

**AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
**Attn: Motor Claims**  
**Yr Ref: CD/AIG24120009/Eua3 (SJW1515K)**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0894/2024/NH

From  
Telephone + 65 -  
Telefax + 65 -  
Email  
Our Dept  
Our Ref

17 Feb 2025 Date

Dear Sir,

**RE: INSURANCE CLAIM FOR SGT 77 R – Audi Q7 2.0 TFSI QU**  
**DATE OF LOSS: 29 NOVEMBER, 2024**

With reference to the above-mentioned vehicle, no. **SGT 77 R**, claimant, **Mrs. Soh Ping Xian Jenny**, please find the related document per attached.

1. A copy of the Original invoice no. 85020750 – S\$ 23,812.92.
2. A copy of the Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. Loss of Use – S\$ 900.00 (S\$ 100.00 x 7 working days + 1 Sunday + 1 PH)
5. A copy of the GIA search – S\$ 2.18

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

This is a computer-generated document. No signature is required.

Norah Khai  
Claims Dept

Premium Automobiles Pte Ltd  
Showroom  
9 Leng Kee Road  
Singapore 159090  
Telephone (65) 6566 1111  
Telefax (65) 6471 3733

Service & Parts Centres  
55 Ubi Rd 1  
Singapore 408699  
Telephone (65) 6336 2323  
Telefax (65) 684 11183

**AUTHORISATION TO ACT**  
**(AIG Express Third Party Claim)**

I, Soh Ping Xian Jenny (the third party claimant) of 21 Sampan Place  
#08-04, Singapore 436593 (address), owner of SGT 77 R (vehicle no.)  
hereby authorize PREMIUM AUTOMOBILES PTE LTD ("the workshop") to act for me  
with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle  
no. SGT 77 R that was damaged pursuant to the accident which occurred on 29/11/2024  
(date) along "UBPOINT" CARPARK, 61 UBI AVE 1, SG408941, CARPARK OF THE BUILDING BASEMENT (location) involving vehicle no/s  
SJW 1515 K ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit  
and the workshop is further authorized to receive payment further to settlement of my claim with  
payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without  
prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other  
vehicle/s is concerned.

Dated this 03 (day) of 12 (month) 2024 (year)



Signed by "the third party claimant"  
(with chop if applicable)



Signed by "the workshop"  
(with chop)

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

“We/I, **PREMIUM AUTOMOBILES PTE LTD** (“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\$23,812.92** (Repair Cost), **S\$900.00** (Loss of Use), **S\$2.18** (Disbursement) for vehicle no. **SGT77R** that was damaged pursuant to the accident which occurred on **29/11/2024** (date) at/along **61 UBI AVE 1** (location) involving vehicle no/s **SJW1515K**. This is pursuant to the inspection conducted on **03/12/2024** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **SOH PING XIAN JENNY** (the third party claimant”) of vehicle no. **SGT77R** 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 **SGT77R** (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 9 (day) of APR (month) 2025 (year)

  
LKP

Signed by appointed surveyor





Signed by “the workshop” (with chop)

# Premium Automobiles Pte Ltd



**Ubi Service Centre**  
55 Ubi Road 1  
Singapore 408699  
Main Telephone: 6388 2223  
Main Telefax: 6841 1183  
Co. & GST Reg. No.: 199902271W

**Customer Service**  
Service Appointment: 6366 2323  
24-hour Breakdown Service: 9828 1233  
Email: customer.care@premiumauto.com.sg

