

1592010

INS. CASE OWNER:

Eric/Gerald CC 4/LPC180 02213/1h302

LKK:

IDAC:

Surveyor:

ADMAN

DOI:

07/05/18

Date / time:

05/02/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKM 91903

Name of Insured:

SOH CHAI CHIN

Insured Tel No.:

HP: 9747 2370

Excess Sec II :SS

D.O.A.: 02/02/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: CHUA HONG WEE

Driver Tel No.: 8666 1996

(VA YES / NO)

Claim No.:

17/18/18/UP05/020369

Policy No.:

Z17UP050144866

Make / Model:

PEUGEOT 508-1.6 (17)

Place of Accident:

UPPER THOMSON ROAD

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

Insured Liability: % Final? Yes / No

PCZ 8610P



INSRS:

WSP: Premium Auto

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time	STAGE	DATE / PIC
01/03/18 (V:c)	Non-Reporting ltr (1st):	
	Non-Reporting ltr (2nd):	
	Non-Reporting ltr (Final):	
02/05/18	Notification ltr (if non-pickup):	
	Call OI:	7/18
	After call ltr to OI:	
01/06/18	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:	
	Others:	

PRELIMINARY ADVICE Date/Time: 09/03/18

Sent By: b3

FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost: P/P	SS 3,710.00	3 days) Reduction: 29 %	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	% 100	(Agreed / Assessed) BOLA S/N No.:	27
Repair Cost: (w/gst)	SS 3,969.70		
Loss of Rental (LOR):	SS —	(days)	
Loss of Use (LOU):	SS 240.00 (S 30 x 3 days)		
Loss of Income (LOI):	SS —	(S x days)	
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search	SS 2.00		
Medical:	SS —		
Disbursement:	SS —	(e.g. Tow/ Independent)	
Legal Cost	SS —		
Total:	SS 4,211.70	Global Sum SS:	
FINAL PAYMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	SS 4,211.70	Name 1:	PREMIUM AUTOMOBILES PTE LTD
Payee 2: (Strike if N.A.)	SS —	Name 2:	—
Payee 3: (Strike if N.A.)	SS —	Name 3:	—

ASS. REC. BY: Adrian Ling

REF:

Ref: 18002213 / Ahs 3

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s _____

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.

N/S	O/S

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 03.88 days Res.: Yes or No

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

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SC28610P Yr Regn: 2013 / Jan.

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

Truck / Trailer or

Make: Audi A4 C.C. 1798

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

Sp. Reading: 50158 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WAUZZZ8K3DA176769.

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: 225 / 50R17.

R: 225 / 50R17.

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

TOYO / YOKO or

Front _____ Rear _____

R/Bal. 06 mm R/Bal. 06 mm

L/Bal. 06 mm L/Bal. 06 mm

D.O.A. _____ D.O.I. 07/03/18

Survey held at Premium

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

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

Date / Time Action / Instruction

TP Lon Pae

P/P \$ 3,710.00

CRWD: \$ 1,515.00 (29%)

Date/Time, File Pass to?

☐ : Preli. Report

☐ : Final Report

1)

Date/Time, File Return to?

2)

Report Format :

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

Days Of Repair: _____

Resurvey No. of Trip: _____

Add Fee: ☐ : Site Insp (\$ _____)

☐ : Interview (\$ _____)

☐ : Tech. Invs (\$ _____)

☐ : Weekend (\$ _____)

Survey Fee:

Transportation:

\$ + RS \$

Photos

Others

TOTAL




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			
LONPAC INSURANCE BHD		Ref : CC4/LPC18002213/Ahs3	
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555		Date : 05-02-2018	
		Code : LPC2	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SKM 9190B	Veh. Inspected	SCZ 8610P
Policy No.	Z17VP050144866	Coverage (\$)	0.00
Claim No.	17/18/18/VP05/020369	Excess (\$)	0.00
Assign From		Assign Date	05/02/2018
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	02/02/2018	Inspection Date	07/03/2018
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1. SINGAPORE 408699		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: 17/18/18/VP05/020369
Our ref: CC4/LPC18002213/Ahs3

Date: 09/03/2018

The Motor Claims Department
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SCZ 8610P

