

22/03/2020

ASS. REC. BY:

REF:

es/AIG20003264/Nqd3

Special Instruction:

Assigned:

Naz

ASSIGNMENT (Office)

From (Person):

Mei Men Chin Lee Yung

of

AIG

Date/Time:

27/2/2020 @

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

FBL 532 U

Insured:

at Workshop m/s

Bilke production

Tel:

8667 2352

of

610 Serangoon Road

Policy No:

1900043871

Claim No:

Sum Insured:

Excess:

TBA 500 16/3/20

Make of Veh:

D.O.A. 24/02/2020

(Client's Record)

CA / REV

/ REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

10:14am 17/2/2020

Person Contacted:

Mr. Kwan

Vehicle IN/OUT

Date/Time

Action/Instruction

Estimate

✓

FBL 532 U-X

28/2/20 @ 5.17pm revert to Victor via Mei Men.

17/03/20 @ 6.03pm Thaddaeus informed c/a via Mei Men. (Take out carbon sticker)

16/3/20 @ 5.38pm informed Mr Kwan c/a & Ex: \$500 by email.

23/04/20 @ 3.52pm Naz finalised with Mr Kwan LS \$4000, 3 days. (Red \$3932.50, 50 %)

ASS. REC. BY: NAZREF: AIG

ASSIGNMENT

From: _____

Date: 27/2/2020

Estimated Cost: _____

☒ OD / TP / WS / TP RES / OD RES / EVA / INV / MVTo Inspect Vehicle No: FBL 5324at Workshop m/s Bike productionof 610 Seeryoon Road

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____

Excess: TBA

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.Bal. or Market Value: \$11.5K

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 3 days Res.: Yes or No

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

CA / ☒ REV / REP. / 24 HRS

Date: _____

Person Contacted: _____

Vehicle: IN / OUT

Veh No: FBL 5324Yr Regn: 18 MAY 2016Type: M.Car / ☒ M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or _____

Make: HONDA FJS 400 (SILVERWING) cc 399Colour: WHITEA/C: Insured / Std / NI / ☒ NASp. Reading: 38,489T/Radio: Insured / Std / NI / ☒ NA

Eng/No: _____

C/No: JA2NF039X9K000238Gen. Cond: Good / ☒ Fair / Poor / BurntSteering: ☒ Inorder / Jammed / Leaked / Burnt or _____Brake: ☒ Inorder / Jammed / Leaked / Burnt or _____Modi: Nil / S/Rim / ☒ STD A/Rim or _____Tyre Size: F: 120/80 R14R: 150/70 R13BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / ☒ PIR / SUMI /

TOYO / YOKO or _____

Front

Rear

R/Bal. 3 mmR/Bal. 3 mm

L/Bal. _____ mm

L/Bal. _____ mm

D.O.A. 24/02/2020D.O.I. 27/02/2020Survey held at BIKE PRODUCTIONDes. of Damages: ☒ Frt / Rear / O/S / ☒ N/S / U/C / Rooftop or _____

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

Date / Time

Action / Instruction

LOE Rebate \$3,915.00Repair Limit \$7K. Informed repairer. Waiting reply.

Date/Time, File Pass to?

1) 24/04 Typist

Date/Time, File Return to?

2) _____

☐

Prel. Report

☐

Final Report

Days Of Repair: 3Resurvey No. of Trip: 2

Survey Fee: _____

Transportation: _____

S + RS _____ \$

Photos _____

Others _____

TOTAL

Report Format: MER-ODLump Sum / T.B. (\$) 4000

Add Fee:

☐

Site Insp (\$ _____)

☐

Interview (\$ _____)

☐

Tech. Invs (\$ _____)

☐

Weekend (\$ _____)

NEW OD CLAIM - FBL532U

From: Chin, Lee-Ying
To: 'assignments', Nivitha (LKK Auto)
Cc: Lim, Kok-Chong
Sent: 2/27/2020 10:08:39 AM
Attachments:  FBL532UEstimate.pdf  FBL532U DOA 240220 AIG ODOWS.pdf

Hi LKK,

Kindly assist to survey.

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

-----Original Message-----

From: Sbk E [mailto:sbk5643e@yahoo.com]
Sent: Thursday, February 27, 2020 9:18 AM
To: AIG SGP, Claims-Survey
Subject: [EXTERNAL] RE: NEW OD CLAIM - FBL532U

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

Dear Sir,

Please arrange PRI for own damage claim. Thanks.

Regards,

Kwan S. H.
Director
Bike Production Pte Ltd

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 16 March 2020 5:38 PM
To: Sbk E; SUR
Subject: RE: AUTHORISE REPAIR, Re: DOCS REQUESTED, Re: OD claim # FBL532U # request DL, UT letter and IV form

Dear Mr Kwan,

As instructed by our client, please proceed to repair the insured vehicle **FBL 532U (Excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, 12 March 2020 4:25 PM
To: Sbk E <sbk5643e@yahoo.com>; yokeshi.chan@aig.com; SUR <sur@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Cc: shengyang.lim@aig.com; theerthan.parthiban@aig.com; nurmariahhuibrechts.mohdrizal@aig.com
Subject: RE: AUTHORISE REPAIR, Re: DOCS REQUESTED, Re: OD claim # FBL532U # request DL, UT letter and IV form

Dear Mr Kwan,

Already send the email to chase officer for authorisation.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Sbk E <sbk5643e@yahoo.com>
Sent: Thursday, 12 March 2020 3:27 PM
To: yokeshi.chan@aig.com; SUR <sur@lkkauto.com>; Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: shengyang.lim@aig.com; theerthan.parthiban@aig.com; nurmariahhuibrechts.mohdrizal@aig.com
Subject: Re: AUTHORISE REPAIR, Re: DOCS REQUESTED, Re: OD claim # FBL532U # request DL, UT letter and IV form

Dear Shiau Chan,

Claim Audit

AUDIT TRAIL

No.	On	Audit	Remarks	By
1	26 Feb 2020 16:02	Clim Veh Model Changed	(201234) HONDA FJS400 399cc (A).	[I] Merimen Administrator
2	26 Feb 2020 16:02	Clim Created	Reg No: FBL532U, Policy No: 1900043871, Acct Date: 2020/02/24, Claim Type: SC, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), Ins.Status => Notification, Created from SAS:MCD520025429	[I] Merimen Administrator
3	27 Feb 2020 11:58	Clim Registration Modified	Setl.Type:3->0, Claim Type:SC->OD.	[I] Nivitha Govindasamy
4	27 Feb 2020 11:58	Adj Clm Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)	[I] Nivitha Govindasamy
5	27 Feb 2020 11:58	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Nivitha Govindasamy
6	27 Feb 2020 11:58	Adj Next Rpt Changed	Next Rpt:Final Rpt, Due Date:2020/03/09	[A] Nivitha Govindasamy
7	27 Feb 2020 11:58	Adj Mandate Set	Approved:8000.00, Reinsp:Adj decides.	[A] Nivitha Govindasamy
8	27 Feb 2020 11:58	Clim Registration Modified	Rep:1137->203419.	[A] Nivitha Govindasamy
9	27 Feb 2020 11:58	Adj Adjuster Assigned	[None] -> Muhammad Nazril Bin Abdullah	[A] Nivitha Govindasamy
10	27 Feb 2020 13:25	Clim Registration Modified	Acct Time:17:15:00->17:00:00, Init.Est.:->5,000 - 6,000.	[I] Chan, Yoke Shi
11	28 Feb 2020 15:26	Clim Registration Modified	2F Remarks: -> Not Applicable, GST: -> 7.00.	[I] Chan, Yoke Shi
12	28 Feb 2020 17:12	Adj Rpt Initiated		[A] SHIAU CHAN
13	28 Feb 2020 17:12	Clim Dtl Modified	JPJ Reg. Date: -> 2016/05/18.	[A] SHIAU CHAN
14	28 Feb 2020 17:12	Clim Details Notified		[A] SHIAU CHAN
15	28 Feb 2020 17:15	Adj Im. Advice Submitted	Next Rpt:Final Rpt, Due Date:2020/03/09	[A] SHIAU CHAN
16	28 Feb 2020 17:17	Adj Mandate Request	Cur.Req:5367.00:DAMAGES CONSISTENT, REPAIR COST ECONOMICAL, WE HAVE NOT AUTHORISE R EPAIR.	[A] SHIAU CHAN
17	05 Mar 2020 09:10	Clim Registration Modified	Excess: -> 500.00.	[I] Chan, Yoke Shi
18	05 Mar 2020 09:10	Label Added	(20226):Coverage Confirmed.	[A] Merimen Administrator
19	13 Mar 2020 18:01	Adj Next Rpt Changed	Next Rpt:Final Rpt, Due Date:2020/03/09, Mandate Remarks: Carbon sticker for the bike not covered for OD claim to be remove.	[I] Ng, Thaddaeus-HC
20	13 Mar 2020 18:01	Adj Mandate Set	Approved:5367.00:Carbon sticker for the bike not covered for OD claim to be remove.	[I] Ng, Thaddaeus-HC
21	13 Mar 2020 18:03	Adj Next Rpt Changed	Cur Rpt:Final Rpt, Cur Due Date:2020/03/09, Mandate Remarks: Carbon sticker for the bike not covered for OD claim to be remove. To arrange resurvey photo taking for check, suppl & after repair.	[I] Ng, Thaddaeus-HC
22	13 Mar 2020 18:03	Adj Mandate Set	Approved:5000.00:Carbon sticker for the bike not covered for OD claim to be remove. To arrange resurvey photo taking for check, suppl & after repair.	[I] Ng, Thaddaeus-HC

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
2453508	28 Feb 2020 17:12:50	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants	LKK Auto Consultants	FBL532U		11.77

Shiau Chan (LKKAUTO)

From: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Sent: Friday, 13 March 2020 6:59 PM
To: Shiau Chan (LKKAUTO); Yvonne Wong (LKK Auto)
Cc: SUR; Fong, Andy-SY
Subject: RE: PENDING MANDATE APPROVAL - FBJ 9402M, FBL 532U & FBJ 8060Y Damaged TBA

Hi,

Mandate send and to update below mentioned.

FBJ 9402M – No photo show parts damaged as below or require to advise

- Front Wheel Axle (Damaged Photo or Require)
- Front Right Fork Assy (Damaged Photo or Require)
- Front Sport Rim (Damaged Photo or Require)
- Rear Right Side Case (Sales Agreement TBC)

FBJ 8060Y – Damaged parts vs after repair & Decals

- Front Sport Rim (New & Damaged Photo TBC)
- Decals Front Fairing & Rear Box LH self-fix not for claim

FBL 532U – Carbon Sticker

- Carbon Sticker self-fix for claim

To arrange resurvey for check, supplementary & after repair. Net loss repair for all bike to be alert.

Thanks

Regards,
Thaddaeus Ng
AIG

Motor Claims Surveyor
Claims | AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #08-16 Singapore 079120
Hp + (65) 8876 5433
Thaddaeus-HC.Ng@AIG.com | www.AIG.com.sg

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Friday, March 13, 2020 5:47 PM
To: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: [EXTERNAL] PENDING MANDATE APPROVAL

Note: This document has not been finalised.**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.
AIG Building
78 Shenton Way #08-16
Singapore 079120

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Chan, Yoke Shi

Date: 28 Feb 2020

Preliminary Advice

Vehicle No	: FBL532U	Accident Date	: 24/02/2020
Make	: HONDA FJS400	Policy No.	: 1900043871
Assignment Date	: 27/02/2020	Excess	: S\$0.00
Date of Inspection	: 27/02/2020	Est. Duration of Repair	: 3.00
Inspection At	: BIKE PRODUCTION PTE LTD (HQ) 610 SERANGOON ROAD SINGAPORE 218216		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion, n/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	7,581.50
Revised Amount	:S\$	5,065.50
Check Items (Estimated)	:S\$	301.50
Total	:S\$	5,367.00

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	11,500.00
COE / PARF Rebate	:S\$	3,915.00
Salvage Value	:S\$	
Margin for Repair	:S\$	7,585.00

Remarks

- (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- () The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- () Other comments :