

Survey Department Check List (Case Handler)

Reference No.: CC3/A16/708583/A76
Policy Type: OD / TP / TP RES / TL / EVA

SLA 9352C

Case Handler

Typist

Admin (Cath): Case handler to make sure all Information created by the assignment team are **ACCURATE**.

(1) Office Assign Form

- C Reference No.
- C Customer Code
- N Assign From
- C Assign Date
- C Veh No (Inspected)
- C Veh No (Insured)
- C D.O.A
- C Policy No
- C Claim No
- C Insurance Authorisation (CA /REV/REP)
- C Report Type
- C Weekend Charges
- N Survey held at/Repairer
- C Excess

Y-Date	N-Date	Y-Date	N-Date
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

Surveyor (Adrian): Case handler to make sure the surveyor completed all required information.

(1) Assignment Form

- C Vehicle No
- C Regn Month/Year
- N Vehicle Type
- N Make & Model
- C Engine Capacity. (C.C)
- N Colour
- C Odometer. (Sp.Reading)
- C Chassis No
- N General Condition
- N Steering
- N Brake
- N Modification (Modi)
- C Tyre Size
- N Tyre Make
- C Tyre Balance
- C Date of Inspection
- N Survey held
- N Des.of Damages

✓			
✓			
✓			
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✓			
✓			

(2) System - (Views/Merimen)

- C Damaged Vehicle Photographs Uploaded

✓			
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(3) Workshop Estimate/Assignment Form

- N ALL Parts condition
- C Market Value for OD cases
- C Estimate Repair Cost for PRI (RSI, TMI, MSIG)
- C Days of repair
- C Finalised Amount
- C Re-inspection Cases to Finalize within 5 Days

✓			
✓			
✓			
✓			
✓			
✓			

(4) System - (Views/Merimen)

- C Resurvey photo Uploaded

✓			
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Check By:

Ch 20/12/17

Case Handler

Date

*C: Critical *N: Non-Critical

21/05/2014




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/AIG17018583/Aqb	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120			Date : 28-09-2017	
Code : AIG				
1. Policy Particulars :- OWN DAMAGE				
Insured Veh.	Veh. Inspected		SLA 9352C	
Policy No. 2100455082-01000	Coverage (\$)		0.00	
Claim No.	Excess (\$)		0.00	
Assign From	Assign Date		27/09/2017	
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 20/09/2017	Inspection Date		27/09/2017	
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1 . SINGAPORE 408699			
5a. Remarks				
A) THE MARKET VALUE IS S\$----- (EST. AVERAGE) B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.				

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 20 December, 2017 5:41 PM
To: 'Boo seng yak'; SUR; Carrine Leong; Chang Chee Sing
Subject: RE: FINAL REVISION SLA9352C - OD - AIG - SURVEYED 27 SEP 17

Dear Mr Boo,

Confirm final fig \$12,323.84 before GST and 6 repair days.

Kindly expedite the discharge voucher and tax invoice to us for close case.

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: Boo seng yak [mailto:boojohnny@gmail.com]

Sent: Saturday, 9 December, 2017 3:13 PM

To: Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; Chang Chee Sing <claims@premiumauto.com.sg>

Subject: FINAL REVISION SLA9352C - OD - AIG - SURVEYED 27 SEP 17

Hi Adrian and all,

Revised estimate attached.

Please confirm repair cost of \$12,323.84 @ 6 days of repairs. Photos mailed to your office on 7 Nov 17

Your early closure is well appreciated.

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 2 October, 2017 2:44 PM
To: 'Nora Khai'; Denise Tay (LKKAUTO); SUR
Subject: RE: Automatic reply: OD CLAIM FOR SLA 9352 C

Dear Nora,

As instructed by our client AIG Insurance, please proceed to repair the insured vehicle **SLA 9352C (Excess \$0/-)**.

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 right **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: Nora Khai [mailto:nora.khai@premiumauto.com.sg]
Sent: Friday, 29 September, 2017 2:22 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Automatic reply: OD CLAIM FOR SLA 9352 C

Dear Denise,

Noted with thanks.

Best Regards,

Norazima Khairuddin
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

e. nora.khai@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	22 Sep 2017 14:50	Clim Veh Model Changed	Reg No: SLA9352C, Policy No: 2100455082-01000, Acct Date: 2017/09/20.		[] Merimen Administrator
2	22 Sep 2017 14:50	Clim Created	Claim Type: SC, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), Ins.Status => Notification, Created from SAS:MPA117125872		[I] Merimen Administrator
3	28 Sep 2017 09:45	Clim Registration Modified	Setl.Type:3->0, Claim Type:SC->OD.		[] SHIAU CHAN
4	28 Sep 2017 09:45	Adj Clim Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)		[] SHIAU CHAN
5	28 Sep 2017 09:45	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] SHIAU CHAN
6	28 Sep 2017 09:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2017/10/09		[A] SHIAU CHAN
7	28 Sep 2017 09:45	Adj Mandate Set	Approved:8000.00,Reinsp:Adj decides.		[A] SHIAU CHAN
8	28 Sep 2017 09:45	Clim Registration Modified	Rep:1137->200611.		[A] SHIAU CHAN
9	28 Sep 2017 09:45	Clim Veh Model Changed	(204616) AUDI A4 1.4 TFSI S TRONIC (A).		[A] SHIAU CHAN
10	28 Sep 2017 09:46	Adj Adjuster Assigned	[None] -> ADRIAN LING		[A] SHIAU CHAN
11	28 Sep 2017 10:00	Adj Rpt Initiated			[A] SHIAU CHAN
12	28 Sep 2017 10:00	Clim Details Notified			[A] SHIAU CHAN
13	28 Sep 2017 10:02	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2017/10/09		[A] SHIAU CHAN
14	28 Sep 2017 10:06	Adj Mandate Request	Cur.Req:14756.00:DAMAGES CONSISTENT, REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.		[A] SHIAU CHAN
15	28 Sep 2017 18:01	Clim Registration Modified	Init.Est.:>5,000 - 6,000, Excess: -> 0.00, 2F Remarks: -> Not Applicable. GST: -> 7.00.		[I] Chan, Kian Meng
16	28 Sep 2017 18:01	Label Added	(20226):Coverage Confirmed.		[A] Merimen Administrator
17	29 Sep 2017 14:33	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2017/10/09. Mandate Remarks: Upload damage photos.		[I] Koh, Victor-CK
18	29 Sep 2017 14:33	Adj Mandate Set	Maintained:Upload damage photos.		[I] Koh, Victor-CK
19	02 Oct 2017 10:25	Adj Mandate Request	Cur.Req:14756.00:DAMAGES CONSISTENT, REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.		[A] SHIAU CHAN
20	02 Oct 2017 13:59	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2017/10/09. Mandate Remarks: Re-inspection to be done for damage check and supplementary items / labour.		[I] Koh, Victor-CK
21	02 Oct 2017 13:59	Adj Mandate Set	Approved:14119.00:Re-inspection to be done for damage check and supplementary items / labour, Reinsp:Yes.		[I] Koh, Victor-CK

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1594941	28/09/2017 10:00	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLA9352C		10.70
1594948	28/09/2017 10:02	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SLA9352C	SHIAU CHAN	xx.xx

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 #07-16
Singapore 079120

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

Attn: Syed-Yusoff, Saliha

Date: 28 Sep 2017

Preliminary Advice

Vehicle No	: SLA9352C	Accident Date	: 20/09/2017
Make	: AUDI A4	Policy No.	: 2100455082-01000
Assignment Date	: 28/09/2017	Excess	: S\$0.00
Date of Inspection	: 27/09/2017	Est. Duration of Repair	: 6.00
Inspection At	: PREMIUM AUTOMOBILES PTE LTD (HQ) 55 UBI ROAD 1 SINGAPORE 408699		

Point of Impact / General Description of Damages

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

Repairer's Estimate (Gross)	:S\$	19,074.00
Revised Amount	:S\$	14,119.00
Check Items (Estimated)	:S\$	637.00
Total	:S\$	14,756.00