## INS TAX INVOICE

Page 1 16:26

|                                                                                                                               |                                                                            |                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| AIG ASIA PACIFIC INSURANCE PTE LTD<br>MOTOR CLAIM DEPT<br>AIG BUILDING<br>78 SHENTON WAY<br>#07-16<br>SINGAPORE 079120 079120 | Invoice No: 85020750<br>Date : 05/02/2025<br>Order : SGT0077R<br>Term : 30 | Account: A0006 (T 0)<br>AIG ASIA PACIFIC INSURANCE PTE LTD<br>MOTOR CLAIM DEPT<br>AIG BUILDING<br>78 SHENTON WAY<br>#07-16<br>SINGAPORE 079120 |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                     |                            |                    |                |
|-----------------------------------------------------|----------------------------|--------------------|----------------|
| Regn No: SGT0077R (V 34701)                         | Regn Date: 15/01/2018      | Mileage: 74860     | WIP No.: 40305 |
| Model: Q7 2.0 TFSI QU (252 bhp) 4MB0I               | Chassis: WAUZZZ4M1JD004127 | Engine: CYR 047035 | Dept: U        |
| You have been assisted by :- UB-Tang Cha Hao ( 52 ) |                            |                    |                |

|   |                 | Details                                                                                                                                                                                                         | Qty     | Unit Price | Amount   |
|---|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------|----------|
| S | BODYWORK        | M:<br>TO REMOVE AND TRANSFER REAR PARKING AID<br>AND REAR LID KICK SENSOR                                                                                                                                       | 360.00  | 1.00       | 360.00   |
| S | BODYWORK        | M:<br>TO REMOVE AND TRANSFER LHS FRONT AND REAR<br>DOOR MULTI LOCK SYSTEM AND POWER WINDOW<br>DEVICES.INSPECT FOR DAMAGES.                                                                                      | 900.00  | 1.00       | 900.00   |
| S | BODYWORK        | M:<br>TO REMOVE AND REINSTALL REAR BUMPER.<br>TO DISMANTLE AND RENEW LHS FRONT AND REAR<br>DOOR.TO CUT OUT AND WELD LHS REAR FENDER.<br>REORGANISE CRASH MANAGEMENT COMPONENTS.<br>REINSTALL ALL PARTS REMOVED. | 1500.00 | 1.00       | 1,500.00 |
| S | BODYWORK        | M:<br>TO RESPRAY LHS FRONT AND REAR DOOR,LHS REAR<br>FENDER,LHS FRONT AND REAR DOOR LOWER COVER,<br>LHS REAR DOOR WHEEL ARCH TRIM AND BOTH REAR<br>WHEEL ARCH TRIMS                                             | 3150.00 | 1.00       | 3,150.00 |
| S | BODYWORK        | M:<br>TO RENEW LHS REAR RIM AND CARRY OUT WHEEL<br>ALIGNMENT.                                                                                                                                                   | 280.00  | 1.00       | 280.00   |
| S | BODYWORK        | M:<br>TO CARRY OUT DIAGNOSTIC CHECK                                                                                                                                                                             | 292.00  | 1.00       | 292.00   |
| X | A4M0831051G     | DOOR(SK) (A)10/12/202                                                                                                                                                                                           | 1.00    | 6166.00    | 4,932.80 |
| X | A4M0837911E     | SEAL                                                                                                                                                                                                            | 1.00    | 314.50     | 251.60   |
| X | AD 355205A2     | BONDAGENT                                                                                                                                                                                                       | 1.00    | 53.80      | 43.04    |
| X | AD 00940104     | CLEANER                                                                                                                                                                                                         | 1.00    | 91.10      | 72.88    |
| X | A4M0853959G GRU | COVER(SK) (A)10/12/20                                                                                                                                                                                           | 1.00    | 823.00     | 658.40   |
| X | A4M0833051E     | DOOR(SK)LAST PC(A)10                                                                                                                                                                                            | 1.00    | 6441.00    | 5,152.80 |
| X | A4M0839911E     | SEAL(SK) (A)10/12/202                                                                                                                                                                                           | 1.00    | 311.50     | 249.20   |
| X | A4M0839717C     | DOOR SEAL(SK) (A)10/1                                                                                                                                                                                           | 1.00    | 237.50     | 190.00   |
| X | A4M0853969G GRU | COVER                                                                                                                                                                                                           | 1.00    | 983.00     | 786.40   |
| X | A4M0854819A GRU | COVER                                                                                                                                                                                                           | 1.00    | 231.50     | 185.20   |
| X | A4M0853817A GRU | COVER                                                                                                                                                                                                           | 1.00    | 504.50     | 403.60   |



Service Appointment: 6366 2323  
24-hour Breakdown Service: 9828 1233  
Email: [customer.care@premiumauto.com.sg](mailto:customer.care@premiumauto.com.sg)

For & on behalf of  
Premium Automobiles Pte Ltd

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SJW1515K

Date of Accident

29/11/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**

Period of Insurance ..... **25/08/2024 - 29/07/2025**

Requested By ..... **FOONG CHIN FONG (PREMIUM ...**

Requested Date ..... **29/11/2024 15:12**

Payment details

Request Amount: **S\$2**

GST Amount: **S\$0.18**

Total Amount Due (GST Inclusive): **S\$2.18**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

## Yan (LKK Auto)

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**From:** Yan (LKK Auto)  
**Sent:** Friday, December 6, 2024 9:25 AM  
**To:** richard@sbs-group.biz  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** CLAIM NOTIFICATION - ACCIDENT INVOLVING SJW1515K(AIG) AND SGT77R AT/ALONG 61 UBI AVE 1 CAR PARK ON 19/11/2024

Our Ref: CD/AIG24120009/Eua3

AIG Ref: 9167963378SG

06 DECEMBER 2024

**TAN JOO SENG**

### **ACCIDENT INVOLVING SJW1515K(AIG) AND SGT77R AT/ALONG 61 UBI AVE 1 CAR PARK ON 19/11/2024**

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 **SGT77R** against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost.

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.

**Cheers to a *Wonderful Christmas* and a *Happy New Year 2025*!**

Best Regards,

**Yan**

**LKK Auto Consultants Pte Ltd**

Email: [yan@lkkauto.com](mailto:yan@lkkauto.com) | DID: 6841-6051 | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## Claim Audit

