

INS. CASE OWNER:

ASSIGNMENT

Surveyor:

OI SUN PIN

DOI: 18/02/2020

Date / Time: 18/02/2020

Registered in Merimen: 19/02/2020

Pre-assign / CCU / FTE



Insured Vehicle No. : SFW 741C

Claim No. : _____

Name of Insured : _____

Policy No. : _____

Insured Tel No. : _____

HP: _____

Make / Model : _____

Excess Sec II : \$5

D.O.A : 10/02/2020 15:00

Place of Accident : _____

Is driver the owner?

(YES / NO)

Nature of Accident : _____

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

SMB 5040L



INSRS:

WSP: SMRT, WL

Tel : _____

Liability : _____

RMKS: _____



INSRS:

WSP: _____

Tel : _____

Liability : _____

RMKS: _____



INSRS:

WSP: _____

Tel : _____

Liability : _____

RMKS: _____



INSRS:

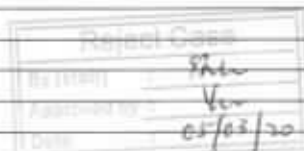
WSP: _____

Tel : _____

Liability : _____

RMKS: _____

Date/ Time		STAGE	DATE / PIC
	SFW 741C - X	Non-Reporting ltr (1st):	
	SMB 5040L - NA/MSG16013251/h4: DOA: 15.7.16	Non-Reporting ltr (2nd):	
	01 VIDEO SAME IN (4: ASWER: 2020) VIDEO SHOT 01	Non-Reporting ltr (Final):	
	STATIONARY TO LET TP PPSA TRUCK TP 419 01 WINE TURNING	Notification ltr (if non-pickup):	
		Call OI:	
04-03-20	SEEK APPROVAL TO REJECT TP CLAIM.	After call ltr to OI:	
		Documentation Check List: Handler	Typist
04-03-20	MANDATE APPROVED TO REJECT CLAIM.	Notification ltr (if non-pickup)	☐
		After call ltr to OI:	☐
04-03-20	EMAIL WSP TO REJECT TP CLAIM.	Authorisation To Act:	☐
		Release Voucher:	☐
		Final Repair Bill:	☐
		Car Rental Invoice:	☐
		Towing Invoice:	☐
		LTA / GIA :	☐
		Medical Bill:	☐
		PIR:	☐
		Mandate/Reject Instruction:	☐
		LOD	☐
		Payment Breakdown Form:	☐
		Post-Repair Photos:	☐
		Others:	☐



PRELIMINARY ADVICE		Date/Time:	Sent By:	Confirm by:
FINALIZATION		Date/Time:	Confirm with:	Confirm by:
Repair Cost:	\$5	(days)	Reduction:	%
FINAL SETTLEMENT		Date/Time:	Confirm with:	Email ☐ Call ☐
Final Liability:	% 0	(Agreed / Assessed)	BOLA S/N No.:	NIL
Repair Cost:	\$5		TP MAKE A LEFT TURN	PHOTO TAKEN STATIONARY 01
Loss of Rental (LOR):	\$5	(days)		
Loss of Use (LOU):	\$5	(\$ x days)		
Loss of Income (LOI):	\$5	(\$ x days)		
LOR only ☐	LOU only ☐	LOR + LOU ☐	LOR + LOI ☐	[Tick only one]
GIA/LTA Search:	\$5			
Medical:	\$5			
Disbursement:	\$5	(e.g. Tow/ Independent)		
Legal Cost:	\$5			
Total:	\$5		Global Sum \$5:	
FINAL PAYMENT		Date/Time:	Confirm with:	Email ☐ Call ☐
Payee 1:	\$5	Name 1:		
Payee 2: (Strike if N.A.)	\$5	Name 2:		
Payee 3: (Strike if N.A.)	\$5	Name 3:		

COPY SENT
6/3/2020

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format: TP
- 3) Survey fee: 4320

