

INS. CASE OWNER:

Horsiah

CC 3/AIG160

22405, 8/11/16

LKK:
IDAC:

Surveyor:

YWK

DOI:

ASSIGNMENT

23/11/16

Date / Time:

23/11/16

Registered in Merimen:

24/11/16

Pre-assign / CCU / FTE

SKG 59744



Insured Vehicle No.:

Name of Insured:

Asia car Rental

Insured Tel No.:

62828585 HP:

Excess Sec II :S\$

D.O.A.: 22/11/16

Is driver the owner?

(YES / NO) YES / NO

Nature of Accident:

If NO, Driver Name / Age:

Koswong Takaya

Driver Tel No.:

9189854 (V/L: YES / NO)

SHP 3755

Claim No.:

076648197089

Policy No.:

9999-1524/10075956

Make / Model:

Subaru Legacy 2.5 47 wagon

Place of Accident:

Grange Rd Trade Orchard Park Road

OI GIA REPORT: YES / NO, TP GIA REPORT: YES / NO

Insured Liability:

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMP7(CW)



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

24/11/16

24/11/16 - TP claim - witness advice
OI evidence

28/11/16

OI noted after accident. No evidence
at the point. TP Evidence
to review liability
To get evidence from TP

6/1/17

Spoken to witness. Witness not
related to TP Driver. She was passenger
only. Not willing to give statement
if proceed to court.

4/1/17

Witness not answering phone for any other
calls.

STAGE	DATE / PIC
Non-Reporting ltr (1st):	
Non-Reporting ltr (2nd):	
Non-Reporting ltr (Final):	
Notification ltr (if non-pickup):	
Call OI: 28/11/16	28/11/16
After call ltr to OI: 28/11/16 Email	29/11/16
Documentation Check List:	Handler Typist
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:	
Post-Repair Photos:	

PRELIMINAR 13-02-17 CONFLICTING VERSIONS TP'S WITNESS DOES NOT WISH TO TESTIFY
IN COURT WHICH MEANS SHE IS NOT A STRONG WITNESS. 50% SHARE IS FAIR SETTLEMENT TO HAVE REPLY

FINALIZATION		Date/Time:	Confirm with:	Confirm by:
Repair Cost:	S\$ 2100	(4 days) Reduction:	%	Email ☐ Call ☐
FINAL SETTLEMENT		Date/Time:	Confirm with:	Email ☐ Call ☐
Final Liability:	% 50	(Agreed / Assessed) BOLA S/N No.:	N/A	If NO or B-28, Ass. Lia:
Repair Cost:	S\$			
Loss of Rental (LOR):	S\$	(days)		
Loss of Use (LOU):	S\$	(\$ x days)		
Loss of Income (LOI):	S\$	(\$ x days)		
LOR only ☐ LOU only ☐	LOR + LOU ☐ LOR + LOI ☐	(Tick only one)		
GIA/LTA Search	S\$			
Medical:	S\$			
Disbursement:	S\$	(e.g. Tow/Independent)		
Legal Cost	S\$			
Total:	S\$	Global Sum S\$:		
FINAL PAYMENT		Date/Time:	Confirm with:	Email ☐ Call ☐
Payee 1:	S\$	Name 1:		
Payee 2: (Strike if N.A.)	S\$	Name 2:		
Payee 3: (Strike if N.A.)	S\$	Name 3:		

29/1/19

Surveyor: Sebastian.

REF:

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To inspect Vehicle No: _____

at Workshop m/s SMART

of _____

Insured: _____

Policy No. _____

Claims No. _____

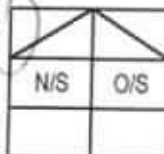
Sum Insured: _____ Excess: _____

(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 Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 4 days Res.: Yes or No

Lum Sum: 20 % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SHE 375 S Yr Regn: 18/12/2012

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

Truck / Trailer or

Make: Chevrolet Epica c.c. 1991

Colour: Maroon A/C: Insured / Std / NI / NA

Sp. Reading: 348 986 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: KL14A 69 R388 133 745