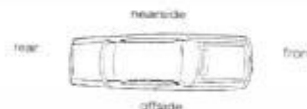
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 07.03.2018 at the M/s Premium Automobiles Pte Ltd (Ubi) have the following to report:-

Workshop Estimate Amount	: S\$	5,225.00
Revised Estimate Amount	: S\$	3,710.00
"Check" Items Amount	: S\$	763.00
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3.0 days

Yours faithfully,

ADRIAN LING
Licensed Appraiser

Catherine Chong (LKK Auto)

From: ERIC WOO JUN KIAT <ericwoo@lonpac.com>
Sent: Monday, 5 February, 2018 11:22 AM
To: Claims Dept; assignments@lkkauto.com
Cc: MT_Claim_SG
Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear Jeffrey,

Please note that our Insured have yet to report and thus, we cannot comment on liability.

We will be appointing LKK Auto Consultants Pte Ltd to survey SCZ 8610P.

Dear LKK,

FYA.

Thank you.

Best Regards,
Eric Woo
Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6279 9253 | Fax: (65) 6296 3767

From: Claims Dept [mailto:claims@premiumauto.com.sg]
Sent: Saturday, 3 February, 2018 2:13 PM
To: MT_Claim_SG; GERALD POH WEE BIN
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear all,

Herein attach the estimate.

Kindly confirm the surveyor firm engage for this case and advise on the liability clearance.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 2 February, 2018 7:16 PM

To: MT CLAIM@LONPAC.COM; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'claims' <claims@premiumauto.com.sg>

Cc: 'Mastura' <mastura@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.

Please let us know who should we looking for arrange survey.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. mastura@premiumauto.com.sg w. www.audi.com.sg

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



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Vic (LKKAUTO)

From: Carrine Leong <carrine.leong@premiumauto.com.sg>
Sent: Thursday, 24 May, 2018 10:36 AM
To: Adrian Ling (LKKAUTO); Vic (LKKAUTO); Admin A; CS A Team
Cc: 'Nora Khai'; 'Chang Chee Sing'; jiayee.yap@premiumauto.com.sg
Subject: RE: FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18
Attachments: PA01492018 - SCZ 8610 P - A4 1.8 TFSI Mu- REAR (AIG).xls

Dear Adrian and all,

Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.
Revised estimate was mailed to you on 23 Apr 2018.
We sincerely appreciate your early closure.

Thanks & Best Regard
Carrine Leong
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183
e. carrine.leong@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

From: Boo seng yak [mailto:boojohnny@gmail.com]
Sent: Monday, 23 April, 2018 9:18 AM
To: Adrian Ling <adrianling@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; admin-a@lkkauto.com; cs-a@lkkauto.com; Carrine Leong <carrine.leong@premiumauto.com.sg>; Nora Khai <nora.khai@premiumauto.com.sg>
Subject: FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$3710.00 @ 3 days of repairs.

Your early closure is well appreciated.

Best regards - jb

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S2204624A



Name

YANG YUEH-TSEN

楊月岑

Race

CHINESE

Date of Birth

10-09-1971

Sex

F

Country of Birth

CHINA

REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number: S2204624A

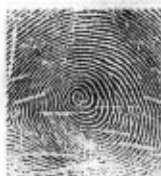
YANG YUEH-TSEN

Birth Date: 10 Sep 1971

Issue Date: 18 Oct 2003



2050149



NRIC No. S2204624A

Blood Group

O+

Date of issue

23-05-1994

144 COUNTRYSIDE ROAD
SINGAPORE 789865

NRIC No: S2204624A

Date: 03/12/2011

No: 6990115

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

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

PASS DATE

27 Nov 1993



NP 428A

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Email: Nora.khai@premiumauto.com.sg / claims@premiumauto.com.sg

Telefax

Estimate	:	Accident Repairs
Workshop	:	Ubi Road 1
Contact No	:	6366 2323
Fax No	:	6841 1183
Reference	:	PA/TP/149/2018/GW
Date	:	3-Feb-18

Vehicle not in workshop. Kindly arrange for survey.