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD/TP/W3/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: _____

IDAC Accident Report: _____ Consistent? : Yes or No

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

Est. Repairs: 2 days Res.: Yes or NoLump Sum: 30 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SMB5040L Yr Regn: 02/02/2015

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

Truck / Trailer or

Make: ALEXANDER DENNIS c.c. 8849Colour: Silver A/D: Insured / Std / NI / NASp. Reading: 401266 T/Radio: Insured / Std / NI / NA

Eng/No: _____

CNo: SFD76CLR5EMTL3735

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: 305 / 70 R22.5R: 305 / 70 R22.5

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI / TOYO / YOKO or

Front

Rear

R/Bal. 5 mmR/Bal. 5 mmL/Bal. 5 mmL/Bal. 5 mmD.O.A. 10/02/2020D.O.I. 18/02/2020

Survey held at

SMRT

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

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	4% = 1,550 (USD) + 125.38 (S)

Date/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Report Form:

Lump Sum / L.B.I.:

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Inva (\$

☐

: Workload (\$

Survey Fee:

Transportation:

S + RS \$

Price

Others

TOTAL



Case Details

Case Reference Number : BUS/0220/5017

Company Type : SMRT Buses Ltd

Insurance Company Name : AIG Asia Pacific Insurance Pte Ltd

Type of Repair : Accident Repair

Estimation ID : EST-10534-ID

Accident Date and Time : 10/02/2020 07:00 AM

Vehicle Registration Number : SMB5040L

Assigned By : Claiming Case Owner Team

Vehicle Age(In Months) : 60

Documents / Photographs

View Documents / Photographs

Total Documents : 1

Estimation Details

Spare Part's Cost Detail

SMRT Recommendation											Surveyor Approval		
BOM Type	Costing Type	Portion	Material Number	Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/ Replace
Standard	Main	Body	6011241	MOULDING,WHEELARCH:LH & RH,FOR ADL DD	1	88.23	88.23	10.00	79.23	Replace	1	79.23	Replace
Total Spare Part Cost											Surveyor Total		79.23
Lump Sum Discount (%)										20.00	Lump Sum Dis (%)		20
Final Spare Part Cost										63.38	Final Sur Total		63.38

/ cut.

Labour's Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO REPAIR LH REAR PORTION	1,000.00	795	✓ 795
Total:			1,000.00	795.00	

Spray Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO PUTTY & RESPRAY	862.00	694	✓ 694
Total:			862.00	694.00	

Other Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
Total:			0.00	0.00	

Summary

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spare Part Detail	63.38	63.38
Total Labour Cost	0.00	795.00

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spray Painting	0.00	894.00
Other	0.00	0.00
Overall Total	53.38	1,552.38
Lump Sum Repair Option	☐	☐
Lump Sum Total	0.00	1,552.38
Surveyor Approved Amount		1,552.38
No of Repair Days*	3	2 <i>2 days.</i>
Remarks	-	L/S Repair Photo after paint
Surveyor Name		Sun Pin (LKK)
Signature		
		Save Clear
Survey Date	18/02/2020	

LKK Auto Consultants hence notify the Reparer of the following:

- To re-survey below after spray painting
- To display damaged areas during re-survey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification is allowed
- Supplementing items must be authorised and is subject to final approval from Insurance Company

Acknowledged by Reparer:

Signature:

Date:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	292D
Vehicle Details	
Vehicle No.:	SMB5040L
Vehicle to be Exported:	No
Intended Deregistration Date:	19 Feb 2020
Vehicle Make:	ALEXANDER DENNIS
Vehicle Model:	ENVIRO500
Primary Colour:	Silver
Secondary Colour:	Black
Manufacturing Year:	2014
Engine No.:	22141349
Chassis No.:	SFD76CLR5EMTL3735
Maximum Power Output:	-
Open Market Value:	\$507,930.00
Original Registration Date:	02 Feb 2015
First Registration Date:	02 Feb 2015
Transfer Count:	0
Actual ARF Paid:	\$0.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Rebate Amount:	\$0.00
Total Rebate Amount:	\$0.00