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 205 65 R15

R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or Fallen

Front: _____ Rear: _____

R/Bal. 6 mm R/Bal. 6 mm

L/Bal. 6 mm L/Bal. 6 mm

D.O.A. 22/11/16 1400 D.O.I. 22/11/16 1330

Survey held at SMART

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

N/S Front

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

Date / Time	Action / Instruction
	TAX / 11 / 16 / 2173
	LKE
	AIG - SK55974P
	L/S \$2100 with 4 repair days
	(P/d = \$2889.56 / 58%)

Date/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

S + RS, Si

Photos

Others

TOTAL

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Invs (\$

☐

: Weekend (\$

Report Format : _____

Lump Sum / I.B.I: (\$ _____)



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

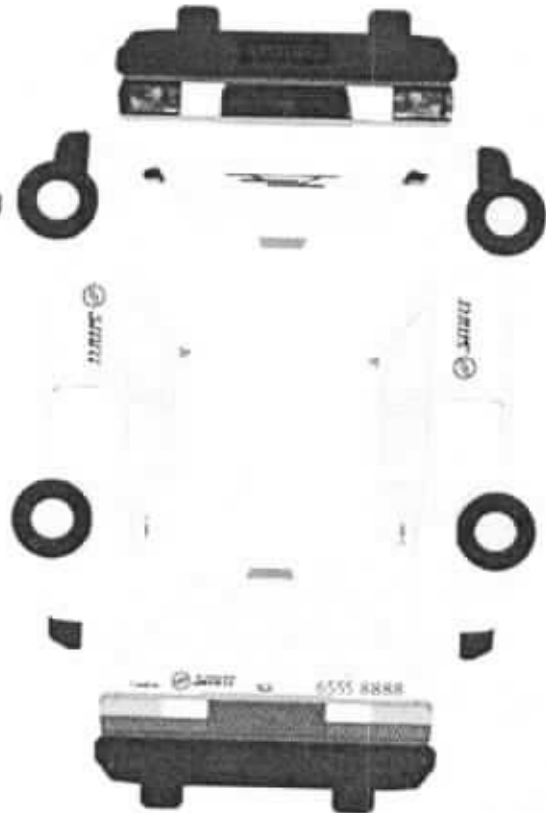
Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
AIG ASIA PACIFIC INSURANCE PTE LTD		Ref : CC3/AIG16022405/Syg3		
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 24-11-2016		
		Code : AIG		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKG 5974P	Veh. Inspected	SHF 375S	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	24/11/2016	
2. Vehicle Particulars & Condition				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
4. Description of Damages				
5. General Information				
Accident Date	22/11/2016	Inspection Date	23/11/2016	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHF375S
 Ref. No : TAX/11/16/2173
 Reg. Date : 18/12/2012
 Vehicle Type : TAXI
 Make : CHEVROLET EPICA 2.0 VCDI
 Model : EPICA-2.0
 Name of Driver : TAN AI BEE
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 22/11/2016 02:00:00 PM
 Accident Reported Date / Time : 22/11/2016 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by :
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle Issued? : No
 Accident Repair Job Card No : 000024086185
 Special Instruction to ARC, if any :
 TOS /SKG5974P - AIG - LKK
 Prepared Date : 23/11/2016 12:05:25 PM



- After repair photo
 - Long Sun Repair.

Sebastian (LKK)
 23/11/16

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:



28-11-16/11:43
28-11-16/15:43

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592

Estimator Telephone Number : 68662623

Accident Reporting Number : 68662672

SMRT Accident Vehicle Repair Estimates

23-11-16/15:43

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHF375S
Ref. No : TAX/11/16/2173
Reg. Date : 18/12/2012
Vehicle Type : TAXI
Make : CHEVROLET EPICA 2.0 VCDI
Model : EPICA-2.0
Name of Driver : TAN AI BEE
Type of Accident : SIDE SWIPE
Date / Time of Accident : 22/11/2016 02:00:00 PM
Accident Reported Date / Time : 22/11/2016 12:00:00 AM
Surveyor is Required? : Yes
Survey by : Sebastian
Vehicle is Towed Back? : No
Towed Back Date/Time :
Replacement Vehicle issued? : No
Accident Repair Job Card No : 000024066185
Special Instruction to ARC, if any :
TOS /SKG5974P - AIG - LKK
AFTER PAINT PHOTO, LUMP SUM REPAIR FOR CHECK ITEM AND REPLACE ITEM PLEASE CALL SURVEYOR
SEBASTIAN (LKK) & Email : sebastianyeang@lkk.com HP: 81823620
LUMP SUM REPAIR
Prepared Date : 23/11/2016 12:05:25 PM