Lonpac Insurance Bhd

300 Beach Road

#17-04/07 The Concourse

Singapore 199555

Attn:

Tel: - Fax:

Owner's Name	:	Ms. Yang Yueh-Tsen
Address	:	144 Countryside Road Singapore 789865
Telephone	:	HP +97956491
Type of Claim	:	Third Party Claims
Policy No.	:	
Vehicle No	:	SCZ 8610 P
Model Code	:	Audi A4 1.8 TFSI Mu
Model / Year	:	Jan-13
Engine No	:	CJE0432362
Chassis No	:	WAUZZZ8K3DA176769
Mileage	:	
Date In	:	
Liability	:	-
Excess Cost	:	-
Estimated By	:	Johnny Boo / Allan Wu
Accident Date	:	2-Feb-18
Place of Accident	:	Upper Thomson Road Heading City Near Pierce Sec

Premium Automobiles

55 Ubi Road 1, Singapore 408699
Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SCZ 8610 P.

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and transfer rear parking aid. Check function.	S/N \$ 280.00 ✓	
2	To dismantle and renew rear bumper. Re-organise rear crash management components. Reinstall all parts removed.	\$ 900.00 600	
3	To respray rear bumper.	\$ 800.00 600	
4	To carry out diagnostic check.	S/N \$ 192.00 ✓	
SUB-TOTAL LABOUR CHARGES		: \$ 2,172.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699
Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SCZ 8610 P.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	REAR BUMPER <i>Rebanded</i>	\$ 2,038.00	✓
2	REAR BUMPER STICKY PAD <i>new</i>	4 \$ 20.00	X
3	REAR BUMPER SPOILER <i>new</i>	\$ 232.00	X
4	REAR BUMPER CARRIER <i>new</i>	\$ 563.00	X
5	REAR BUMPER SENSOR <i>new</i>	2 TBC	+
6	SUNDRIES <i>new</i>	\$ 200.00	X
TOTAL SPARE PARTS CHARGES		: \$ 3,053.00	
TOTAL LABOUR CHARGES		: \$ 2,172.00	
GRAND TOTAL		: \$ 5,225.00	

All charges are not inclusive of GST.

Legend : Remarks (OK) = Approved, Remarks (X) = Not approved
Spare parts are Special Nett.

Premium Automobiles

55 Ubi Road 1, Singapore 408699
Tel : 6366 2323 Fax : 6841 1183

Telefax

Name

: Adrian Lim

Surveyed Date

: 07/03/18

Authorised Date

:

Excess Cost

:

Liability

:

Remarks

:

are Authorised, 03 Days.

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:

Please Note

- : This estimate is based on visual inspection of the affected vehicle. Should we require further labour charges and spare parts in the progress of repair, we shall inform you accordingly. For inspection of vehicle, please refer to Ms Norah Khai at Tel:6768 9828 for appointment.

Yours faithfully,

Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Email: Nora.khai@premiumauto.com.sg / claims@premiumauto.com.sg

Telefax

Estimate	:	Accident Repairs
Workshop	:	Ubi Road 1
Contact No	:	6366 2323
Fax No	:	6841 1183
Reference	:	PA/TP/149/2018/GW
Date	:	3-Feb-18

Vehicle not in workshop. Kindly arrange for survey.

Lonpac Insurance Bhd

300 Beach Road

#17-04/07 The Concourse

Singapore 199555

Hi Adrian

3 days - ok - jb - 23 Apr 18

Attn:

Tel: - Fax:

Owner's Name	:	Ms. Yang Yueh-Tsen
Address	:	144 Countryside Road Singapore 789865
Telephone	:	HP +97956491
Type of Claim	:	Third Party Claims
Policy No.	:	
Vehicle No	:	SCZ 8610 P
Model Code	:	Audi A4 1.8 TFSI Mu
Model / Year	:	Jan-13
Engine No	:	CJE0432362
Chassis No	:	WAUZZZ8K3DA176769
Mileage	:	
Date In	:	
Liability	:	-
Excess Cost	:	-
Estimated By	:	Johnny Boo / Allan Wu
Accident Date	:	2-Feb-18
Place of Accident	:	Upper Thomson Road Heading City Near Pierce Sec

Premium Automobiles

55 Ubi Road 1, Singapore 408699
Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SCZ 8610 P.

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and transfer rear parking aid. Check function.	S/N \$ 280.00	\$ 280.00
2	To dismantle and renew rear bumper. Re-organise rear crash management components. Reinstall all parts removed.	\$ 900.00	\$ 600.00
3	To respray rear bumper.	\$ 800.00	\$ 600.00
4	To carry out diagnostic check.	S/N \$ 192.00	\$ 192.00
SUB-TOTAL LABOUR CHARGES		: \$ 2,172.00	\$ 1,672.00