The information contained herein is correct as at 19 Feb 2020

OK

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Wednesday, 4 March 2020 3:56 PM
To: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: Your Ref: BUS/02/20/5017 // ACCIDENT INVOLVING SMB 5040L AND SFW 741C ON 10/02/2020
Attachments: OI VIDEO.mp4; OI SKETCH PLAN.pdf

Your Ref: BUS/02/20/5017

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

ACCIDENT INVOLVING SMB 5040L AND SFW 741C ON 10/02/2020

We attached here with a copy of our insured's accident statement and video for your easy reference.

Our principal has reiterated that the accident was caused due to the entire negligence of your client make a left turn and hit our insured stationary vehicle.

We are of the opinion that liability is not in your client's favor.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher.sng@lkkauto.com | fax: 6741-4108

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

Asher Sng (LKKAUTO)

From: Chan, Kian-Meng <Kianmeng.Chan1@aig.com>
Sent: Wednesday, 4 March 2020 2:28 PM
To: Asher Sng (LKKAUTO)
Subject: RE: [REJECT CASE] Your ref: 8553661487SG // ACCIDENT INVOLVING SFW 741C (OI) & SMB 5040L (TP) ON 10/02/2020

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

Please proceed to reject claim at this juncture.

Best regards,
Chan Kian Meng
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1678
KianMeng.Chan1@aig.com | www.aig.sg

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, March 4, 2020 2:22 PM
To: Chan, Kian-Meng <Kianmeng.Chan1@aig.com>
Subject: [EXTERNAL] [REJECT CASE] Your ref: 8553661487SG // ACCIDENT INVOLVING SFW 741C (OI) & SMB 5040L (TP) ON 10/02/2020

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

Your ref: **8553661487SG**

Dear Sir/Madam,

ACCIDENT INVOLVING SFW 741C (OI) & SMB 5040L (TP) ON 10/02/2020

We refer to the above matter.

TP reported that OI hit onto his left rear while he is making a left turn.

OI reported that TP make a left turn and hit onto his stationary vehicle.

Insured video uploaded in merimen, video clearly show that TP make a left turn at a narrow angle due to the road work and hit onto insured stationary vehicle.

We are of the opinion that the liability is not third party favour.

In view of the above, we are intending to reject TP claim.

For your approval/ comments/ instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher.sng@lkkauto.com | fax: 6741-4108

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

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	17 Feb 2020 Edit Reg		18 Feb 2020 00:00 Edit Adj Rpt	S\$1,550.00 Edit Estimates	S\$1,550.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by adjuster]

Insured:	ANG PAN LIAT @ ANG POON LIAT, ID: -		
Main Claimant:	SMRT BUSES LTD		
Vehicle Reg. No.:	SMB5040L	Date of Loss:	10/02/2020 15:00 - :59 [60 Months and 8 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 8553661487SG	Policy/Cover Note No.:	2100393178 (Comprehensive)
Vehicle Reg. No. (Insured):	SFW741C	Policy No. (Claimant):	D-19093203MFBP
		Excess:	
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Chan, Kian-Meng] Kianmeng.Chan1@aig.com		
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by OI SUN PIN] ... [Final Rpt due 28/02/2020]		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

- AIG_SG (20/02/2020): NO TP 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

