

Richard CC 4 / ASM1800 2409, Area 32

LKK: SWM 29470
IDAC:

ASSIGNMENT

Surveyor: UMP

DOI: 09/07/18

Date / Time: 21/8/18

Registered in Merimen: _____

Pre-assign / CCU / FTE



Insured Vehicle No. : SFG 285D

Name of Insured : Wang Tek Kow

Insured Tel No. : _____

Excess Sec II : SS

Is driver the owner? (YES / NO)

If NO, Driver Name / Age : _____

Driver Tel No. : _____

Nature of Accident : _____

(VL: YES / NO)

Claim No. : _____

Policy No. : _____

Make / Model : BMW 28

Place of Accident : Heartbeat @ Badoc C/P.

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

Insured Liability: % Final ? Yes / No

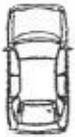
SLA8282C



INSRS: _____
WSP: Premier
Tel: _____
Liability: ADJ.
RMKS: _____



INSRS: _____
WSP: _____
Tel: _____
Liability: _____
RMKS: _____



INSRS: _____
WSP: _____
Tel: _____
Liability: _____
RMKS: _____



INSRS: _____
WSP: _____
Tel: _____
Liability: _____
RMKS: _____

Date/Time

STAGE

DATE / PIC

21/2
ADJ

SLA8282C-X ; SFG 285D-X

Non-Reporting ltr (1st):		
Non-Reporting ltr (2nd):		
Non-Reporting ltr (Final):		
Notification ltr (if non-pickup):		
Call OI:	<u>→ Email 21/2/18</u>	
After call ltr to OI:		
Documentation Check List:	Handler	Typist
Notification ltr (if non-pickup)	<input type="checkbox"/>	<input type="checkbox"/>
After call ltr to OI:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Authorisation To Act:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Release Voucher:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Final Repair Bill:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Car Rental Invoice:	<input type="checkbox"/>	<input type="checkbox"/>
Towing Invoice	<input type="checkbox"/>	<input type="checkbox"/>
LTA / GIA :	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medical Bill:	<input type="checkbox"/>	<input type="checkbox"/>
PIR:	<input type="checkbox"/>	<input type="checkbox"/>
Mandate/Reject Instruction:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LOD	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payment Breakdown Form:	<input type="checkbox"/>	<input type="checkbox"/>
Post-Repair Photos:	<input type="checkbox"/>	<input type="checkbox"/>
Others:	<input type="checkbox"/>	<input type="checkbox"/>

21/2/18 @ 9:00am CALLED OI CONFIRMED ACCIDENT. OI MENTION THAT SHE HAD SIGNAL HER INTENTION TO PARK HER VEHICLE FOR A PERIOD OF TIME. WHILE IN THE MIDDLE OF REVERSING TP VEHICLE WANTS TO CLOSE TO HER VEH. INFORM TP CLAIM. OI HAVE NO VIDRO. OI REQUESTED FOR A LONGER VERSION FOR FOOTAGE FROM TP. NEED TO FOLLOW UP WITH OI AFTER REC'D TP VIDRO.

21/8/18 @ 2:01 CALLED OI INFORM TP VIDRO. AGREED TO SEND. FORWARD TP VIDEO TO ADJ.

RECEIVED 13 SEP 2018
Email wsp liability claim.
* Signature on G/LA // W quite diff.

PRELIMINARY ADVICE

Date/Time: 14/2

Sent By: [Signature]

FINALIZATION

Date/Time: 20.04.18

Confirm with: JOHNNY

Confirm by: ADRIAN

Repair Cost: PPP \$55,093.00

(3 days) Reduction: 34 %

Email Call

FINAL SETTLEMENT

Date/Time: 11.9.18

Confirm with: MSTRUM

Email Call

Final Liability: % 100

(Agreed / Assessed) BOLA S/N No.: 24

If NO or B 28, Ass. Lia: _____

Repair Cost: \$55,449.51

OI REVERSED INTO PARKING LOT.