11-00 28/11/16 Reject F/LC liner (NO stock) Pass 5/11

Recording Camera

☐ ☒

Radio Antenna

☐ ☒

1st witness

[Signature]

Date

23-11-16

2nd witness

[Signature]

Date

28/11/16

1/0/2 3/4
348987
349062

LEE SHENG AUTO PTE LTD

Vehicle Return Date:

28-11-16

Vehicle Return Time:

09:55 AM

SMRT staff sign:

Chassis No : KL1LA69RJBB133745

Mileage : 0

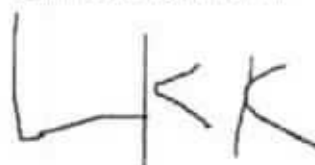
Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 1,014.00	600.00
Total Spray Painting Charges	: 2,232.00	700.00
Total Material Charges	: 1,203.56	704.60
Other Charges	: 540.00	80.00
TOTAL	: 4,989.56	2,084.60
Lum Sum Total	: 5,000.00	2,100.00
No. of Repair Days	: 6.00	4.00
Prepared / Adjusted By	:	SEBASTIAN (LKK)
Arc / Surveyor Sign Off Date	: 23/11/2016 02:50:49 PM	23/11/2016 03:43:15 PM





Prepared / Adjusted Date :

Remarks :

Prepared Date : 23/11/2016 02:50:49 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No : QN-1012-0089

Invoice No :

Quotation Date : 5/12

Invoice Date :

Invoice Amount :

Prepared Date :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH FRONT PORTION	1,014.00	600.00
Total Labour	1,014.00	600.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT DOOR LH	378.00	200.00
TO RESPRAY VIEW MIRROR	180.00	50.00
TO RESPRAY ROCKER PANEL MOULDING	180.00	0.00
TO RESPRAY FRONT FENDER LH	378.00	200.00
TO RESPRAY RIM	180.00	50.00
TO REPSRAY FRONT BUMPER	378.00	200.00
TO RESPRAY FRONT SUPPORT PANEL	180.00	0.00
TO REPSRAY FRONT HOOD	378.00	0.00
Total Spray Painting & Panel Beating	2,232.00	700.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	30.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	120.00	0.00
TO REMOVE AND REFIX WING MIRROR	120.00	50.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	120.00	0.00
Total Other Costs	540.00	80.00

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
96635577	DOOR	6504596	PANEL LH FRONT DOOR	R 1	2,020.00	100.00	0.00	Replace	Repair SCR	No R
	DOOR		SMRT LOGO DOOR	1	60.00	0.00	60.00	Replace	Replace NE	No
	COMMO N	6505044	MIRROR LH	R 1	844.00	100.00	0.00	Replace	Repair SCR	No R
96634087	LEFT	6504608	MOLDING PANEL LH ROCKER	X 0	304.00	10.00	0.00	Replace	Not given NN	No X
96636324	FRONT	6504580	PANEL FRT FENDER LH	R 1	608.00	100.00	0.00	Replace	Repair DT	No R
96633939	FRONT	6504582	LINER FENDER FRT LH (PROTECTOR)	1	49.00	10.00	44.10	Replace	Replace TN	No ✓
	COMMO N	6504666	TYRE RIM	R 1	328.99	100.00	0.00	Replace	Repair SCR	No R
96452311	COMMO N		CAP HUB	1	21.95	10.00	19.75	Replace	Replace SCR	No ✓
93744489	FRONT	6504592	BUMPER FRT ASSY	R 1	1,238.00	100.00	0.00	Replace	Repair SCR	No R
96634054	FRONT	6504593	BEAM FRT BUMPER IMPACT	X 1	465.00	10.00	418.50	Replace	Check NN	No X
96634053	FRONT	6504681	ABSORBER ENGY FRT BUMPER	X 1	219.00	10.00	197.10	Replace	Check NN	No X
96633983			BRACKET FRT BUMPER SIDE LH	X 1	9.00	10.00	8.10	Replace	Check NN	No X
96644857	FRONT	6504613	LAMP HEAD LH	1	841.00	10.00	756.90	Replace	Replace CA	No ✓
96631515	FRONT	6504568	PANEL FRT (SUPPORT PANEL)	X 0	574.00	10.00	0.00	Replace	Not given NN	No X
96636551	FRONT	6504557	PANEL FRT HOOD	X 0	1,044.00	10.00	0.00	Replace	Not given NN	No X
TOTAL MATERIALS								1,504.46	880.75	
TOTAL MATERIALS(Discounted)								1,203.56	704.60	

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

880.75
 - 20%
 704.60
 + 600.00
 + 780.00

 2084.60

US \$2100/-

Sebastian
 6/12/2016

Chassis No : KL1LA69RJBB133745

Mileage : 0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	1,014.00	0.00
Total Spray Painting Charges	2,232.00	0.00
Total Material Charges	6,852.19	6,992.03
Other Charges	540.00	0.00
TOTAL	10,638.19	0.00
Lum Sum Total	10,650.00	0.00
No. of Repair Days	6.00	0.00 <i>4 days</i>
Prepared / Adjusted By		
Arc / Surveyor Sign Off Date	23/11/2016 02:50:49 PM	01/01/1900 12:00:00 AM

[Signature]

Prepared / Adjusted Date :

Remarks :

Prepared Date : 23/11/2016 02:50:49 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH FRONT PORTION	1,014.00	0.00 600
Total Labour	1,014.00	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY FRONT DOOR LH	378.00	0.00 200
TO RESPRAY VIEW MIRROR	180.00	0.00 50
TO RESPRAY ROCKER PANEL MOULDING	180.00	0.00 X
TO RESPRAY FRONT FENDER LH	378.00	0.00 300
TO RESPRAY RIM	180.00	0.00 50
TO REPSRAY FRONT BUMPER	378.00	0.00 X 200
TO RESPRAY FRONT SUPPORT PANEL	180.00	0.00 X
TO REPSRAY FRONT HOOD	378.00	0.00 X
Total Spray Painting & Panel Beating	2,232.00	0.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00 30
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00 X
TO DO WHEEL ALIGNMENT / TYRE BALANCING	120.00	0.00 X
TO REMOVE AND REFIX WING MIRROR	120.00	0.00 50
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	120.00	0.00 X
Total Other Costs	540.00	0.00

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
96635577	DOOR	6504596	PANEL LH FRONT DOOR	1	2,020.00	10.00	1,818.00	Replace	Replace R	No SCR
	DOOR		SMRT LOGO DOOR	1	60.00	0.00	60.00	Replace	Replace ✓	No NEC
	COMMO N	6505044	MIRROR LH	1	844.00	10.00	759.60	Replace	Replace R	No SCR
96634087	LEFT	6504608	MOLDING PANEL LH ROCKER	1	304.00	10.00	273.60	Replace	Replace X	No
96636324	FRONT	6504580	PANEL FRT FENDER LH	1	606.00	10.00	545.40	Replace	Replace R	No DT
96633939	FRONT	6504582	LINER FENDER FRT LH (PROTECTOR)	1	49.00	10.00	44.10	Replace	Replace ✓	No TN
	COMMO N	6504666	TYRE RIM	1	328.99	0.00	328.99	Replace	Replace R	No SCR
96452311	COMMO N		CAP HUB	1	21.95	10.00	19.75	Replace	Replace ✓	No SCR
93744489	FRONT	6504592	BUMPER FRT ASSY	1	1,238.00	10.00	1,114.20	Replace	Replace R	No SCR
96634054	FRONT	6504593	BEAM FRT BUMPER IMPACT	1	465.00	10.00	418.50	Replace	Replace ?	No
96634053	FRONT	6504681	ABSORBER ENGY FRT BUMPER	1	219.00	10.00	197.10	Replace	Replace ?	No
96633983			BRACKET FRT BUMPER SIDE LH	1	9.00	10.00	8.10	Replace	Replace ?	No
96644857	FRONT	6504613	LAMP HEAD LH	1	841.00	10.00	756.90	Replace	Replace ✓	No CLK
96631515	FRONT	6504568	PANEL FRT (SUPPORT PANEL)	1	574.00	10.00	516.60	Replace	Replace X	No
96636551	FRONT	6504557	PANEL FRT HOOD	1	1,044.00	10.00	939.60	Replace	Replace X	No
TOTAL MATERIALS							7,800.45	7,800.44		
TOTAL MATERIALS(Discounted)							6,852.19	6,992.03		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

Jas Khine (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) <LeeGek@smrt.com.sg>
Sent: Friday, 20 January 2017 2:18 PM
To: Jas Khine (LKKAUTO)
Subject: Re: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)

Follow Up Flag: Follow up
Flag Status: Completed

Dear Jas,

We have verified with our witness and she informed us that you only asked her 2 questions - if she is related to our driver and if she is willing to testify in Court.