***SMB5040L (8553661487SG)**
[SFW741C]
TP
SMRT BUSES LTD
Feb 10 2020 3:00PM
[ANG PAN LIAT @ ANG POON LIAT]
SMRT Automotive Services Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Video			1 per page ☐	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	20/02/20 09:17	Video - Accident	 Load MP4	☐
Photos/Images			1 per page ☐	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	21/02/20 09:39	Chassis Number	 Load JPG	☐
2	21/02/20 09:39	Odometer Reading	 Load JPG	☐
3	21/02/20 09:40	General View	 Load JPG	☐
4	21/02/20 09:40	General View	 Load JPG	☐
5	21/02/20 09:40	General View	 Load JPG	☐
6	21/02/20 09:40	General View	 Load JPG	☐
7	21/02/20 09:40	General View	 Load JPG	☐
8	21/02/20 09:40	General View	 Load JPG	☐
9	21/02/20 09:40	General View	 Load JPG	☐
10	21/02/20 09:40	General View	 Load JPG	☐
11	21/02/20 09:40	General View	 Load JPG	☐
12	21/02/20 09:40	General View	 Load JPG	☐
13	21/02/20 09:40	General View	 Load JPG	☐
14	21/02/20 09:40	General View	 Load JPG	☐
15	21/02/20 09:40	General View	 Load JPG	☐
16	21/02/20 09:40	General View	 Load JPG	☐
Documentation			1 per page ☐	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	22/02/20 00:18	TP ESTIMATE - MARKED	 Load PDF	☐
2	22/02/20 00:18	TP GIA REPORT	 Load PDF	☐
3	04/03/20 15:46	APPROVAL TO REJECT TP CLAIM	 Load PDF	☐
4	04/03/20 15:56	EMAIL WSP TO REJECT TP CLAIM	 Load PDF	☐
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	20/02/20 09:18	OI GIA REPORT	 Load PDF	☐

Documents Checklist

DOCUMENTS CHECKLIST		Reset Save Print
There are no document checklists configured.		
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) 		
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.		

LKK Auto Consultants Pte Ltd (Co Reg.No: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: CC3/AIG20002860/QEA3Q2

Date: 11/03/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100393178
Claimant
Vehicle No : SMB5040L **Insured Vehicle No :** SFW741C
Date of Loss: 10/02/2020 **Nature of Claim:** TP **Claim No:** 8553661487SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SMB5040L**
 Make & Model: ALEXANDER DENNIS ENVIRO500, 8.8 D (A) Engine No: 22141349
 Reg. Date: 02/02/2015 (Man. Year: 2014) Chassis No: SFD76CLR5EMTL3735
 Colour: Silver Odometer: 401266 km
 Engine Capacity: 8849 cc
 Market Value/New Car Price: N/A
 Sum Insured (\$\$): **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: Yes

CONDITION OF TYRES

Front Tyre Size: 305/70 R22.5 Rear Tyre Size: 305/70 R22.5
 Front Left Side: Bridgestone 5 mm Rear Left Side: Bridgestone 5 mm
 Front Right Side: Bridgestone 5 mm Rear Right Side: Bridgestone 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	88.03	79.23	8.80	10.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,922.00	1,489.00	433.00	22.53
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (\$\$)	2,010.03	1,568.23	441.80	21.98
Approved Total (Overridden) (\$\$)		1,550.00		
Nett Amount (\$\$)	2,010.03	1,550.00	460.03	22.89
Global Sum Settlement (\$\$)		0.00		

INSPECTION

Date of Assignment: 18/02/2020
 Date Inspected: 18/02/2020 Inspected At: SMRT Automotive Services Pte Ltd
 (Woodlands)
 60 Woodlands Industrial Park E4
 Singapore 757705
 Estimated Period of Repair: 2.0 days

Adjuster: OI SUN PIN

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		*MOULDING ,WHEELARCH ,LH & RH FOR ADL DD	Cut	88.03 F	*88.03 FL
						F=Franchise part. L=ListItemDisc
Sub Total (S\$)					88.03	88.03
- List Item Discount on L Items 0.00/10.00% (S\$)					0.00	8.80
Total Parts (S\$)					88.03	79.23

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
Labour Items				
1	TO REPAIR LH REAR PORTION	New	1,060.00	795.00
2	TO PUTTY & RESPRAY	New	862.00	694.00
Gross Labour Cost (S\$)			1,922.00	1,489.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >