

INS. CASE OWNER:

Juane

CC 3 UR AIG 1800 9vhh, A ph3/L

LKR IDAC

Surveyor:

Aeliam

DOI:

ASSIGNMENT
25/05/18
FM.

Date / Time:

21/5/18

Registered in Merimen:

21/5/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLB 40604

Claim No.:

89990905346

Name of Insured:

URP

Policy No.:

00000500

Insured Tel No.:

HP:

Make / Model:

Honda

Excess Sec II :SS

D.O.A.:

20/5/18

Place of Accident:

Yishun MRT Pick up point

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Un Guo Wang

OI GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: %

Final ? Yes / No

sq 96942



INSRS:
WSP:
Tel:
Liability:
RMKS:

premium



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date / Time		STAGE	DATE / PIC
21/5/18	sq 96942 - verify DOA	Non-Reporting ltr (1st):	
		Non-Reporting ltr (2nd):	
		Non-Reporting ltr (Final):	
		Notification ltr (if non-pickup):	
28/5/18	Re'd OI amended GIA.	Call OI:	21/5/18
28/5/18	Sent letter to OI Email to TP: Dr.	After call ltr to OI:	
30/5/18	Confirm with Mattie: Only 1 charge.	Documentation Check List:	Handler Typist
31/5/18	File to Shu Pei to close	Notification ltr (if non-pickup):	<input checked="" type="checkbox"/>
		After call ltr to OI:	<input checked="" type="checkbox"/>
		Authorisation To Act:	<input checked="" type="checkbox"/>
		Release Voucher:	<input checked="" type="checkbox"/>
		Final Repair Bill:	<input checked="" type="checkbox"/>
		Car Rental Invoice:	<input checked="" type="checkbox"/>
		Towing Invoice:	<input checked="" type="checkbox"/>
		LTA / GIA:	<input checked="" type="checkbox"/>
		Medical Bill:	<input type="checkbox"/>
		PIR:	<input type="checkbox"/>
		Mandate/Reject Instruction:	<input type="checkbox"/>
		LOD:	<input type="checkbox"/>
		Payment Breakdown Form:	<input type="checkbox"/>
		Post-Repair Photos:	<input type="checkbox"/>
		Others:	<input type="checkbox"/>

PRELIMINARY ADVICE	Date/Time:	Sent By:	
FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	SS	days) Reduction:	% Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time:	Confirm with:	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.:	N/A (Unreversed)
Repair Cost:	SS 3122.30		
Loss of Rental (LOR):	SS	(days)	
Loss of Use (LOU):	SS 360.00	(5 60 x 6 days)	
Loss of Income (LOI):	SS	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search:	SS 7.45		
Medical:	SS		
Disbursement:	SS	(e.g. Tow/Independent)	
Legal Cost:	SS		
Total:	SS 3489.75	Global Sum SS:	
FINAL PAYMENT	Date/Time:	Confirm with:	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	SS 3489.75	Name 1:	Premium Automobiles Pte Ltd
Payee 2: (Strike if N.A.)	SS	Name 2:	
Payee 3: (Strike if N.A.)	SS	Name 3:	

COPY SENT

1) Claim status: Normal/Reject/Private Settle
2) Report Format: H
3) Survey fee: H 320.00

ASS. REC. BY: Adrian King

REF:

G234 / App3

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: 04 hrs days Res.: Yes or No

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

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SCJ9699L Yr Regn: 2014, Nov

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

Truck / Trailer or

Make: Audi A3 Sedan c.c 1395

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

Sp. Reading: 48651 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WAUZZ28V2E1025367

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 205/55R16

R: 205/55R16

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

TOYO / YOKO or

Continental

Front

Rear

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

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

D.O.A. _____ D.O.I. 25/05/18

Survey held at Premium

Des. of Damages: Frnt / 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 ALG.
	PIP \$ 2918.04 (Red \$ 6354.96/69%).

Date/Time, File Pass to? : Preli. Report

1) : Final Report

Date/Time, File Return to?

2) _____

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee:	
Transportation:	
_____ \$ + RS _____ \$	
Photos	
Others	
TOTAL	

- Add Fee:
- : Site Insp (\$ _____)
 - : Interview (\$ _____)
 - : Tech. Invs (\$ _____)
 - : Weekend (\$ _____)

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



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

AIG ASIA PACIFIC INSURANCE PTE LTD

Ref : CC3/LCR18009233/pb3

78 SHENTON WAY #08-16
CHARTIS BUILDINGS SINGAPORE 079120

Date : 21-05-2018



Code : LCR

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLE 4060G	Veh. Inspected	SCJ 9699L
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	21/05/2018

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	20/05/2018	Inspection Date	
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.

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/0589/2018/GW
Date : 21-May-18

Vehicle not in workshop. Kindly arrange for survey.

Your insured vehicle : SLE 4060 G

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way
#07-16 AIG Building
Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms. Ng Yoke Chun Irene
Address : 10 Newton Road
#13-01
Singapore 307947
Telephone : HP +65 92959462
Type of Claim : Third Party Claims
Policy No. : 2100393126-03
Vehicle No : **SCJ 9699 L**
Model Code : Audi A3 SEDAN 1.4 TFSI
Model / Year : Nov-14
Engine No : CXS 072215
Chassis No : WAUZZZ8V2E1025367
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 20-May-18
Place of Accident : DROP OFF/ TAXI BAY AT YISHUN MRT ALONG YISHUN AVE 2

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SCJ 9699 L.

S/n	Nature of Jobs	Estimated Charges
1	To remove and transfer front wire harness for headlights, horns, fog lamps, outside temperature sensor and headlight washer assy.	S/N \$ 360.00 ✓
2	To dismantle and renew front bumper and bonnet. Re-organise front crash management components. Reinstall all parts removed.	\$ 1,800.00 950 ✓
3	To respray front bumper and bonnet.	\$ 1,500.00 1100 ✓
5	To carry out diagnostic checks.	S/N \$ 192.00 ✓ ✓
TOTAL LABOUR CHARGES		: \$ <u>3,852.00</u>

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SCJ 9699 L.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	FRONT BUMPER <i>Repair</i>	\$ 1,739.00	X
2	RADIATOR GRILLE <i>Coated</i>	\$ ✓ 573.00	✓ 428.00
3	RADIATOR GRILLE COVER <i>Not Nec</i>	\$ X 86.00	X
4	BONNET <i>Repair</i>	\$ X 2,755.00	X
5	EDGE PROTECTION <i>new</i>	\$ - 24.00	- 18.98
6	SIGN 'CUATION ' <i>2 new</i>	\$ - 12.00	- 9.38
7	STICKER AIR CONDITIONER	\$ - 7.00	- 4.88
8	FRONT NO. PLATE <i>new</i>	S/N \$ - 25.00	- 25.00
8	SUNDRIES <i>Not Nec.</i>	\$ X 200.00	X
TOTAL SPARE PARTS CHARGES		: \$ 5,421.00	
TOTAL LABOUR CHARGES		: \$ 3,852.00	
GRAND TOTAL		: \$ 9,273.00	

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 King
Surveyed Date : 25/05/18
Authorised Date :
Excess Cost :
Liability :
Remarks : Noe Authorise & , 04 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 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

Telefax

Estimated Labour Charges for Accident Vehicle SCJ 9699 L.

S/n	Nature of Jobs	Estimated Charges	
1	To remove and transfer front wire harness for headlights, horns, fog lamps, outside temperature sensor and headlight washer assy.	S/N \$ 360.00	\$ 360.00 ✓
2	To dismantle and renew front bumper and bonnet. Re-organise front crash management components. Reinstall all parts removed.	\$ 1,800.00	\$ 750.00 ✓
3	To respray front bumper and bonnet.	\$ 1,500.00	\$ 1,100.00 ✓
5	To carry out diagnostic checks.	S/N \$ 192.00	\$ 192.00 ✓
TOTAL LABOUR CHARGES		: \$ 3,852.00	\$ 2,402.00

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SCJ 9699 L.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	FRONT BUMPER	\$ 1,739.00	
2	RADIATOR GRILLE	\$ 573.00	\$ 458.00
3	RADIATOR GRILLE COVER	\$ 86.00	
4	BONNET	\$ 2,755.00	
5	EDGE PROTECTION	\$ 24.00	\$ 18.88
6	SIGN 'CUATION'	\$ 12.00	\$ 9.28
7	STICKER AIR CONDITIONER	\$ 7.00	\$ 4.88
8	FRONT NO. PLATE	S/N \$ 25.00	\$ 25.00
8	SUNDRIES	\$ 200.00	
TOTAL SPARE PARTS CHARGES		\$ 5,421.00	\$ 516.04
TOTAL LABOUR CHARGES		\$ 3,852.00	\$ 2,402.00
GRAND TOTAL		\$ 9,273.00	\$ 2,918.04

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

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/0589/2018/GW
Date : 21-May-18

Vehicle not in workshop. Kindly arrange for survey.

Your insured vehicle : SLE 4060 G

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Hi Adrian

4 days of repairs exclude 1 PH

1 Sunday - jb - 4 July 18

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms. Ng Yoke Chun Irene
Address : 10 Newton Road
#13-01
Singapore 307947
Telephone : HP +65 92959462
Type of Claim : Third Party Claims
Policy No. : 2100393126-03
Vehicle No : **SCJ 9699 L**
Model Code : Audi A3 SEDAN 1.4 TFSI
Model / Year : Nov-14
Engine No : CXS 072215
Chassis No : WAUZZZ8V2E1025367
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 20-May-18
Place of Accident : DROP OFF/ TAXI BAY AT YISHUN MRT ALONG YISHUN AVE 2

Hsiao Tong (LKKAuto)

From: Boo seng yak <boojohnny@gmail.com>
Sent: Wednesday, 4 July 2018 6:26 PM
To: Adrian Ling (LKKAuto); CS A Team; Admin A; Carrine Leong; jiyee.yap@premiumauto.com.sg; Chang Chee Sing
Subject: FINAL REVISION - SCJ9699L - TP AIG - SURVEYED 25 MAY 18
Attachments: PA05892018 - SCJ 9699 L - Audi A3 Sedan 1.4 TFSI - FRONT (AIG).xls

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of repairs - \$2918.04 @ 4 days exclude 1 Public Holiday and 1 Sunday.

Your early closure is well appreciated.

Best regards - jb

Hsiao Tong (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 24 May 2018 8:54 AM
To: Hsiao Tong (LKKAuto); tohkin@lkkauto.com
Cc: Admin A; 'Claims'
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3
Attachments: WhatsApp Video 2018-05-21 at 11.38.12 AM.MP4

Dear Toh Kin,

As spoken earlier,

DOA for above mention case is on 20/5/2018.

I had also included video footage of accident in this email for your kind reference.

Many Thanks !

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No. 299022719)

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, 23 May 2018 8:27 AM

To: Claims Dept

Cc: 'Mastura'; Admin A

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Without Prejudice

Hi,

We refer to the above matter.

We noted that your client reported that the DOA was on 20/05/2018@00:45hrs. However our insured reported that the DOA was on 21/05/2018@00:55hrs.

Kindly assist to confirm with your client on the actual DOA and let us have a copy your client's video footage for our necessary action.

ACCIDENT STATEMENT	
Date Of Report	21/05/2018 12:29
Date Of Accident	21/05/2018 00:55
Exact Location Of Accident	YISHUN MRT PICK UP POINT
Country/State of Loss	SINGAPORE
DETAILS OF OWN VEHICLE	
Vehicle Registration Number	SLE4060G
Insured/Policyholder	
Name Of Registered Owner	LCRF PTE LTD
Co-Reg No	20162497K
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	Office:69944919
Vehicle Particulars	
Manufacturer	HONDA
Model	VEZEL
Exact Purpose for which vehicle was being used at time of accident	HIRER
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	REPORTING ONLY
Vehicle Category	PRIVATE CAR

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 22 May 2018 9:27 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: 'Mastura' <mastura@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Good morning all,

Here is the attachment of estimate for your kind reference.

Thank you.

Best Regards,
Phua
Claims Advisor

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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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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 21 May 2018 8:15 PM

To: Claims

Cc: 'Mastura'; Admin A; Hsiao Tong (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Dear Mastura,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Monday, 21 May 2018 3:45 PM

To: Admin A <admin-a@lkkauto.com>; claims@premiumauto.com.sg

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

Subject: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018

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.

TP is insured with **AIG**. Video has been upload in Merimen.

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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 28 May 2018 12:46 PM
To: 'pila.vermogenace@gmail.com'
Subject: <Request for Amended GIA Report> : Your Ref: SLE 4060G *Our Ref: CC3/LCR18009233/pb3 [ACCIDENT INVOLVING SLE 4060G(LCRF) & SCJ 9699L ON 20/05/2018@0045HRS]
Attachments: SCJ 9699L vs SLE 4060G - TP VIDEO.MP4

Your Ref: **SLE 4060G**
Our Ref: CC3/LCR18009233/pb3

Dear Pila,

ACCIDENT INVOLVING SLE 4060G(LCRF) & SCJ 9699L ON 20/05/2018@0045HRS

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

Please be informed that the date of accident should be **20/05/2018** instead of 21/05/2018. Attached here with a copy of third party car video footage for your easy reference.

Kindly assist to amend it and send a copy of the amended GIA report to us for our necessary action.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 28 May 2018 12:50 PM
To: 'Claims Dept'
Cc: Admin A; Poh Kin (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Without Prejudice

Hi Grant,

Thank you for your email.

We are pending for our insured amended GA report.

We will get back to you asap.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Friday, 25 May 2018 11:40 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; tohkin@lkkauto.com

Cc: Admin A <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Hi,

Car surveyed today.

Please advice for liability clearance.

Best Regards,

Grant Chong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No: 200902729K)

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: Thursday, 24 May 2018 8:54 AM

To: 'Hsiao Tong (LKKAuto)'; tohkin@lkkauto.com

Cc: 'Admin A'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Dear Toh Kin,

As spoken earlier,

DOA for above mention case is on 20/5/2018.

I had also included video footage of accident in this email for your kind reference.

Many Thanks !

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No: 199602219W)

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

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

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, 23 May 2018 8:27 AM

To: Claims Dept

Cc: 'Mastura'; Admin A

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Without Prejudice

Hi,

We refer to the above matter.

We noted that your client reported that the DOA was on 20/05/2018@00:45hrs. However our insured reported that the DOA was on 21/05/2018@00:55hrs.

Kindly assist to confirm with your client on the actual DOA and let us have a copy your client's video footage for our necessary action.

ACCIDENT STATEMENT	
Date Of Report	21/05/2018 12:29
Date Of Accident	21/05/2018 00:55
Exact Location Of Accident	YISHUN MRT PICK UP POINT
Country/State of Loss	SINGAPORE
DETAILS OF OWN VEHICLE	
Vehicle Registration Number	SLE4060G
Insured/Policyholder	
Name Of Registered Owner	LCRF PTE LTD
Co Reg No	201624597K
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	Office:66944019
Vehicle Particulars	
Manufacturer	HONDA
Model	VEZEL
Exact Purpose for which vehicle was being used at time of accident	HIRER
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	REPORTING ONLY
Vehicle Category	PRIVATE CAR

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 22 May 2018 9:27 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: 'Mastura' <mastura@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Good morning all,

Here is the attachment of estimate for your kind reference.'

Thank you.

Best Regards,

Phua

Claims Advisor

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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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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 21 May 2018 8:15 PM

To: Claims

Cc: 'Mastura'; Admin A; Hsiao Tong (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Dear Mastura,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Monday, 21 May 2018 3:45 PM

To: Admin A <admin-a@lkkauto.com>; claims@premiumauto.com.sg

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

Subject: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018

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.

TP is insured with **AIG**. Video has been upload in Merimen.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No: 199802271W)

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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Hsiao Tong (LKKAuto)

From: pila@vermogen-group.com
Sent: Monday, 28 May 2018 12:50 PM
To: Hsiao Tong (LKKAuto)
Cc: 'Edmond Lim'; yira@vermogen-group.com
Subject: RE: <Request for Amended GIA Report> : Your Ref: SLE 4060G *Our Ref: CC3/LCR18009233/pb3 [ACCIDENT INVOLVING SLE 4060G(LCRF) & SCJ 9699L ON 20/05/2018@0045HRS]
Attachments: SLE4060G.PDF

Hi Hsiao Tong,

Here attach with the amend GIA.

Beside Yira,

Please take note, I have done the amend for you already.

Thanks & regards,
Pila

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, May 28, 2018 12:46 PM
To: pila.vermogenace@gmail.com
Subject: <Request for Amended GIA Report> : Your Ref: SLE 4060G *Our Ref: CC3/LCR18009233/pb3 [ACCIDENT INVOLVING SLE 4060G(LCRF) & SCJ 9699L ON 20/05/2018@0045HRS]

Your Ref: **SLE 4060G**
Our Ref: CC3/LCR18009233/pb3

Dear Pila,

ACCIDENT INVOLVING SLE 4060G(LCRF) & SCJ 9699L ON 20/05/2018@0045HRS

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

Please be informed that the date of accident should be **20/05/2018** instead of 21/05/2018. Attached here with a copy of third party car video footage for your easy reference.

Kindly assist to amend it and send a copy of the amended GIA report to us for our necessary action.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 28 May 2018 2:12 PM
To: 'Claims Dept'
Cc: Admin A; Poh Kin (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Without Prejudice

Hi Sirs,

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 be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Monday, 28 May 2018 12:50 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Without Prejudice

Hi Grant,

Thank you for your email.

We are pending for our insured amended GA report.

We will get back to you asap.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Friday, 25 May 2018 11:40 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; tohkin@lkkauto.com

Cc: Admin A <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Hi,

Car surveyed today.

Please advice for liability clearance.

Best Regards,

Grant Chong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 1999022719W)

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

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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: Claims [mailto:claims@premiumauto.com.sg]

Sent: Thursday, 24 May 2018 8:54 AM

To: 'Hsiao Tong (LKKAuto)'; tohkin@lkkauto.com

Cc: 'Admin A'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Dear Toh Kin,

As spoken earlier,

DOA for above mention case is on 20/5/2018.

I had also included video footage of accident in this email for your kind reference.

Many Thanks !

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199602272W)

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



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, 23 May 2018 8:27 AM

To: Claims Dept

Cc: 'Mastura'; Admin A

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Without Prejudice

Hi,

We refer to the above matter.

We noted that your client reported that the DOA was on 20/05/2018@00:45hrs. However our insured reported that the DOA was on 21/05/2018@00:55hrs.

Kindly assist to confirm with your client on the actual DOA and let us have a copy your client's video footage for our necessary action.

ACCIDENT STATEMENT	
Date Of Report	21/05/2018 12:29
Date Of Accident	21/05/2018 00:55
Exact Location Of Accident	YISHUN MRT PICK UP POINT
Country/State of Loss	SINGAPORE
DETAILS OF OWN VEHICLE	
Vehicle Registration Number	SLE4060G
Insured/Policyholder	
Name Of Registered Owner	LCHR PTE LTD
Co-Reg No	201624597K
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	Office-66944919
Vehicle Particulars	
Manufacturer	HONDA
Model	VEZEL
Exact Purpose for which vehicle was being used at time of accident	HIRE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	REPORTING ONLY
Vehicle Category	PRIVATE CAR

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In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 22 May 2018 9:27 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: 'Mastura' <mastura@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Good morning all,

Here is the attachment of estimate for your kind reference.'

Thank you.

Best Regards,
Phua
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408599

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

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

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 21 May 2018 8:15 PM

To: Claims

Cc: 'Mastura'; Admin A; Hsiao Tong (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Dear Mastura,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Monday, 21 May 2018 3:45 PM

To: Admin A <admin-a@lkkauto.com>; claims@premiumauto.com.sg

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

Subject: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018

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.

TP is insured with **AIG**. Video has been upload in Merimen.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199802271W)

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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Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: CC3/LCR18009233/Apb3

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0589/2018/MAS

24 Nov 2018

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

Dear Sir,

RE: INSURANCE CLAIM FOR SCJ 9699 L, Audi A3 Sedan 1.4 TFSI

With reference to the above-mentioned vehicle, no. **SCJ 9699 L**, claimant, **Ms. Ng Yoke Chun Irene**, please find the related document as per attached.

1. A copy of the Original invoice no. 85013153 – S\$3,122.30
2. A copy of Authorization to Act duly signed by client
3. A copy of the Release Voucher attached
4. A copy of Breakdown of Payment attached
5. Loss of Use – S\$480.00 (S\$60.00 x 6 working days + 1 PH + 1 Sunday)
6. LTA Search Fee – S\$7.45

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

Encls

AIG – SCJ 9699 L

total pages

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

BREAKDOWN OF PAYMENT

Vehicle No: SCJ 9699L

Accident on 20/05/2018 at Drop/off Taxi bay at YISHUN MRT along YISHUN Ave 2

Involving vehicle/s SLE 4060 G

1) Repair cost \$ 3,122.30 Payable to: Premium Automobiles Pte Ltd

2) GIA/LTA search fee \$ 7.45 Payable to: Premium Automobiles Pte Ltd

3) Loss of Use or Rental Car \$ 480.00 Payable to: NG YOKE CHUN IRENE

4) Medical fees \$ _____ Payable to: _____

5) Others \$ _____ Payable to: _____



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : NG YOKE CHUN IRENE
Period of Insurance : 25 Nov 2017 To 24 Nov 2018
Engine No. : CXS072215
Chassis No. : WAUZZZ8V2E1025367

Vehicle No. : SCJ9699L
Policy No. : 2100393126-03
Endorsement No. :
Issued Date : 26 Oct 2017

ABOUT THE COVER

Make/Model : AUDI A3 SEDAN 1.4 TFSI (AMBIENTE)
Engine Capacity/Tonnage : 1,395.00 CC
Driver Restriction : NA
Sum Insured : Market Value
Off Peak Car : No
First Year of Registration : 2014
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 25 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

* 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)

NG YOKE CHUN IRENE - \$600 (Own Damage)

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

1. Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 408099 63662323

For other Approved Reporting Centres/Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 6270. Alternatively, you may refer to AIG website www.aig.com.sg or AIG 5G Mobile App. Simply search and download "AIG 5G" from iTunes or Google Play.

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: DBS BANK LTD

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).

0504125207

PREMIUM LEASING - SLEE

281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE

SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORISED REPRESENTATIVE

95C528

Hsiao Tong (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 30 January 2019 8:56 AM
To: Hsiao Tong (LKKAUTO); 'Mastura'; 'Claims'
Cc: Admin A; Poh Kin (LKKAUTO)
Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/Apb3

Importance: High

Dear Claims team,

Apologies for the delay.

We accept your total offer: **\$3,489.75**

Please proceed.

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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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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, 25 January 2019 9:38 AM
To: Mastura <mastura@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAUTO) <pohkin@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 17 January 2019 10:26 AM

To: 'Mastura' <mastura@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly confirm acceptance.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Sunday, 6 January 2019 10:03 AM

To: 'Mastura' <mastura@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to our below email.

Kindly confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Saturday, 15 December 2018 11:15 AM

To: 'Mastura' <mastura@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/Apb3

Without Prejudice

Hi Mastura,

Kindly refer to the below email which is self-explanatory. Surveyor recommended 4 repair days which is acceptable by your good office.

Reply Reply All Forward

Wed 4/7/2018 6:26 PM

BS Boo seng yak <boojohnny@gmail.com>
FINAL REVISION - SCJ9699L - TP AIG - SURVEYED 25 MAY 18

To Adrian Ling (LKKAuto); CS A Team; Admin A; Carrine Leong; jayee.yap@premiumauto.com.sg; Chang Chee Sing

 PADS892018 - SCJ 9699 L - Audi A3 Sedan 1.4 TFSI - FRONT (AIG).xls
100 KB

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of repairs - \$2918.04 @ 4 days exclude 1 Public Holiday and 1 Sunday.

Your early closure is well appreciated.

Best regards - jb

Kindly re-consider our offer as follows:-

1. Cost of Repair (w/GST)	\$ 3,122.30
2. Loss of Use (6days x \$60.00)**	\$ 360.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	<u>\$ 3,489.75</u>

Thank you.

*Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Mastura <mastura@premiumauto.com.sg>

Sent: Friday, 14 December 2018 2:58 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/Apb3

Importance: High

Dear Hsiao Tong,

Thank you for your email.

We are unable to accept the number of days which you have offered.

Vehicle was in repair from 13/06/2018 till 20/06/2018, which interface of 6 working days, 1 PH and 1 Sunday. Total of 8 Days.

Please let us have your revised offer.

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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 14 December 2018 1:50 PM

To: Mastura <mastura@premiumauto.com.sg>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/Apb3

Without Prejudice

Dear Sirs/Mdm,

We refer to your LOD dated 24 Nov 2018.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,122.30
2. Loss of Use (6days x \$60.00)**	\$ 360.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	\$ 3,489.75

****Note: Surveyor recommended 4 repair days.**

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Mastura <mastura@premiumauto.com.sg>

Sent: Saturday, 24 November 2018 2:08 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: LOD - ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Dear Claims team,

Above attachment is for your perusal. We will be pass the LOD to Adrian by hand shortly.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 189902271W)

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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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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 28 May 2018 2:12 PM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Without Prejudice

Hi Sirs,

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 be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)
Sent: Monday, 28 May 2018 12:50 PM
To: 'Claims Dept' <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Without Prejudice

Hi Grant,

Thank you for your email.

We are pending for our insured amended GA report.

We will get back to you asap.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 25 May 2018 11:40 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; tohkin@lkkauto.com
Cc: Admin A <admin-a@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Hi,

Car surveyed today.

Please advice for liability clearance.

Best Regards,

Grant Chong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 109903273W)

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: Thursday, 24 May 2018 8:54 AM

To: 'Hsiao Tong (LKKAuto)'; tohkin@lkkauto.com

Cc: 'Admin A'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Dear Toh Kin,

As spoken earlier,

DOA for above mention case is on 20/5/2018.

I had also included video footage of accident in this email for your kind reference.

Many Thanks !

Best Regards,

Kee Siang

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 1999022371W)

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, 23 May 2018 8:27 AM

To: Claims Dept

Cc: 'Mastura'; Admin A

Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK
REF:CC3/LCR18009233/pb3

Without Prejudice

Hi,

We refer to the above matter.

We noted that your client reported that the DOA was on 20/05/2018@00:45hrs. However our insured reported that the DOA was on 21/05/2018@00:55hrs.

Kindly assist to confirm with your client on the actual DOA and let us have a copy your client's video footage for our necessary action.