Since you have spoken to our witness, please let us have your offer. Thanks.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)
Sent: 10/01/2017 11:57
To: 'Jas Khine (LKKAUTO)'
Subject: RE: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)

Dear Jas,

Please let us know if you have managed to speak to our witness. If so, please let us have your offer.

Fyi, we have rejected your insured's claim on 28/12/2016.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)
Sent: 03/01/2017 16:45
To: 'Jas Khine (LKKAUTO)'
Cc: CS A Team; Admin A
Subject: RE: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)

Dear Jas,

Our passenger (Serene Ng) contact no. is 8299 6219.

Regards

Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

From: Jas Khine (LKKAuto) [mailto:jaskhine@lkkauto.com]
Sent: 03/01/2017 16:21
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)
Cc: CS A Team; Admin A
Subject: RE: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)

Dear Lee Gek,

Further to the below matter.

Kindly provide to us witness contact number for our necessary action.

Thank you.

Best Regards,

Jas Khine | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108

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

From: Agnes Lim (LKKAuto)
Sent: Tuesday, 3 January, 2017 9:16 AM
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) <LeeGek@smrt.com.sg>
Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)

Dear Lee Gek,

Thank you for your email.

Please note that : -

LKK ref	Officer in charge
CC3/AIG16022405/Syg3	Jas

To check availability of the case handler , you may contact the undersigned.

"Wishes you a Happy New Year 2017"

Best Regards,

Agnes Lim | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: AgnesLim@lkkauto.com | fax: 6741-4108

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

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) [mailto:LeeGek@smrt.com.sg]

Sent: Friday, 30 December, 2016 7:26 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>

Subject: Re: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$2100.00
Loss of rental	\$ 561.75 (\$112.35 x 5 days)
Loss of income	\$ 300.00 (\$60.00 x 5 days)
LTA search fee	<u>\$ 5.00</u>
	\$2966.75
	=====

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi, LTA search and witness statement for your perusal.

Please let us hear from you soon.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

SHF 3755

DOA 22/11/2016

DOR 18/12/2012

IA calculation: 08/02/2019 (Olivia)

		Revised	Cross	Check
1	1,818.00		1,818.00	
2	60.00	60.00		
3	759.60		759.60	
4	273.60		273.60	
5	545.40		545.40	
6	44.10	44.10		
7	328.99		328.99	
8	19.75	19.75		
9	1,114.20		1,114.20	
10	418.50		418.50	
11	197.10		197.10	
12	8.10		8.10	
13	756.90	756.90		
14	516.60		516.60	
15	939.60		939.60	
		880.75		

TP DOA 22/11/2016 1400
 Tp Veh in 23/11/2016 1145
 Tp write
 AIG assign
 DOI 23/11/2016 1330
 Tp Veh out 28/11/2016 1105

LKK recc 4 DAYS
 TP asking 5 DAYS

		Revised	Cross	Check
1	1,014.00	600.00		
		600.00		
1	378.00	200.00		
2	180.00	50.00		
3	180.00		180.00	
4	378.00	200.00		
5	180.00	50.00		
6	378.00	200.00		
7	180.00		180.00	
8	378.00		378.00	
		700.00	738.00	
1	80.00	30.00		
2	100.00		100.00	
3	120.00		120.00	
4	120.00	50.00		
5	120.00		120.00	
		80.00	340.00	

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Monday, 27 May 2019 4:25 PM
To: Md Noor, Norsiah
Cc: Admin A; Hsiao Tong (LKKAuto); Olivia Lau (LKKAuto)
Subject: Your ref: 0766401970SG *** ACCIDENT INVOLVING SKG 5974P & SHF 375S ON 22/11/2016 ***

Your ref: 0766401970SG

Dear Norsiah,

We refer to the above matter

ACCIDENT INVOLVING SKG 5974P & SHF 375S ON 22/11/2016

We have not receive replies from TP workshop till date since our last offer to them on 25/09/2017.

In view on above, we will proceed to submit our WP report as per your instruction on 12/11/2018 and close case at our end.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

Vasanthi Rengiyan (LKKAUTO)

From: Vasanthi Rengiyan (LKKAUTO)
Sent: Monday, 28 November, 2016 2:12 PM
To: KRISTINE@ASIACARRENTAL.COM.SG
Cc: Vic (LKKAUTO); Vasanthi Rengiyan (LKKAUTO); Jas Khine (LKKAUTO)
Subject: YOUR REF : SKG 5974P _ACCIDENT INVOLVING SKG 5974P AND SHF 375S ON 22/11/2016

Our Ref. CC3/AIG16022405/Syg3

28 November 2016

ASIA CAR RENTAL
167 UPPER PAYA LEBAR ROAD
SINGAPORE 534859
ATTN : KRISTINE

Dear Sir/Madam,

ACCIDENT INVOLVING SKG 5974P AND SHF 375S ON 22/11/2016

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 12/12/2016, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) 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.

Please call us if you have further queries.

Best Regards,

R.Vasanthi (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email:Vasanthi@lkkauto.com | fax: 6741-4108

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



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV161200164
Date : 07.12.2016
Vehicle No. : SHF375S
Your Ref No. : TAX/11/16/2173
Our Ref No. : 24086185
Terms : 30 Days

Description	Qty	Unit Cost	Add \$	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			\$	2,100.00
GRAND TOTAL					\$ 2,100.00

Remark :

Make/Model : CHEVROLET EPICA 2.0
Accident Date : 22.11.2016

N.B. Payment by cheque should be crossed and
made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorised Signature
for SMRT Automotive Services Pte Ltd



Accident Vehicle Laid-Up Report

Registration No. : SHF375S Accident Case No. : TAX/11/16/2173
Make / Model : CHEVROLET EPICA 2.0 Ref. No. : 24086185

Date and Time Vehicle off-road for Accident Repair : 23.11.2016 11:45:00

Date and Time Repair Completed : 28.11.2016 11:05:52

Remarks :

Generated by : POHSUAN

Printed on : 29.11.2016



Our Ref : TAX/11/16/2173/LG

Date : 05/12/2016

To : Claims Department

From : SMRT Taxis

ACCIDENT INVOLVING SHF375S AND SKG5974P ON 22/11/2016 ALONG GRANGE ROAD TOWARDS ORCHARD LINK (TAKASHIMAYA)

CONFIRMATION OF TAXI RENTAL

This is to confirm the daily taxi rental rate for taxi registration no. SHF375S is \$112.35/day.

Kindly proceed to recover any rental loss from the third party as a result of this accident.

Thank you.



For Manager
SMRT Taxis Pte Ltd

Enquire Transaction History**Transaction History Details**

Log Date/Time:	23 Nov 2016 / 12:02:06		
Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	SKG5974P		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHD - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No :	20161123120206514869

Search Date / Time: 22 Nov 2016 14:00:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)

Please read through the [Privacy Statement](#), [Terms of Use](#) and [Disclaimer](#).
Please do not use the **Back** or **Forward** buttons on your browser as this may alter the results of the transactions.
Best viewed with IE 8.0 SP3 and above, 1024 X 768 resolution
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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: AXA Insurance Pte Ltd
8 Shenton Way #24-01
AXA Tower
Singapore 068811

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

Attn: Khor Saw Theng

Date: 03 Jan 2017

Preliminary Advice

Insured Vehicle No	: SHC5512X		
TP Vehicle No	: SKL8900G	Accident Date	: 22/12/2016
Make	: MERCEDES-BENZ E250	Assignment Date	: 29/12/2016
Date of Inspection	: 29/12/2016	Est. Duration of Repair	: 3 days
Inspection At	: Teamwork Garage Pte Ltd (HQ) 53 Ubi Ave 1 #01-24, Paya Ubi Industrial Park Singapore 408934		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages ...rear N/S.... portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	21,359.32
Revised Amount	:S\$	4,208.90
Check Items (Estimated)	:S\$	0.00
Total	:S\$	4,208.90

Lump Sum Repair	:S\$
-----------------	------

Total Loss Consideration

New for Old Value	:S\$
Pre-Accident Value	:S\$
COE / PARF Rebate	:S\$
Salvage Value	:S\$
Margin for Repair	:S\$

Remarks

- () 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.
- (X) Other comments : We have not authorized repairs.

Jas Khine (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) <LeeGek@smrt.com.sg>
Sent: Friday, 30 December, 2016 7:26 PM
To: CS A Team; Admin A
Cc: Jas Khine (LKKAuto)
Subject: Re: Accident on 22/11/2016 involving SHF 375S & SKG 5974P - AIG (Our Ref: TAX/11/16/2173/lg)
Attachments: TAX 11 16 2173.pdf; witness statement.pdf
Follow Up Flag: Follow up
Flag Status: Completed

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$2100.00
Loss of rental	\$ 561.75 (\$112.35 x 5 days)
Loss of income	\$ 300.00 (\$60.00 x 5 days)
LTA search fee	\$ 5.00
	<u>\$2966.75</u>
	=====

1050.00
280.88
150.00
1480.88
5
1485.88

TP witness not reliable
as she is not willing to
testify.
Traffic light issue.
50/50
GIA \$ 1500/-

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi, LTA search and witness statement for your perusal.

Please let us hear from you soon.

Regards
Tan Lee Gek (DID: 6866 2647)
Claims Department
SMRT Automotive Services Pte Ltd

Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)

From: Serene Ng <Serene_mashimaro@hotmail.com>
Sent: 06/12/2016 15:04
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA)
Subject: Accident on 22th Nov 2016

On Tuesday Afternoon ,I took a cab with my two daughters to Takashimaya.The driver is Miss Tan Ai Bee,vehicle no is SHF375S.We were near to Grange Rd at the traffic light.When it turn green light,the taxi driver was going to turn to the right when suddenly a car from the left drove and bump toward us.The car hit the front left side of the taxi.We were quite near to our destination when this happened.Hope my statement help.

...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	24 Nov 2016 Edit Reg		23 Nov 2016 00:00 Edit Adj Rpt	S\$2,100.00 Edit Estimates	S\$2,100.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	ASIA CAR RENTAL , Co. Reg. No.: -								
Main Claimant:	SMRT TAXIS PTE LTD , Co. Reg. No.: 198905369K								
Vehicle Reg. No.:	SHF375S	Date of Loss:	22/11/2016 14:00 - :59 [47 Months and 4 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 0766401970SG	Policy/Cover Note No.:	0999995242						
Vehicle Reg. No. (Insured):	SKG5974P	Policy No. (Claimant):	D-II027591MFSH						
		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 MdNoor, Norsiah] Norsiah.MdNoor@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 Sebastian Yeang Wai Keen] ... [Final Rpt due 05/12/2016]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- AIG_SG (25/11/2016): Re: Request for OI GIA report - AIG_SG (25/11/2016): Re: Request for OI GIA report - AIG_SG (25/11/2016): Re: Request for OI 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

***SHF375S (0766401970SG)
[SKG5974P]**

TP

SMRT TAXIS PTE LTD

Nov 22 2016 2:00PM

[ASIA CAR RENTAL]

SMRT Automotive Services Pte Ltd

Upload Documents		Upload Photos	Compose New Letter	Upload Video	Upload Audio	View View in Browser	
Assessment Reports						1 per page	☒
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)				Thumbnail	Print
1	25/11/16 14:56	Accident Statement From: SC - Reg. No: SKG5974P, Claimant: ASIA CAR RENTAL				Load HTM	
Photos/Images						3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)				Thumbnail	Print
1	24/11/16 13:23	Odometer Reading				Load JPG	☒
2	24/11/16 13:23	Chassis Number				Load JPG	☒
3	24/11/16 13:23	General View				Load JPG	☒
4	24/11/16 13:23	General View				Load JPG	☒
5	24/11/16 13:23	General View				Load JPG	☒
6	24/11/16 13:23	General View				Load JPG	☒
7	24/11/16 13:23	General View				Load JPG	☒
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28	24/11/16 13:23	General View				Load JPG	☒
29	24/11/16 13:23	General View				Load JPG	☒
Documentation						1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)				Thumbnail	Print
1	24/11/16 13:22	TP ESTIMATE - MARKED				Load PDF	
2	24/11/16 13:22	TP GIA REPORT				Load PDF	

Assessment Reports			1 per page	☒	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
3	28/11/16 14:15	EMAIL TO OI	1	Load PDF	
4	03/06/19 09:23	NOTIFICATION EMAIL TO CLOSE CASE (WP)	1	Load PDF	
5	03/06/19 09:25	INSTRUCTION TO SUBMIT WP REPORT	1	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/AIG16022405/SGB3Q2

Date: 13/06/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999995242
Claimant Vehicle No : SHF375S **Insured Vehicle No :** SKG5974P
 Date of Loss: 22/11/2016 Nature of Claim: TP Claim No: 0766401970SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SHF375S**
 Make & Model: CHEVROLET EPICA, 2.0 (A) Engine No: HIDDEN
 Reg. Date: 18/12/2012 (Man. Year: 2012) Chassis No: KL1LA69RJBB133745
 Colour: Maroon Odometer: 348986 km
 Engine Capacity: 1991 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: 205/65 R15 Rear Tyre Size: 205/65 R15
 Front Left Side: Falken 6 mm Rear Left Side: Falken 6 mm
 Front Right Side: Falken 6 mm Rear Right Side: Falken 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	8,623.94	880.75	7,743.19	89.79
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,786.00	1,380.00	2,406.00	63.55
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	12,409.94	2,260.75	10,149.19	81.78
Approved Total (Overridden) (S\$)		2,100.00		
Nett Amount (S\$)	12,409.94	2,100.00	10,309.94	83.08
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 23/11/2016
 Date Inspected: 23/11/2016 Inspected At: SMRT Automotive Services Pte Ltd
 (Woodlands)
 60 Woodlands Industrial Park E4
 Singapore 757705
 Estimated Period of Repair: 4.0 days

Adjuster: Sebastian Yeang Wai Keen

Manager: Chong Pui Lin

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		*LINER FENDER FRT LH (PROTECTOR) (DISC 10%)	Torn	49.00 F	*44.10 F
2	1		*CAP HUB (DISC 10%)	Scratched	21.95 F	*19.75 F
3	1		*LAMP HEAD LH (DISC 10%)	Cracked	841.00 F	*756.90 F
4	1		*SMRT LOGO DOOR (SN)	Necessary	60.00 F	*60.00 F
5	1		*PANEL LH FRONT DOOR	Repair	2,020.00 F	*- F
6	1		*MIRROR LH	Repair	844.00 F	*- F
7	1		*PANEL FRT FENDER LH	Repair	606.00 F	*- F
8	1		*TYRE RIM	Repair	328.99 F	*- F
9	1		*BUMPER FRT ASSY	Repair	1,238.00 F	*- F
10	1		*MOLDING PANEL LH ROCKER	Not Necessary	304.00 F	*- F
11	1		*BEAM FRT BUMPER IMPACT	Not Necessary	465.00 F	*- F
12	1		*ABSORBER ENGY FRT BUMPER	Not Necessary	219.00 F	*- F
13	1		*BRACKET FRT BUMPER SIDE LH	Not Necessary	9.00 F	*- F
14	1		*PANEL FRT SUPPORT PANEL	Not Necessary	574.00 F	*- F
15	1		*PANEL FRT HOOD	Not Necessary	1,044.00 F	*- F
				Total Parts (S\$)	8,623.94	880.75

F=Franchise part.

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
<u>Labour Items</u>				
1	PANEL BEATING & BODY WORK	New	1,014.00	600.00
2	SPRAY PAINT	New	2,232.00	700.00
3	TO CHECK WIRING AND SYSTEM FUNCTION	New	80.00	30.00
4	TO APPLY RUST-PROOFING ON AFFECTED AREA	New	100.00	0.00
5	TO DO WHEEL ALIGNMENT /TYRE BALANCING	New	120.00	0.00
6	TO REMOVE AND REFIX WING MIRROR	New	120.00	50.00
7	TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	New	120.00	0.00
Gross Labour Cost (S\$)			3,786.00	1,380.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >