



Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	10 Sep 2020 16:01	Clm Dtl Modified	Claimant's Name: -> -.	[A] HOW MEI KWAN
2	10 Sep 2020 16:01	Clm Veh Model Changed	(204808) HONDA VEZEL 1.5 (A).	[A] HOW MEI KWAN
3	10 Sep 2020 16:01	Clm Created	Reg No: SMJ7529P. Acct Date: 2020/08/29. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Xinya Auto Services Pte Ltd (HQ)	[A] HOW MEI KWAN
4	10 Sep 2020 16:01	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	10 Sep 2020 16:01	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/09/21	[A] HOW MEI KWAN
6	10 Sep 2020 16:01	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	10 Sep 2020 16:01	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	10 Sep 2020 16:01	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
9	10 Sep 2020 16:01	Assignment 1st Accessed		[A] HOW MEI KWAN
10	10 Sep 2020 20:50	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
11	18 Sep 2020 11:12	Adj Mandate Request	Cur.Req:0.00:Hi, 3rd party video uploaded in Merimen. From video, 3rd party was changing lane. As such, we intend to reject 3rd party claim based on BOLA S15. For your approval.	[A] CHEW HSIAO TONG
12	18 Sep 2020 13:54	Adj Adjuster Assigned	CHEN TSUE YEE -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
13	23 Sep 2020 00:04	Video Downloaded	Downloaded SMJ7529P vs SMR2377B_TP VIDEO	[I] Tan, Bennie-WZ
14	23 Sep 2020 00:04	Video Downloaded	Downloaded SMJ7529P vs SMR2377B_TP VIDEO	[I] Tan, Bennie-WZ
15	23 Sep 2020 00:19	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/09/21. Mandate Remarks: Yes, please proceed to reject under BOLA15.	[I] Tan, Bennie-WZ
16	23 Sep 2020 00:19	Adj Mandate Set	Approved:0.00:Yes, please proceed to reject under BOLA15.	[I] Tan, Bennie-WZ
17	10 Nov 2020 15:05	Label Removed	(19):Fastlane.	[A] CHEW HSIAO TONG
18	10 Nov 2020 15:05	Label Added	(64):Revoked / No settlement.	[A] CHEW HSIAO TONG

Date From    Date To    Audit Type 

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
2584063	13 Sep 2020 17:06:24	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMJ7529P	SMR2377B	11.00
2589185	18 Sep 2020 11:03:24	Video Upload	Motor	AIG Asia Pacific	AIG Asia Pacific	SMJ7529P	CHEW HSIAO TONG	xx.xx

				Insurance Pte. Ltd.	Insurance Pte. Ltd. (SG)			
2607537	10 Oct 2020 13:33:41	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMJ7529P	CHEW HSIAO TONG	xx.xx

Re: Your Ref: SMJ7529P// LKK Ref: CC4/AIG20009701/T1pa3 [ACCIDENT INVOLVING SMR 2377B(AIG) AND SMJ 7529P ON 29/08/2020]

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sat 10/10/2020 1:38 PM

To: Xinya Auto Services <xinyaauto@singnet.com.sg>

 1 attachments (1 MB)

SMJ7529P vs SMR2377B-OI VIDEO.mp4;

Without Prejudice

Dear Sirs/Mdm,

Attached is a copy of our insured video footage. It clearly shows that our insured was driving within his lane, your client changed lane and caused the accident.

We regret to inform you that we maintain our position as per email dated 07 Oct 2020.

Thanks.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

“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.”

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Xinya Auto Services <xinyaauto@singnet.com.sg>

Sent: Wednesday, 7 October 2020 1:35 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Your Ref: SMJ7529P// LKK Ref: CC4/AIG20009701/T1pa3 [ACCIDENT INVOLVING SMR 2377B(AIG) AND SMJ 7529P ON 29/08/2020]

Dear Ms. Chew

Thank you for offer.

Our client is in view of the matter to be otherwise, we appreciate if your principal's insured has got a in car video in order to convince our client to drop the claim.

If not with conflicting version of the matter 50% liability will be justifiable.

Regards

Kevin

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, October 7, 2020 10:58 AM

To: Xinya Auto Services <xinyaauto@singnet.com.sg>

Subject: RE: Your Ref: SMJ7529P// LKK Ref: CC4/AIG20009701/T1pa3 [ACCIDENT INVOLVING SMR 2377B(AIG) AND SMJ 7529P ON 29/08/2020]

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have reviewed the matter and we are of the view that BOLA S15 is applicable. Your client changed lane and collided with our insured vehicle. Under Motor Accident Guide, vehicle should keep in the proper lane and change lane only when it is safe. Therefore, our insured is not liable for the accident.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Xinya Auto Services <xinyaauto@singnet.com.sg>

Sent: Thursday, 17 September 2020 4:11 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Your Ref: SMJ7529P// LKK Ref: CC4/AIG20009701/T1pa3 [ACCIDENT INVOLVING SMR 2377B(AIG) AND SMJ 7529P ON 29/08/2020]

Hi, Hsiao Tong

Video as attach

Thank you

From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, September 17, 2020 9:35 AM

To: Xinya Auto Services <xinyaauto@singnet.com.sg>

Subject: Your Ref: SMJ7529P// LKK Ref: CC4/AIG20009701/T1pa3 [ACCIDENT INVOLVING SMR 2377B(AIG) AND SMJ 7529P ON 29/08/2020]

Your Ref: **SMJ7529P** Without Prejudice
LKK Ref: CC4/AIG20009701/T1pa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMR 2377B(AIG) AND SMJ 7529P ON 29/08/2020

We refer to the above matter.

Please be informed that liability is unclear as our insured driver reported that your client cut into his lane. Attached is a copy of our insured accident report for your easy reference.

As per AIG instruction, we would like to request for a copy video footage as stated in your client's report for our necessary action.

Appreciate an early reply.

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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."

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)



Virus-free. www.avg.com