Premium Automobiles

55 Ubi Road 1, Singapore 408699
Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SCZ 8610 P.**

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	REAR BUMPER	\$ 2,038.00	\$ 2,038.00
2	REAR BUMPER STICKY PAD	4 \$ 20.00	
3	REAR BUMPER SPOILER	\$ 232.00	
4	REAR BUMPER CARRIER	\$ 563.00	
5	REAR BUMPER SENSOR	2 TBC	
6	SUNDRIES	\$ 200.00	
TOTAL SPARE PARTS CHARGES		: \$ 3,053.00	\$ 2,038.00
TOTAL LABOUR CHARGES		: \$ 2,172.00	\$ 1,672.00
GRAND TOTAL		: \$ 5,225.00	\$ 3,710.00

All charges are not inclusive of GST.

Legend : Remarks (OK) = Approved, Remarks (X) = Not approved
Spare parts are Special Nett.

Premium Automobiles

55 Ubi Road 1, Singapore 408699
Tel : 6366 2323 Fax : 6841 1183

Telefax

Name :
Surveyed Date :
Authorised Date :
Excess Cost :
Liability :
Remarks :

Please Note

: This estimate is based on visual inspection of the affected vehicle.
Should we require further labour charges and spare parts in the
progress of repair, we shall inform you accordingly.
For inspection of vehicle, please refer to Ms Norah Khai at
Tel:6768 9828 for appointment.

Yours faithfully,
Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Shirley Hiew (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 28 February 2018 3:15 PM
To: Shirley Hiew (LKK Auto)
Cc: MT_Claim_SG
Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018
Attachments: 28022018151047.pdf

Dear Shirley,

We attached a copy of insured's GIA report for your attention.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]
Sent: Monday, 12 February, 2018 9:11 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear Gerald,

Thanks and noted.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]
Sent: Monday, 12 February 2018 9:08 AM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear Shirley,

Our insured has not reported the accident to us.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, 12 February, 2018 8:58 AM

To: GERALD POH WEE BIN; Vic (LKKAuto)

Cc: MT_Claim_SG; ERIC WOO JUN KIAT; Asher Sng (LKKAuto); Admin A

Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B
DATED ON 02/02/2018

Your ref: 17/18/18/VP05/020369

LKK ref: CC4/LPC18002213/hs3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Meanwhile, please advise whether insured has reported. If so and let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto)

Sent: Thursday, 8 February 2018 9:52 AM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; ericwoo@lonpac.com; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B
DATED ON 02/02/2018

Dear Gerald,

Thanks and noted.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]

Sent: Thursday, 8 February 2018 9:47 AM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear Shirley,

Our insured has yet to lodge a report and we are making enquiries.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]

Sent: Thursday, 8 February, 2018 9:34 AM

To: 'mt_claim@lonpac.com'; Vic (LKKAuto)

Cc: ERIC WOO JUN KIAT; 'llong@lonpac.com'; GERALD POH WEE BIN; Admin A; Asher Sng (LKKAuto)

Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

RE-SEND

Your ref: 17/18/18/VP05/020369

LKK ref : CC4/LPC18002213/hs3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s Premium Automobiles Pte Ltd – Ubi.

Enclosed for your perusal is:

- TP's GIA report

We have not authorized repairs.

We will revert preliminary advice in due course.

Meanwhile, please advise whether insured has reported. If so and let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto)

Sent: Monday, 5 February 2018 11:34 AM

To: 'ERIC WOO JUN KIAT' <ericwoo@lonpac.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear Eric,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: ERIC WOO JUN KIAT [<mailto:ericwoo@lonpac.com>]

Sent: Monday, 5 February, 2018 11:22 AM

To: Claims Dept <claims@premiumauto.com.sg>; assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OUR REF: 17/18/18/VP05/020369 ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear Jeffrey,

Please note that our Insured have yet to report and thus, we cannot comment on liability.

We will be appointing LKK Auto Consultants Pte Ltd to survey SCZ 8610P.

Dear LKK,

FYA.

Thank you.

Best Regards,

Eric Woo

Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6279 9253 | Fax: (65) 6296 3767

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Saturday, 3 February, 2018 2:13 PM

To: MT_Claim_SG; GERALD POH WEE BIN

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear all,

Herein attach the estimate.

Kindly confirm the surveyor firm engage for this case and advise on the liability clearance.

Many thanks!

Best regards,
Jeffery Tan

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Friday, 2 February, 2018 7:16 PM

To: MT CLAIM@LONPAC.COM; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'claims' <claims@premiumauto.com.sg>

Cc: 'Mastura' <mastura@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SCZ 8610 P AND YOUR INSURED SKM9190B DATED ON 02/02/2018

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.
Please let us know who should we looking for arrange survey.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. mastura@premiumauto.com.sg w. www.audi.com.sg

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Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 4 July, 2018 11:58 AM
To: Mastura
Cc: Admin A; Claims; Vic (LKKAUTO)
Subject: RE: LOD - FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18
Attachments: DV.pdf

Without Prejudice

Dear Mastura,

We refer further to our below email.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we have our principal's mandate and we confirm acceptance of your offer of **\$4,211.70** (all in) to settle your client's claim.

Kindly let the owner sign the attached DV and **forward the original signed copy to us (LKK)** for payment processing.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Vic (LKKAUTO)
Sent: Wednesday, 13 June, 2018 11:55 AM
To: 'Mastura'
Cc: 'MT_CLAIM@LONPAC.COM'; Admin A; 'claims@premiumauto.com.sg'; Vic (LKKAUTO)
Subject: RE: LOD - FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18

Without Prejudice

Dear Mastura,

Please forward all original documents to us (LKK).

Thanks.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Vic (LKKAuto)

Sent: Wednesday, 13 June, 2018 8:51 AM

To: Mastura

Cc: MT CLAIM@LONPAC.COM; Admin A; claims@premiumauto.com.sg; Vic (LKKAuto)

Subject: RE: LOD - FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18

Without Prejudice

Dear Mastura,

Noted with thanks.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Mastura [<mailto:mastura@premiumauto.com.sg>]

Sent: Tuesday, 12 June, 2018 7:25 PM

To: Vic (LKKAuto); Admin A; claims@premiumauto.com.sg

Cc: MT CLAIM@LONPAC.COM

Subject: LOD - FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18

Dear Vic,

Please advise if the LOD should be mail to you or to Lonpac directly.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. mastura@premiumauto.com.sg w. www.audi.com.sg

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



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From: Carrine Leong <carrine.leong@premiumauto.com.sg>

Sent: Thursday, 24 May 2018 10:36 AM

To: 'Adrian Ling' <adrianling@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; admin-a@lkkauto.com; cs-a@lkkauto.com

Cc: 'Nora Khai' <nora.khai@premiumauto.com.sg>; 'Chang Chee Sing' <claims@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Subject: RE: FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18

Dear Adrian and all,

Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.

Revised estimate was mailed to you on 23 Apr 2018.

We sincerely appreciate your early closure.

Thanks & Best Regard

Carrine Leong

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183

e. carrine.leong@premiumauto.com.sg w. www.audi.com.sg

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

Sent: Monday, 23 April, 2018 9:18 AM

To: Adrian Ling <adrianling@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; admin-a@lkkauto.com; cs-a@lkkauto.com; Carrine Leong <carrine.leong@premiumauto.com.sg>; Nora Khai <nora.khai@premiumauto.com.sg>

Subject: FINAL REVISION - SCZ8610P - TP LONPAC - SURVEYED 7 MAR 18

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$3710.00 @ 3 days of repairs.

Your early closure is well appreciated.

Best regards - jb

Premium Automobiles

LONPAC INSURANCE BHD
300 Beach Road
#17-04/07 The Concourse
Singapore 199555
Attn: Motor Claims Dept
Fax: 62963767
Yr Ref: 17/18/18/VP05/020369

Bobby Lim
6768 9925
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0149/2018/MAS

19 July 2018

from
Telephone +65-
Telefax +65-
EMail
Our department
Our Ref
Your Ref
Date

total pages

Dear Sir,

RE: INSURANCE SETTLEMENT FOR SCZ 8610 P, Audi A4 1.8T FSI Mu

The above matter refers.

Enclose, kindly find a copy of the Original Discharge Voucher duly signed by our client for the settlement of this claim.

We look forward to receiving your cheque soonest possible.

Regards

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

Claims Dept

Encls

Lonpac Ins Bhd – SCZ 8610 P

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) 6366 2323
Telefax (65) 684 11183

Premium Automobiles

Lonpac Insurance Bhd
300 Beach Road
#17-04/07 The Concourse
Singapore 199555
Attn: Motor Claims Dept
Your ref: CC4/LPC18002213/es3

Norah Khai
6768 9828
6841 1183
Body Repair
From
Telephone +65-
Telefax +65-
Our department
Your Claim Ref
Our Ref
Date
total pages

PA/TP/149/2018/KS
28-Mar-18

RE : CLAIM-OWNER'S SATISFACTION/DISCHARGE VOUCHER

Make & Model : Audi A4 1.8 TFSI Mu
Vehicle Chassis No : WAUZZZ8K3DA176769
Vehicle Regn No. : SCZ 8610 P
Vehicle Mileage : 48931KM
Vehicle Owner : Ms. Yang Yueh-Tsen
Certificate No : 0
Liability : Direct Settlement by Vic Alpehof LKK via email
Dated 02/03/2018 with LOU/LOR
Accident Date : 2 February, 2018
Location : Upper Thomson Road Heading City Near Pierce Sec
Repair Cost : S\$ 3,969.70
WIP No. : 54622
Repairer's Name : Premium Automobiles Pte Ltd

Premium Automobiles Pte Ltd

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

Service & Parts Centres
55 Ubi Road 1
Singapore 408699
Telephone (65) 6366 2323
Telefax (65) 6841 1183

I/We certify that the vehicle has been fully repaired to my entire satisfaction and that payment of the repairer's charges that are claimable under the policy will be deemed in full and final settlement of my claim.

Owner/Insured Signature

Time

Date

[Signature]

28/3/2018



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

LONPAC INSURANCE BHD

Ref : CC4/LPC18002213/Ahb3n2

300 BEACH ROAD
#17-04/07 THE CONCOURSESINGAPORE 199555

Date : 01-08-2018



Code : LPC2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKM 9190B	Veh. Inspected	SCZ 8610P
Policy No.	Z17VP050144866	Coverage (\$)	0.00
Claim No.	17/18/18/VP05/020369	Excess (\$)	0.00
Assign From	ERIC	Assign Date	05/02/2018

2. Vehicle Particulars & Condition

Make & Model	AUDI A4	c.c	1798
Engine No.	HIDDEN	Year of Reg.	2013
Chassis No.	WAUZZZ8K3DA176769	Colour	SILVER
Odometer	50158	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	225/50 R17	PIRELLI	6 mm
L/H Front Tyre	225/50 R17	PIRELLI	6 mm
R/H Rear Tyre	225/50 R17	PIRELLI	6 mm
L/H Rear Tyre	225/50 R17	PIRELLI	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	02/02/2018	Inspection Date	07/03/2018
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1 SINGAPORE 408699		

5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR: 3 Working Days

**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

Page No.: 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SCZ 8610P

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<u>REPLACEMENT OF PARTS</u>				
1	REAR BUMPER (SN)	DEFORMED	2,038.00	2,038.00
4	REAR BUMPER STICKY PAD (SN)	NOT NECESSARY	20.00	-
1	REAR BUMPER SPOILER (SN)	NOT NECESSARY	232.00	-
1	REAR BUMPER CARRIER (SN)	NOT NECESSARY	563.00	-
2	REAR BUMPER SENSOR (SN)(NPA)	NOT NECESSARY	-	-
1	SUNDRIES (SN)	NOT NECESSARY	200.00	-
			3,053.00	2,038.00
<u>LABOUR</u>				
	TO REMOVE AND TRANSFER REAR PARKING AID .CHECK FUNCTION.		280.00	280.00
	TO DISMANTLE AND RENEW REAR BUMPER .RE-ORGANISE REAR CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED.		900.00	600.00
	TO RESPRAY REAR BUMPER .		800.00	600.00
	TO CARRY OUT DIANOSTIC CHECK .		192.00	192.00
			2,172.00	1,672.00
GRAND TOTAL			5,225.00	3,710.00
RECOMMENDED COST OF REPAIRS				3,710.00

Report Ref No. CC4/LPC18002213/Ahb3n2

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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