like her vehicle SGZ1527X to be surveyed at our VAG East outlet.
This coming thursday 13/02/2020 at 2pm.
Kindly advise us if you have any available slots as per our client's request.
Best Regards, Isaac Wong
AVANTAGE VAG Audi BMW Mercedes Volkswagen
6515 9515 Sales & Service 6795 5005 24hr Towing www.avantage.sg
AVANTAGE VAG WEST Service & Tuning Centre 48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586
AVANTAGE VAG NORTH Service Centre 160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722
AVANTAGE VAG EAST Service Centre 8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875
Accident Reporting & Repair Centre 48 Teh Guan Road Fast #05-155 Enterprise Hub. Singapore 608586

On Tue, Feb 11, 2020 at 8:00 AM AIG SGP, Claims-Survey < AIGSGP_ClaimsSurvey@aig.com > wrote:

Hi Isaac, Please attach repair estimate. Thanks. AIG Claims Survey From: Claims Assistance - VAG Singapore [mailto:claims@vag.sg] Sent: Monday, February 10, 2020 4:48 PM To: AIG SGP, Claims-Survey Subject: [EXTERNAL] TRAFFIC ACCIDENT DATED 16/01/2020 INVOLVING SGZ1527Y AND YOUR INSURED SLQ5943P This message is from an external sender; be cautious with links and attachments. Without Prejudice. Dear Sir/mdm, We refer to the above matter. Please refer to the attached GIA report for your review. As our client is claiming against your insured.

WITHOUT PREJUDICE

Please revert to us in regards to the liability clearance for this case.

Best Regards, Isaac Wong

AVANTAGE VAG

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

AVANTAGE VAG WEST Service & Tuning Centre

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Accident Reporting & Repair Centre

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586

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

LAIM SUBF	DLDER TRAC	100000000000000000000000000000000000000								
Case 1	lotified	Est Submitted	Adj Assigned	Adj Rpt	A	dj Submitted	Ins Auth'ed		tatus	
	1 Feb 2020 6:16		13 Feb 2020 18:23 Edit Adj Rpt	S\$950.00 Edit Estim	10000018	\$950.00 View Rpt		R	ending for eport Cancel Case	
м	ain	Refe	rence	Clain	Details		Document	s	1	Show All
CLAIM SUB	FOLDER DET	TAILS				[Created b	y insurer]		-11	
Insured:	TANG BOO	N KIAT EUGENE,	ID: SXXXXZ24E,	Tel: +65900	00000					
Main Claimant:	SEE GEOK	SEK, 1D: S72752	69D							
Vehicle Reg. No.:	SGZ1527	x		Dat	te of Loss	16/01/2020 [146 Months	18:00 - :59 s and 28 Days F	rom LTA	Reg Date	(Man Yr)
Claim Type:	TP / 3430	0834530SG			icy/Cover te No.:		(Comprehensiv 9/09/2019 - 18/			
Vehicle Reg. No. (Insured):	SLQ5943P Policy No. (Claimant): MT/00708711									
				1,741.7	ess:					
Repairer:		Vag (HQ) 48 Toh G								
Handling Insurer:	WZ.Tan@ai	acific Insurance I g.com	rte. Ltd. (Express) - Tel: 65-64	19-3000	[Handled by	Tan, Bennie-V	VZ - 641	9 1718] Be	nnie-
Claimant's Insurer:	1 15-0 Petrolecture (1)	Insurance (Sing	AND RESIDENCE OF THE PROPERTY	1994					- Toronto Marie Ma	
Adjuster:	LKK Auto (Consultants Pte Li	d (HQ) - Tel: 625	6-3561 [Ha	ndled by	CHEN TSUE Y	EE] [Final I	Rpt due	24/02/2	020]
Driver/Custo dian (Insured):		KIAT EUGENE (45	/ Male) , NRIC:	SXXXX224E,	Tel: +65	90000000 Ema	iit:			
ASSOCIATE	D MAIL REC	CEIVED					Vie	ew All	Compose	Case Ma
There are no	mail for this o	case.								
ALL ASSOC	IATED TASK	ks⊟				View All 5	earch Tasks	Create No	w Task	Complet
Due Date No results.	Priority	Type Task G	roup Subject	Handler	Assig	ned By	Completed On	Cr	eated On	Don

Merimen e-Claims Page 1 of 2

Claim Documents

*SGZ1527X (3430834530SG) [SLQ5943P] TP SEE GEOK SEK Jan 16 2020 6:55PM [TANG BOON KIAT EUGENE] Avantage Vag

Video		1 per	1 per page 🔍		
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1	19/02/20 15:35	OI Video - Accident	0	Load MP4	
Ass	essment Reports		1 per	page V	V
No	Finalized On	VAG Singapore Pte Ltd (HQ)	Callin	Thumbnail	
1	10/02/20 15:26	Accident Statement	0	Load HTM	
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Photos/Images		3 per	-	N	
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1	10/02/20 15:24	Accident Photo [Linked Accident Report Documents]	0	Load JPG	80
2	10/02/20 15:24	Accident Photo [Linked Accident Report Documents]	0	Load JPG	Ø
33	10/02/20 15:24	Accident Photo [Linked Accident Report Documents]	0	Load JPG	12
4	10/02/20 15:24	Accident Photo [Linked Accident Report Documents]	0	Load JPG	M
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6	10/02/20 15:24	Accident Photo [Linked Accident Report Documents]	0	Load JPG	Ø
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No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	handrane	Thumbnail	-
1	11/02/20 16:16	Repair Estimate	0	Load PDF	
2	11/02/20 16:17	Email From Repairer	Ö	Load HTM	
3	19/02/20 15:34	OI GIA report	O	Load PDF	
Na	Finalized On	VAG Singapore Pte Ltd (HQ)		Thumbnall	Print
1	10/02/20 15:23	Sketch Plan [Linked Accident Report Documents]	0	Load JPG	Ø
2	10/02/20 15:23	Sketch Plan #2 [Linsed Accident Report Documents]	0	Load JPG	Ø
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnall	Print
1	18/02/20 15:15	TP ESTIMATE-MARKED	0	Load PDF	
2	18/02/20 15:15	TP GIA REPORT	0	Load PDF	

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Linked Accident Report Documents

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Assessment Reports			1 per page		
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1	10/02/20 15:26	Accident Statement	■ Load HTM	-	
2	21/02/20 14:01	Addendum Sheet	£ Load 3PG	Ø	
3	21/02/20 14:05	Accident Statement Addm. #1	■ Load HTM		
Pho	tos/Images		3 per page ✓		
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i	10/02/20 15:23	Sketch Plan	■ Load 3PG		
2	10/02/20 15:23	Sketch Plan #2	 Load 3PG 	Ø	

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. 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/AIG20002618/EDS3Q2

Date:

10/03/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

1900163354

Claimant Vehicle No :

SGZ1527X

Insured Vehicle No: SLQ5943P

Date of Loss:

16/01/2020

Nature of Claim:

Claim No: 3430834530SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:

SGZ1527X

Make & Model:

HONDA STREAM, 1.8 (A) 19/10/2007 (Man. Year: 2007) Engine No:

R18A1740182

Reg. Date: Colour:

Chassis No: Odometer:

RN61035742 216894 km

Engine Capacity:

1799 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:

215/50Z R17

Rear Tyre Size:

215/50Z R17

Front Left Side:

Nexen 5 mm

Rear Left Side: Rear Right Side: Nexen 5 mm Nexen 5 mm

Front Right Side: Nexen 5 mm The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	835.00	674.00	161.00	19.28
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,140.00	530.00	610.00	53.51
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	1,975.00	1,204.00	771.00	39.04
Approved Total (Overridden) (S\$)		950.00		
(S\$)	1,975.00	950.00	1,025.00	51.90
+ GST 7.00/7.00% (S\$)	138.25	66.50	71.75	51.90
Nett Amount (S\$)	2,113.25	1,016.50	1,096.75	51.90
Global Sum S	Settlement (S\$)	0.00		

INSPECTION

Date of Assignment:

13/02/2020

Date Inspected:

14/02/2020 Inspected At:

8 Kaki Bukit Ave 4 #02-11 Premier

Repairer: Avantage Vag (HQ)

Estimated Period of Repair:

3.0 days

Adjuster: CHEN TSUE YEE

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

	*REAR BUMPER COVER	Dented	740.00 F	*740.00 FL
		Conton	740.001	740.00 FL
	*LH PARKING SENSOR	Broken	30.00 F	*30.00 FL
	*TOW EYE CAP	Crushed	35.00 F	*35.00 FL
	*SUNDRIES	Necessary	30.00 FS	*30.00 FS
part. S=SpcNe		Sub Total (S\$) tems 0.00/20.00% (S\$)	835.00 0.00	835.00 161.00
		Total Parts (S\$)	835.00	674.00
	part. S=SpcNe	*TOW EYE CAP *SUNDRIES part. S=SpcNett. L=ListItemDisc.	*TOW EYE CAP Crushed *SUNDRIES Necessary part. S=SpcNett. L=ListItemDisc. Sub Total (S\$) - List Item Discount on L Items 0.00/20.00% (S\$)	*TOW EYE CAP Crushed 35.00 F *SUNDRIES Necessary 30.00 FS part. S=SpcNett. L=ListItemDisc Sub Total (S\$) 835.00 - List Item Discount on L Items 0.00/20.00% (S\$) 0.00

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

Particulars	Lab.Type	Repairer's	Amount
our Items			
REMOVAL AND REFITTING OF REAR BUMPER ,TRANSFERING OF WIRE SETS	New	300.00	250.00
SURFACE PREPARATION , PUTTY AND SPRAY PAINT OF REAR BUMPER AND TAILGATE	New	600.00	250.00
PARKING SENSOR TESTING AND CALIBRATION	New	90.00	30.00
VEHICLE DIAGNOSTICS AND CLEARING OF FAULT CODES AFTER REPAIR	New	150.00	0.00
Gross Labou	r Cost (S\$)	1,140.00	530.00
	REMOVAL AND REFITTING OF REAR BUMPER ,TRANSFERING OF WIRE SETS SURFACE PREPARATION ,PUTTY AND SPRAY PAINT OF REAR BUMPER AND TAILGATE PARKING SENSOR TESTING AND CALIBRATION VEHICLE DIAGNOSTICS AND CLEARING OF FAULT CODES AFTER REPAIR	REMOVAL AND REFITTING OF REAR BUMPER ,TRANSFERING OF WIRE SETS SURFACE PREPARATION ,PUTTY AND SPRAY PAINT OF REAR BUMPER AND TAILGATE PARKING SENSOR TESTING AND CALIBRATION VEHICLE DIAGNOSTICS AND CLEARING OF FAULT New	REMOVAL AND REFITTING OF REAR New 300.00 BUMPER ,TRANSFERING OF WIRE SETS SURFACE PREPARATION ,PUTTY AND SPRAY PAINT OF New 600.00 REAR BUMPER AND TAILGATE PARKING SENSOR TESTING AND CALIBRATION New 90.00 VEHICLE DIAGNOSTICS AND CLEARING OF FAULT New 150.00

< END OF ESTIMATES >