Loss of Rental (LOR): \$5 - (days)

Loss of Use (LOU): \$5 150.00 (\$50 x 3 days)

Loss of Income (LOI): \$5 - (\$ x days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]

GIA/LTA Search: \$5 2.00

Medical: \$5 -

Disbursement: \$5 -

Legal Cost: \$5 -

Total: \$5 56,015.51

Global Sum \$5: _____

FINAL PAYMENT

Date/Time: 11.9.18

Confirm with: MSTRUM

Email Call

Payee 1: \$5 5,601.51

Name 1: PREMIUM AUTOMOBILES PTE LTD

Payee 2: (Strike if N.A.) \$5 -

Name 2: _____

Payee 3: (Strike if N.A.) \$5 -

Name 3: _____

COPY SENT 17/9/18

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format: TP
- 3) Survey fee: → 350

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/0165/2018/GW
Date : 3-Feb-18

Vehicle not IN workshop. Kindly arrange for survey.

AXA Insurance Singapore Pte Ltd

8 Shenton Way
#27-01 AXA Tower
Singapore 068811

Attn: Motor Claims Dept
Tel: 6880 4602 - Fax 6880 4838

Owner's Name : Ms. Teng YiWen,June
Address : 381 Tanglin Rd
#11-03
Singapore 247965
Telephone : HP +65 94310099
Type of Claim : Third Party Claims
Policy No. : 2100450428-02
Vehicle No : **SLA 8282 C**
Model Code : Audi A1 SB 1.0 TFSI S Tronic
Model / Year : Jan-16
Engine No : CHZ 057775
Chassis No : WAUZZZ8X5GB058751
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 3-Feb-18
Place of Accident : Bedok Library Carpark

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SLA 8282 C.

<u>S/n</u>	<u>Nature of Jobs</u>		<u>Estimated Charges</u>	<u>Surveyor's Recommendation</u>
1	To remove and transfer front wire harness for headlight, horns, fog lamps, outside temperature sensor and headlight washer assy.	S/N	\$ 360.00 ✓	✓
2	To dismantle and renew front bumper and rhs headlight. Re-oraganise front crash management components. Reinstall all parts removed.		\$ 1,200.00 900 ✓	
3	To respray front bumper and rhs front fender.		\$ 1,400.00 600 ✓	
5	To carry out diagnostic check.	S/N	\$ 192.00 ✓	✓
TOTAL LABOUR CHARGES		:	<u>\$ 3,152.00</u>	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No.SLA 8282 C

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	FRONT BUMPER <i>del.</i>	\$ 1,336.00 ✓	1,336.00
2	FRONT BUMPER AIR GUIDE GRILLE -RH <i>NA</i>	\$ 353.00 ✗	
3	FOAM FILLER PIECE <i>NA</i>	\$ 101.00 ✗	
4	FRONT BUMPER SIDE REINFORCEMENT <i>NA</i>	\$ 605.00 ✗	
5	HEADLIGHT-RH <i>at</i>	\$ 1,705.00 ✓	1,705.00
6	HEADLIGHT MOUNTING <i>Not New</i>	\$ 103.00 ✗	
7	HEADLIGHT WASHER LIFT CYLINDER-RH <i>Not New</i>	\$ 123.00 ✗	
8	SUNDRIES <i>Not New</i>	\$ 200.00 ✗	
TOTAL SPARE PARTS CHARGES		\$ 4,526.00	
TOTAL LABOUR CHARGES		\$ 3,152.00	
GRAND TOTAL		\$ 7,678.00	

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 G
Surveyed Date : 09/02/08
Authorised Date :
Excess Cost :
Liability :
Remarks : Also Authorised, OK Rep

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/0165/2018/GW
Date : 3-Feb-18

Vehicle not IN workshop. Kindly arrange for survey.

AXA Insurance Singapore Pte Ltd

8 Shenton Way
#27-01 AXA Tower
Singapore 068811

Hi Adrian

3 days - ok - jb - 24 Mar 18

Attn: Motor Claims Dept
Tel: 6880 4602 - Fax 6880 4838

Owner's Name : Ms. Teng YiWen, June
Address : 381 Tanglin Rd
#11-03
Singapore 247965
Telephone : HP +65 94310099
Type of Claim : Third Party Claims
Policy No. : 2100450428-02
Vehicle No : **SLA 8282 C**
Model Code : Audi A1 SB 1.0 TFSI S Tronic
Model / Year : Jan-16
Engine No : CHZ 057775
Chassis No : WAUZZZ8X5GB058751
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 3-Feb-18
Place of Accident : Bedok Library Carpark

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SLA 8282 G.

<u>S/n</u>	<u>Nature of Jobs</u>		<u>Estimated Charges</u>		<u>Surveyor's Recommendation</u>
1	To remove and transfer front wire harness for headlight, horns, fog lamps, outside temperature sensor and headlight washer assy.	S/N	\$ 360.00	\$	360.00
2	To dismantle and renew front bumper and rhs headlight. Re-organise front crash management components. Reinstall all parts removed.		\$ 1,200.00	\$	900.00
3	To respray front bumper and rhs front fender.		\$ 1,400.00	\$	600.00
5	To carry out diagnostic check.	S/N	\$ 192.00	\$	192.00
TOTAL LABOUR CHARGES		:	\$ 3,152.00	\$	2,052.00

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No.SLA 8282 C

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	FRONT BUMPER	\$ 1,336.00	\$ 1,336.00
2	FRONT BUMPER AIR GUIDE GRILLE -RH	\$ 353.00	
3	FOAM FILLER PIECE	\$ 101.00	
4	FRONT BUMPER SIDE REINFORCEMENT	\$ 605.00	
5	HEADLIGHT-RH	\$ 1,705.00	\$ 1,705.00
6	HEADLIGHT MOUNTING	\$ 103.00	
7	HEADLIGHT WASHER LIFT CYLINDER-RH	\$ 123.00	
8	SUNDRIES	\$ 200.00	
	TOTAL SPARE PARTS CHARGES	\$ 4,526.00	\$ 3,041.00
	TOTAL LABOUR CHARGES	\$ 3,152.00	\$ 2,052.00
	GRAND TOTAL	\$ 7,678.00	\$ 5,093.00

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



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: S8M008GZ
Our ref: CC4/ASM18002409/Aea3

Date: 14.02.2018

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SLA 8282C

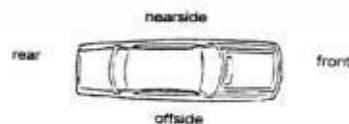
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 09.02.2018 at the premises of M/s Premium Automobiles Pte Ltd - Ubi and have the following to report:-

Workshop Estimate Amount	: S\$	<u>7,678.00</u>
Revised Estimate Amount	: S\$	<u>5,093.00</u>
"Check" Items Amount	: S\$	<u>426.00</u>
Total (Including Check Items)	: S\$	<u>5,519.00</u>
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Front O/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 4.0 days

Yours faithfully,

ADRIAN LING
Licensed Appraiser

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Tuesday, 27 February 2018 2:22 PM
To: 'Claims'; Mei Kwan (LKKAuto); 'Nora Khai'
Cc: assignments; Admin A; Vic (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents for us (LKK) to proceed on negotiate settlement.

****Note: LOR \$100/day or LOU \$50/day (Subject to Principapl approval)**

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Tuesday, 27 February 2018 9:54 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Asher,

Please refer to the attached video footage. Can We have your opinion on our client vehicle position and your insured should be caution during reversing?

Please revert.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Tuesday, 27 February, 2018 9:01 AM

To: Claims <claims@premiumauto.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Without Prejudice

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Our insured driver reported that your client was too close to our insured vehicle while our insured reversing into the parking lot. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 26 February 2018 6:50 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Nora Khai' <nora.khai@premiumauto.com.sg>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear All,

Any update?

Thank you.

Best Regards,

Tony Foong

Claims Advisor

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

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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 20 February, 2018 2:43 PM
To: Nora Khai <nora.khai@premiumauto.com.sg>; 'Claims' <claims@premiumauto.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Norah,

We refer to the above matter.

In the midst of clear our insured / liability.

Attached here with our insured's sketch plan and statement for your perusal.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Tuesday, 20 February, 2018 2:03 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear All,

Can I have an update on this case please.

Thank you.

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

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From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]

Sent: 17 February, 2018 10:37 AM

To: 'Mei Kwan (LKKAuto)'; 'Claims'

Cc: 'Asher Sng (LKKAuto)'; 'assignments'; 'Admin A'; 'Vic (LKKAuto)'

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Mei Kwan,

Happy Chinese New year.

I am following up on behalf of Tony. Appreciate if you can update us on this case and if there is any new development to this case?

Hope to hear from you soon.

Thank you.

