

LOH HENG

Accident & Insurance Claims

12 August 2021 2021

AIG Insurance Pte Ltd

Attn. : Motor Claim Department

Re: Your insure SLH 4761B

Dear Sir/madam,

ACCIDENT INVOLVING SLH 4761B AND SMM6396X ON 19 – 07- 2021

We understand that you are the insurer of SLH 4761B vehicle.

We are instructed by the owner of motor vehicle **SMM6396X** to write, negotiate and settle the claim on their behalf for the above mentioned accident. We therefore propose to claim from you as follows:

1.	Lump sum recommended by surveyor	\$	2741.50.
2.	Loss of useage vehicle (4 Days x \$80)	\$	320.00
3.	LTA search	\$	7.45

\$ 3068.95

Please advise if above claim is agreeable via direct settlement with us.

Yours faithfully,

LOH HENG

BLOCK 176 #03-08 SIN MING AUTOCARE,
SIN MING DRIVE, SINGAPORE 575721

PHONE: 64532237 / 64530797

FAX: 64556384

EMAIL : loh heng0308@yahoo.com.sg

AUTHORIZE TO ACT

31 July 2021

The Claim Manager
AIG Insurance Pte Ltd

Singapore

Accident involving SLH 4761B and SMM6396X on 19-07- 2021

I, CHAN SIEW HONG ELAINE, hereby authorize my repairers **M/S LOH HENG** of 176 Sin Ming Drive #03-08 Sin Ming Auto Care, Singapore 575721 whom I have appointed as my agent in respect of my claim.\

I further authorize to negotiate and release all proceeds of settlement monies to my repairers **M/S LOH HENG** in settlement of my claim



30/7/2021

Signature / Date

RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, **LOH HENG** ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$2,980.00** (Global Sum) for vehicle no. **SMM 6396X** that was damaged pursuant to the accident which occurred on **19/07/2021** (date) along **TRAFFIC LIGHT JUNCTION AT PASIR RIS DRIVE 12** (location) involving vehicle no/s **SLH 4761B**.

This is pursuant to the inspection conducted on **27/07/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **CHAN SIEW HONG ELAINE** (the third party claimant") of vehicle no. **SMM 6396X** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to **SMM 6396X** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 14 (day) of 10 (month) 2021 (year)



Signed by appointed surveyor

LOH HENG
176 Sin Ming Drive
#03-08 Sin Ming Auto Care
Singapore 575721

Signed by "the workshop" (with chop)

LOH HENG

Automotive Repair Services
Accident Insurance Claims

Invoice

To: **AIG Insurance Pte Ltd**

Date: 12-Aug-21

Invoice No.: 36547

Terms :

Vehicle No. : SMM6396X Toyota Sienta

S/N	Description	Amount (S\$)
A	PART REPLACEMENT	
	Rear booth	\$ 1,040.40
	SIENTA logo	\$ 76.10
	Toyota logo	\$ 98.20
	V logo	\$ 56.30
	Rear bumper central	\$ 195.00
	Reverse sencors	\$ 223.50
	Rear bumper fog lamp	\$ 231.20
	Rear crash sencor	\$ 121.30
	Total:	\$ 2,042.00
	Less : 25%	\$ 1,531.50
	Glass Sealant Nett	\$ 40.00
B	LABOUR CHARGES	
	To dismantle/renew rear accident damaged portion.	
	To panelbeat,reshape,straighten, orientate and align repair/replac parts.	\$ 500.00
	To respray + supply paint material and necessary items to the affected parts.	\$ 520.00
	To remove and refix rear windscreen to faciliate repair work.	\$ 120.00
	To rust proof all affected portion after repair	\$ 30.00
	GRAND TOTAL OF A & B	\$ 2,741.50



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 22 Jul 2021 / 09:34:47

Receipt Date/Time : 22 Jul 2021 / 09:34:47

Tax Invoice/Receipt

Receipt No. : ITNET-00000-210722-000606

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SLH4761B

As at 19 Jul 2021/16:22:00

Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.

1 Insurance Enquiry - SLH4761B
Enquiry Fee
20210722093251566575

7.00 0.49 7.49

Sub-Total 7.00 0.49 7.49

Total Before Rounding 7.00 0.49 7.49

Rounding Difference 0.04

Total Amount Payable 7.45

Paid By

426569XXXXXX2076 eNETS Credit Card 7.45

Total 7.45

Cash Change 0.00

Tendered Amount 7.45

Excess Refundable Amount 0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Claim Notification - ACCIDENT INVOLVING SLH 4761B(AIG) AND SMM 6396X AT/ALONG PASIR RIS DR 12 ON 19/07/2021

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

Thu 29/7/2021 3:00 PM

To: meswansatin@yahoo.com.sg <meswansatin@yahoo.com.sg>

29 July 2021

Mr Meswan Bin Satin

[By Email Only]

Dear Sir/Madam,

You Ref: SLH4761B

Our Ref: CC4/AIG21007910/Kps3

ACCIDENT INVOLVING SLH 4761B(AIG) AND SMM 6396X AT/ALONG PASIR RIS DR 12 ON 19/07/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SMM6396X against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	26 Jul 2021 13:42	Clim Dtl Modified	Claimant's Name: -> CHAN SIEW HONG ELAINE.	[A] Lee Su Li
2	26 Jul 2021 13:42	Clim Veh Model Changed	(205685) TOYOTA SIENTA 1.5 CVT ELEGANCE (A).	[A] Lee Su Li
3	26 Jul 2021 13:42	Clim Created	Reg No: SMM6396X. Acct Date: 2021/07/19. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). Workshop: Loh Heng (HQ)	[A] Lee Su Li
4	26 Jul 2021 13:42	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	26 Jul 2021 13:42	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/08/04	[A] Lee Su Li
6	26 Jul 2021 13:42	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	26 Jul 2021 13:42	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	26 Jul 2021 13:42	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	26 Jul 2021 13:43	Label Added	(19):Fastlane.	[A] Lee Su Li
10	26 Jul 2021 13:43	Adj Adjuster Assigned	[None] -> ACCUSER4	[A] Lee Su Li
11	29 Jul 2021 08:59	Adj Adjuster Assigned	ACCUSER4 -> KENNETH KONG	[A] Lee Su Li
12	01 Sep 2021 09:18	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	01 Sep 2021 09:18	Clim Dtl Modified	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	01 Sep 2021 09:18	Clim Dtl Modified	JPJ Reg. Date: -> 2019/07/08.	[A] JOANNE LEE KHANG MIN
15	01 Sep 2021 09:18	Clim Details Notified		[A] JOANNE LEE KHANG MIN
16	06 Sep 2021 16:56	Adj Mandate Request	Cur.Req:2988.95:Liability: 100%(B27) *Quantum: (a)COR: \$2,741.50 + (b)LOU(4days x \$60.00): \$24 0.00 + (c)LTA/GIA search fee: \$7.45 = Total: \$2,988.95 *4 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
17	13 Sep 2021 11:09	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/08/04. Mandate Remarks: mandate approved. please check LOD for LTA amount claimed.	[I] Goh, Jeremy-CX
18	13 Sep 2021 11:09	Adj Mandate Set	Approved:2988.50:mandate approved. please check LOD for LTA amount claimed.	[I] Goh, Jeremy-CX

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
2712009	27 Jul 2021 11:10:37	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMM6396X	SLH4761B	11.00
2721480	01 Sep 2021 09:18:01	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMM6396X	SLH4761B	11.00