| AUDIT TRAIL |                   |                                 |                                                                                                                                                                                                              |                           |
|-------------|-------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| No.         | On                | Audit                           | Remarks                                                                                                                                                                                                      | By                        |
| 1           | 02 Dec 2024 13:25 | <b>Clm Dtl Modified</b>         | Claimant's Name: -> SOH PING XIAN JENNY. Claimant's ID: -> SXXXX762C.                                                                                                                                        | [A] HOW MEI KWAN          |
| 2           | 02 Dec 2024 13:25 | <b>Clm Veh Model Changed</b>    | (204926) AUDI Q7 2.0 TFSI QU (A).                                                                                                                                                                            | [A] HOW MEI KWAN          |
| 3           | 02 Dec 2024 13:25 | <b>Clm Created</b>              | Reg No: SGT77R. Acct Date: 2024/11/29. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Premium Automobiles Pte Ltd (HQ) | [A] HOW MEI KWAN          |
| 4           | 02 Dec 2024 13:25 | <b>Adj Co Assigned</b>          | LKK Auto Consultants Pte Ltd (HQ):                                                                                                                                                                           | [A] HOW MEI KWAN          |
| 5           | 02 Dec 2024 13:25 | <b>Adj Next Rpt Changed</b>     | Next Rpt:Final Rpt.Due Date:2024/12/11                                                                                                                                                                       | [A] HOW MEI KWAN          |
| 6           | 02 Dec 2024 13:25 | <b>Adj Mandate Set</b>          | Approved:0.00.Reinsp:Adj decides.                                                                                                                                                                            | [A] HOW MEI KWAN          |
| 7           | 02 Dec 2024 13:25 | <b>Clm Ins Co Changed</b>       | [200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)                                                                                                | [A] Merimen Administrator |
| 8           | 02 Dec 2024 13:25 | <b>Label Added</b>              | (20224):Field Survey.                                                                                                                                                                                        | [A] Merimen Administrator |
| 9           | 02 Dec 2024 13:26 | <b>Label Added</b>              | (19):Fastlane.                                                                                                                                                                                               | [A] HOW MEI KWAN          |
| 10          | 02 Dec 2024 13:26 | <b>Adj Adjuster Assigned</b>    | [None] -> ADRIAN LING                                                                                                                                                                                        | [A] HOW MEI KWAN          |
| 11          | 03 Dec 2024 18:18 | <b>Adj Adjuster Assigned</b>    | ADRIAN LING -> CHEN TSUE YEE                                                                                                                                                                                 | [A] HOW MEI KWAN          |
| 12          | 03 Dec 2024 18:33 | <b>Adj Im. Advice Submitted</b> | Next Rpt:Final Rpt.Due Date:2024/12/11                                                                                                                                                                       | [A] HOW MEI KWAN          |
| 13          | 03 Dec 2024 18:33 | <b>Video Downloaded</b>         | Downloaded Video - Accident                                                                                                                                                                                  | [A] HOW MEI KWAN          |
| 14          | 04 Dec 2024 09:14 | <b>Video Downloaded</b>         | Downloaded Video - Accident                                                                                                                                                                                  | [I] Tee, Chee-Wah         |
| 15          | 04 Dec 2024 16:48 | <b>Video Downloaded</b>         | Downloaded Video - Accident                                                                                                                                                                                  | [I] Tee, Chee-Wah         |
| 16          | 06 Dec 2024 09:25 | <b>Video Downloaded</b>         | Downloaded Video - Accident                                                                                                                                                                                  | [A] NA MENG YAN           |
| 17          | 25 Feb 2025 15:07 | <b>Video Downloaded</b>         | Downloaded Video - Accident                                                                                                                                                                                  | [A] NA MENG YAN           |
| 18          | 12 Mar 2025 14:37 | <b>Adj Rpt Initiated</b>        |                                                                                                                                                                                                              | [A] JOANNE LEE KHANG MIN  |
| 19          | 12 Mar 2025 14:37 | <b>Ins Email Updated</b>        | [None] -> [EMAIL@GMAIL.COM]                                                                                                                                                                                  | [A] JOANNE LEE KHANG MIN  |
| 20          | 12 Mar 2025 14:37 | <b>Clm Dtl Modified</b>         | Insured Address 1: -> -. Insured Address 2: -> -. Insured PostCode: -> -. Insured City: -> 1248. Driver Name: -> Tan Joo Seng. Claim Conclusion: -> 3.                                                       | [A] JOANNE LEE KHANG MIN  |
| 21          | 12 Mar 2025 14:37 | <b>Clm Dtl Modified</b>         | JPJ Reg. Date: -> 2018/01/15.                                                                                                                                                                                | [A] JOANNE LEE KHANG MIN  |
| 22          | 12 Mar 2025 14:37 | <b>Clm Details Notified</b>     |                                                                                                                                                                                                              | [A] JOANNE LEE KHANG MIN  |
| 23          | 19 Mar 2025 16:39 | <b>Adj Mandate Request</b>      | Cur.Req:24715.10:Liability: 100% (BOLA 24) *Quantum: \$ 24,715.10(all-in). Pls refer to adjuster report for details. *For your approval please.                                                              | [A] NA MENG YAN           |

| AUDIT TRAIL |                   |                      |                                        |                   |
|-------------|-------------------|----------------------|----------------------------------------|-------------------|
| No.         | On                | Audit                | Remarks                                | By                |
| 24          | 20 Mar 2025 17:32 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2024/12/11 | [I] Tee, Chee-Wah |
| 25          | 20 Mar 2025 17:32 | Adj Mandate Set      | Approved:24715.10.                     | [I] Tee, Chee-Wah |

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 |
| 3284697                                             | 03 Dec 2024 14:23:37 | TP Case (Insurer)     | Motor    | LKK Auto Consultants Pte Ltd | AIG Asia Pacific Insurance Pte. Ltd. (Express) | SGT77R | SJW1515K | 12.00  |
| 3284994                                             | 03 Dec 2024 18:33:29 | OD/TP Case (Adjuster) | Motor    | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ)              | SGT77R | SJW1515K | 12.00  |