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	102,000.00
COE / PARF Rebate	:S\$	60,515.00
Salvage Value	:S\$	
Margin for Repair	:S\$	41,485.00

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 :

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	22/09/2017 14:18
Date Of Accident	20/09/2017 21:00
Exact Location Of Accident	BLK 522 SERANGOON NORTH AVE 4 OPEN CARPARK
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLA9352C
Insured/Policyholder	
Name Of Registered Owner	LIM OON AI
NRIC No	S0912909Z
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-98259336
Alternative Phone No	OFFICE-98259336

Vehicle Particulars

Manufacturer	AUDI
Model	A4 SEDAN 1.4 TFSI S
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	2100455082-01000
Cover Note Number	

Driver

Name of Driver	LIM OON AI
NRIC No	S0912909Z
Date Of Birth	01/10/1943
Occupation	INDOOR
Date Of Driving Pass	20/12/1968
Driving Experience	48 YEARS AND 9 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-98259336
Fax Number	
Contact Number	OFFICE-98259336
Email Address	NOEMAIL

Email Address

Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Please Refer to the police report
NO: T/20170921/2214

DECLARATION

I/We declare the foregoing particulars are true in every respect.


Policyholder's Signature

Date & Time:

22-09-2017

Driver's Signature

(If driver is not the policyholder)

Date & Time:



Reporting Centre Personnel's Signature

Name: Tony Fung

NRIC/FIN No.: G70411676

Police Report



**SINGAPORE
POLICE FORCE**



T/20170821/2214

2 of 2

Report No. T/20170821/2214

Police Station Of Origin:
Kran Ayer NPP
32 North Canal Road SINGAPORE 058262
Tel No. 1800-5359929

CONTINUATION OF REPORT

Vehicle Owner		ID No.	80912909Z
Name	LIM DON AI	Contact No.	95237163
Related Vehicle	SLA9352C (Car)	Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Hospital/Clinic	NIL	Date Treatment	NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL

Brief Details.

On 20/9/17 at about 1700hours, I parked my said vehicle at Blk 522 Serangoon North Avenue 4 open-spaced carpark.

On the same day at about 1800hours, when I went to retrieve my vehicle, I did not check the status of my vehicle and drove off. When I arrived home at 2100hours, I realized that the front-right of my vehicle has some damages and scratches on it.

I reviewed my in-car camera and found out that on 1700hours after I parked my car at Blk 522 Serangoon North Avenue 4 open-spaced carpark, a lorry which was on the right lot beside my car knocked onto my front-right of my vehicle as the lorry drove off. The driver of the said lorry did not stop and drove off.

I wish to state that I have the footage of my in-car camera.

Text size + -

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 2909Z

Vehicle Details

Vehicle No.: SLA9352C
Vehicle to be Exported: No
Intended De-registration Date: 28 Sep 2017
Vehicle Make: AUDI
Vehicle Model: A4 1.4 TFSI S TRONIC
Primary Colour: Black
Manufacturing Year: 2016
Engine No.: CVN004366
Chassis No.: WAUZZZF41GA036616
Maximum Power Output: 110.0 kW (147 bhp)
Open Market Value: \$32,076.00
Original Registration Date: 22 Mar 2016
First Registration Date: 22 Mar 2016
Transfer Count: 0
Actual ARF Paid: \$26,907.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 21 Mar 2026
PARF Rebate Amount: \$20,180.00

Intended COE Rebate Details

COE Expiry Date: 21 Mar 2026
COE Category: B - Car above 1600cc or 97kW (130bhp)
COE Period(Years): 10
QP Paid: \$47,604.00
COE Rebate Amount: \$40,335.00

Total Rebate Amount: \$60,515.00

The information contained herein is correct as at 28 Sep 2017

OK

Land Transport Authority

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Last updated on 17 Sep 2017 at 12:38 AM

REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number **S0912909Z**
 Name
LIM OON AI
 Birth Date **01 Oct 1943**
 Issue Date **14 Mar 2003**




REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S0912909Z



Name
LIM OON AI

林恩爱

Race
CHINESE
 Date of Birth
01-10-1943
 Country of Birth
SINGAPORE

Sex
F



YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(IES)

Class 3 Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms

PASS DATE
20 Dec 1968



NP 428A



0800992



NRIC No. **S0912909Z**

Blood Group
B+

Date of issue
01-03-1993

Address

101B UPPER CROSS STREET
#26-02
SINGAPORE 0105



HOTLINE TEL: (65) 6419-3000
FAX: (65) 6415-3723

CERTIFICATE OF INSURANCE

MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CHAPTER 189)
MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) RULES, 1960
ROAD TRANSPORT ACT, 1987 (MALAYSIA)
MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (MALAYSIA)

M.X.1

AUTOPLUS

CERTIFICATE NO. 2100455082-01000

(The below excess is subject to GST)

OWN DAMAGE EXCESS S\$600.00 (1)

WINDSCREEN EXCESS S\$100.00

(for policies with effect from 1st November 2002)

SUM INSURED Market Value

INSURING WITH COE/PARF Yes

SLA9352C

Lim Oon Ai

1) VEHICLE REGISTRATION NO.

2) NAME OF INSURED

3) EFFECTIVE DATE OF THE COMMENCEMENT
OF INSURANCE FOR THE PURPOSES OF THE ACT

22 Mar 2017

4) DATE OF EXPIRY OF INSURANCE

21 Mar 2018

5) PERSON OR CLASSES OF PERSONS ENTITLED TO DRIVE*

SUBJECT TO AGE CONDITION : All Age Condition

a) The Insured.

b) Any other person who is driving on the Insured's order or with his permission.

This policy will indemnify the insured or any authorised driver only if he/she meets the age conditions.

A Young and/or Inexperienced Driver Excess ("YIDR") of S\$3,000.00, in addition to the Policy Excess, applies to You and any Authorised Driver (named or unnamed) if You are or the said Authorised Driver is below the age of 23 and/or has less than 2 years' driving experience.

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6) LIMITATION AS TO USE*

Use only for social, domestic and pleasure purposes and for the Insured's business.

The Policy does not cover use for hire or rewards, tuition, driving test, racing, pace-making, reliability trial speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

SOLE AGENT'S WORKSHOP : For new vehicles less than 3 years from initial registration, you have the option for claims-related repairs to be done at Sole Agent's workshop.

APPROVED REPORTING CENTRES / AIG AUTHORISED REPAIRERS (FOR CLAIMS-RELATED REPAIRS)

1. ComfortDelgro Engrg - 205 Braddell Rd (Tel: 63837118)
2. Glass-Fix - 52 Ubi Ave 3 (Tel: 62780887) - For windscreen only
3. Ethoz - 30 Bukit Batok Cres (Tel: 66547777)
4. DPS Body & Paint (Subsidiary of C&C) - 209 Pandan Gardens (Tel: 65684501)
5. Kan Fook Sing Motor - 61 Defu Lane 12 (Tel: 67479560)
6. Lai Huat (Meng Kee) Motor - 21 Sin Ming Ind (Tel: 64538110)
7. Mova Automotive - 1008 Bukit Merah Lane 3 (Tel: 62723892)
8. Progressive Automotive - 3022A Ubi Rd 1 (Tel: 67415336)
9. SME Motor - 1 Kaki Bukit Ave 6 Blk D (Tel: 67476106)

LOSS OF USE Loss of Use 10 Days (1500 - 1600cc) - Refer to policy wordings for details

* NAMED DRIVER NA

HIRE PURCHASE COMPANY United Overseas Bank Limited
EMPLOYER'S LOAN

*Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

I / We hereby Certify that the policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia).

Issued in Singapore 6 Mar 2017

503045-000
TAN YONG SIN
78 SHENTON WAY
#07-16 AIG BUILDING
SINGAPORE 079120

AIG Asia Pacific Insurance Pte. Ltd.

AUTHORISED REPRESENTATIVE

ORIGINAL

SSPNOS.

Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo