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

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Q5

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: 13 February, 2018 5:32 PM

To: Claims

Cc: Asher Sng (LKKAuto); assignments; Admin A; Vic (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Tony,

Still pending for OI's GIA report and AXA's instruction for direct settlement.

We will send a chaser to AXA.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Tuesday, 13 February, 2018 5:13 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Mei Kwan,

Is there any update for this case?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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

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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, 9 February, 2018 2:06 PM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Jeffrey,

We will check and revert to you.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Friday, 9 February, 2018 12:09 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear all,

Kindly assist in the liability clearance.

Survey was carried out earlier this morning. We hope to hear from you soon.

Many thanks!

Best regards,
Jeffery Tan

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

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

Sent: Wednesday, 7 February, 2018 9:00 PM

To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>

Cc: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear all,

Attached is the estimate for your kind reference.

We will arrange the survey with Adrian on 09/02/2018 @ 10am.

Many thanks!

Best regards,
Jeffery Tan

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From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Tuesday, 6 February, 2018 6:56 PM

To: Claims <claims@premiumauto.com.sg>

Cc: 'Mastura' <mastura@premiumauto.com.sg>; Nora Khai <nora.khai@premiumauto.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: ACCIDENT INVOLVING SLA 8282C AND SFG 2185D ON 03.02.2018 *** LKK REF: CC4/ASM18002409/ea3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending for OI's GIA report and AXA's instruction for direct settlement.**

Please provide us :-

- estimated cost of repair
- GIA report
- evidence to support your claim if any.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

Our respective case handler will look into the matter and revert to you in due course.

Meanwhile, please arrange appointment for TP survey.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Name of Policyholder : TENG YIWEN, JUNE (DING YIWEN)
Period of Insurance : 29 Jan 2018 To 28 Jan 2019
Engine No. : CHZ057775
Chassis No. : WAUZZZ8X5GB058751

Vehicle No. : SLA8282C
Policy No. : 2100450428-02
Endorsement No. :
Issued Date : 21 Dec 2017

ABOUT THE COVER

Make/Model : AUDI A1 SPORTBACK 1.0 TFSI S TRONIC
Engine Capacity/Tonnage : 999.00 CC
Driver Restriction : NA
Sum Insured : Market Value
Off Peak Car : No
First Year of Registration : 2016
Insuring with COE/PARF : Yes

Person or Classes of Persons Entitled to Drive* :

- a) The Policyholder
b) Any other person who is driving on the Policyholder's order or with his/her permission.
This Policy will indemnify the Policyholder or any authorised driver only if he/she meets the specified age condition.

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 23 and/or has less than 2 years' driving experience.

Age Condition : All Age Condition

Limitation as to use* :

Use only for social, domestic and pleasure purposes and for the Policyholder's business. This Policy does not cover use for hire or reward, driving tuition, driving test, racing, pace-making, reliability trial or speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with Motor Trade.

Loss of Use 1800cc - 2000cc Optional

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

EXCESS

Section 1
Fire - \$0 Own Damage - \$600 Theft - \$0 Flood Cover - \$0

Section 2
Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

TENG YIWEN, JUNE (DING YIWEN) - \$600 (Own Damage)

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

1. Audi Customer Service Center Add. 55 Ubi Road 1 Singapore 408699 63662323

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 6200. Alternatively, you may refer to AIG website www.aig.com.sg or AIG SG Mobile App. Simply search and download "AIG SG" from iTunes or Google Play.

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: NA

We hereby certify that the policy to which this Certificate of Insurance relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Cap. 189), Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1959 (Malaysia).

0504125244

PREMIUM LEASING -CN
281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

Manile

AIG Asia Pacific Insurance Pte. Ltd.
AUTHORISED REPRESENTATIVE

BSCSA

REPUBLIC OF SINGAPORE DRIVING LICENCE

License Number: **S8617685H**

Name:
**TENG YIWEN, JUNE
(DING YIWEN)**

Birth Date: **30 Jun 1986**
Issue Date: **20 Mar 2010**



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

	PASS DATE
Class 3A Motor cars without clutch pedals (Auto) =< 3000kg with =< 7 passengers, exclusive of the driver; and other motor vehicles without clutch pedals =< 2500kg	20 Mar 2010

NP 428A

Licence No: S8617685H



◀ **MANDATE REQUEST FOR S8M008GZ**

*AXA
Required*

Type

🔔 Question

Message

Liability: Insured reversed into the parking lot hit TP (TP video uploaded). Spoken to insured and he aware that his NCD is affected and AXA to settle at best. Settlement: Repair Cost : \$5,449.51 (w/GST) Loss of Use: \$150 (3days x \$50) LTA: \$2.00 Total: \$5,601.51 *16.5.18*

Reply



Re:RE: MANDATE REQUEST FOR S8M008GZ

Type

🔗 Question

Message

Hi LKK, please proceed as per the mandate. Thank you.

Reply

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SFG 2185D (Insd veh)	Model:	AUDI A1 SB 1.0 TFSI (PI)
	SLA 8282C (TP veh)		
Date of Accident:	03/02/2018		

Global Sum Settlement	:	[] Yes	[X] No	
Repair Estimate	:	\$	8,215.46	
Final Repair Cost	:	\$	5,449.51	
Loss of Use	:	\$	150.00	3 days at \$50.00 per day
Rental (if any)	:	\$		days
LTA / GIA Search Fee	:	\$	2.00	

Others: : \$

: \$

Final Settlement Sum : \$ 5,601.51

Is Third Party Workshop GIA Registered? [X] YES [] NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability _____ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ ~~No~~ BOLA Scenario No: 24

BOLA Liability: 100 (%) Assessed Liability (*): _____ (%)

** Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.*

Remarks _____

Payment Instruction: Payee's Breakdown		
1)	PREMIUM AUTOMOBILES PTE LTD	: \$ 5,601.51

NUR SHAQILAH BTE ABDOL
WAHAB

18/09/2018
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

Service Request Details

Claim SAM009GZ

Reference
CC4/ASM18002409/Aea3s2  Loss Date

Request Date February 3, 2018
Due Date August 21, 2018

Vendor Name November 30, 2018

Type of Loss LKK AUTO CONSULTANTS PTE LTD (TP)

Services Third Party Vehicle Damage

Pending verification - Direct Settlement

Additional Instructions

Actions

Next Step Finish the work

Complete Work

Work

Document Type

Document Sub Type

Upload Documents

Vehicle Information

Incident Vehicle Registration # SLA8282C

Service Address

Make

TPVD AUDI

Model

...

A1 SB 1.0 TFSI S TRONIC

Primary Contact/Insured

WANG TEK KIOW
NO. 21 TAMAH MERAH KECHIL AVE, D'MANOR,
465638, Singapore

SALLY.TK.WANG@GMAIL.COM

Claim Handler

ANG Richard

richard.angbs@axa.com.sg

Messages Invoices History Documents
Assessment Metrics Notes

DATE UPLOADED

AUTHOR

SUB-TYPE

TYPE

NAME

Service Request Details

Claim S8M008GZ

Act

Reference

CC4/ASM18002409/Aca3s2  Loss Date

Next Step **Finish the work** *Complete Work*

More

February 3, 2018 Request Date
 August 21, 2018 Due Date
 November 30, 2018 Vendor Name

Vehicle Information

Incident Vehicle Registration # SLA8282C
 Make

Service Address

LKK AUTO CONSULTANTS PTE LTD (TP) Type of Loss

Third Party Vehicle Damage Services

TPVD AUDI Model

A1 SB 1.0 TFSI S TRONIC Primary Contact/Insured

Pending verification - Direct Settlement

WANG TEK KIW
 NO. 21 TANAH MERAH KECHIL AVE, D'MANOR,
 465638, Singapore

SALLY.TK.WANG@GMAIL.COM

Additional Instructions

Claim Handler

ANG Richard
 richard_angbs@axa.com.sg

Messages Invoices History Documents
 Assessment Metrics Notes

CREATED USER VERSION DATE ESTIMATED AMOUNT APPROVED AMOUNT STATUS SHARE CLONE

Assessment Details

General & Workshop Details | Vehicle & Driver Details | Vehicle Condition | Taxes & Ratio | Parts & Labour | Miscellaneous | Summary

Vehicle & Driver Details

Vehicle Registration# SLA8282C mmm/dd/yyyy 01/29/2016 2

Registration State SINGAPORE 12485

ASSESSMENT INFORMATION

CATEGORY	POLICY INFORMATION	ASSESSMENT INFORMATION	FNOL INFORMATION	POST SURVEY INFORMATION
Manufacturing Year	2015		Driver Name	JUNE TENG YIWEN, <input type="text"/>
Make	TPVD AUDI	AUDI	Date of Birth	June 30, 1986 <input type="text" value="mmm/dd/yyyy"/>
Model	A1 SB 1.0 TFSI S TRONIC	A1 SB 1.0 TFSI (PI)	Age	32
Type			Occupation	Unknown <input type="text"/>
Type of Paint			Education Qualification	Other <input type="text"/>
Chassis No	WAUZZZ8X5GB058751		Driving Experience	0
Engine No	CHZ057775		Driver License #	<input type="text"/>
Engine Capacity	999 cc			

Assessment Details

Detailed Assessment

Condition of Vehicle at time of survey

Inspection Date *	02/09/2018	General condition	Good
Total Loss	Yes No	Steering (Serviceable)	Yes No
Towing Charges	0	Footbrake (Serviceable)	Yes No
Voluntary Excess	0	Handbrake (Serviceable)	Yes No
Compulsory Excess	0	Engine Modification	Yes No
Young/Inexperienced/Unlicensed Driver Excess	0	Pre-accident condition	Good
Other Excess		Tyre Condition	
Age of Tyres		Spare wheel	
Front Tyre Size	215/45R16	Rear Tyre Size	215/45R16
Front left side	BRIDGESTONE 6mm	Rear left side	BRIDGESTONE 6mm
Front right side	BRIDGESTONE 6mm	Rear right side	BRIDGESTONE 6mm

SERVICE REQUESTS MESSAGES CLAIMS

Assessment Details

General & Workshop Details Vehicle & Driver Details Vehicle Condition Taxes & Ratio Parts & Labour Miscellaneous Summary Parts

Labour

EDIT SR NO SR NO REPAIR/REPLACE (LABOUR)

	EDIT	SR NO	SR NO	REPAIR/REPLACE (LABOUR)	PART NAME	LABOUR R&R	LABOUR REPAIR	PAINT	ACTION (LABOUR)	COMMENT	REMOVE
<input type="checkbox"/>			1		TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHT, HORNS, FOG LAMPS, OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY.	360	0	0	Reviewing		
<input type="checkbox"/>			2		TO DISMANTLE AND RENEW FRONT BUMPER AND RHS HEADLIGHT. RE-ORGANISE FRONT CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	900	0	0	Reviewing		
<input type="checkbox"/>			3		TO RESPRAY FRONT BUMPER AND RHS FRONT FENDER.	600	0	0	Reviewing		
<input type="checkbox"/>			4		TO CARRY OUT DIAGNOSTIC CHECK.	192	0	0	Reviewing		

<< Assessment Details

General & Workshop Details Vehicle & Driver Details Vehicle Condition Taxes & Ratio Parts & Labour Miscellaneous Summary

EDIT	SIR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE
	1	DAYS OF REPAIR	Reviewing		3	
	2	FRONT BUMPER	Reviewing	1336	DEFORMED	
	3	FRONT BUMPER AIR GUIDE GRILLE - RH	Reviewing	0	NOT NECESSARY	
	4	FOAM FILLER PIECE	Reviewing	0	NOT NECESSARY	
	5	FRONT BUMPER SIDE REINFORCEMENT	Reviewing	0	NOT NECESSARY	
	6	HEADLIGHT - RH	Reviewing	1705	CUT	
	7	HEADLIGHT MOUNTING	Reviewing	0	NOT NECESSARY	
	8	HEADLIGHT WASHER LIFT CYLINDER - RH	Reviewing	0	NOT NECESSARY	
	9	SUNDRIES	Reviewing	0	NOT NECESSARY	

SERVICE REQUESTS MESSAGES CLAIMS

<< Assessment Details

General & Workshop Details Vehicle & Driver Details Vehicle Condition Taxes & Ratio Parts & Labour Miscellaneous Summary

Claim Amount \$5,093.00

Claim Amount \$5,093.00

CATEGORY	ESTIMATE	REVISED AMOUNT
Labour	\$2,052.00	\$2,052.00
Miscellaneous	\$3,041.00	\$3,041.00

Submit for Review