ACCIDENT STATEMENT	
Date Of Report	21/05/2018 12:29
Date Of Accident	21/05/2018 00:55
Exact Location Of Accident	YISHUN MRT PICK UP POINT
Country/State of Loss	SINGAPORE
DETAILS OF OWN VEHICLE	
Vehicle Registration Number	SLE4060G
Insured/Policyholder	
Name Of Registered Owner	LCRF PTE LTD
Co Reg No	201624597K
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	Office-66944919
Vehicle Particulars	
Manufacturer	HONDA
Model	VEZEL
Exact Purpose for which vehicle was being used at time of accident	HIRER
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	REPORTING ONLY
Vehicle Category	PRIVATE CAR

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 22 May 2018 9:27 AM
To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Cc: 'Mastura' <mastura@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Good morning all,

Here is the attachment of estimate for your kind reference.'

Thank you.

Best Regards,
Phua
Claims Advisor

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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 21 May 2018 8:15 PM
To: Claims
Cc: 'Mastura'; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018 ***LKK REF:CC3/LCR18009233/pb3

Dear Mastura,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Monday, 21 May 2018 3:45 PM

To: Admin A <admin-a@lkkauto.com>; claims@premiumauto.com.sg

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

Subject: ACCIDENT INVOLVING SCJ 9699 L AND YOUR INSURED SLE4060G DATED ON 20/05/2018

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.

TP is insured with **AIG**. Video has been upload in Merimen.

Thank you.

Best Regards,

Mastura

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199802271W)

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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REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number: **S8237727A**



Name: **TAN WEI WEN, JONATHAN
(CHEN WEIWEN, JONATHAN)**

Birth Date: **28 Nov 1982**
Issue Date: **15 Jan 2010**

001021949A



REPUBLIC OF SINGAPORE

IDENTITY CARD NO. **S8237727A**



Name: **TAN WEI WEN, JONATHAN
(CHEN WEIWEN, JONATHAN)**
陈伟文

Race: **CHINESE**
Date of Birth: **28-11-1982** Sex: **M**
Country of Birth: **SINGAPORE**



REPUBLIC OF SINGAPORE

IDENTITY CARD NO. **S0085036E**



Name: **NG YOKE CHUN IRENE**

Race: **CHINESE**
Date of Birth: **27-08-1950** Sex: **F**
Country of Birth: **SINGAPORE**



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

CLASS DATE

Class 3 Motor Cars <= 3000kg with <= 7 passengers, exclusive of the driver; and other motor vehicles <= 2500kg 22 Nov 2005

NP 428A

Licence No: **S8237727A**



4912791



NRIC No: **S8237727A**



Date of Issue: **11-12-2012**

Address: **APT BLK 6 TOH YI DRIVE #12-243
SINGAPORE 590008**

NRIC No: **S8237727A** Date: **17/08/2017**

1809316



NRIC No: **S0085036E**



Blood Group: **O+** Date of Issue: **20-03-1994**

**10 NEWTON ROAD #13-01
GLOUCESTER MANSIONS SINGAPORE 307947**

S0085036E 23/01/2014

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 28 May 2018 1:56 PM
To: insurance@lioncityrentals.com.sg; 'Eileen, May Hwee Yap'
Subject: ACCIDENT INVOLVING SLE 4060G(AIG) & SCJ 9699L ON 20/05/2018@0045HRS
Attachments: SCJ 9699L vs SLE 4060G - TP VIDEO.MP4

Your Ref: **SLE 4060G**
Our Ref: CC3/LCR18009233/pb3

Dear Pila,

ACCIDENT INVOLVING SLE 4060G(AIG) & SCJ 9699L ON 20/05/2018@0045HRS

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

We have received a claim from SCJ 9699L against your insurance policy.

We attached here with a copy of video footage submitted by third party for your easy reference. We are of the opinion that liability is not in our driver's favour as he reversed and hit onto third party vehicle. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

AUTHORISATION TO ACT
(AIG Express Third Party Claim)

I, NG YOKE CHUN IRENE (the third party claimant) of APT BLK 6 TOH YI DRIVE
#12-253 SINGAPORE 590006 (address), owner of SCJ 9699 L (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. SCJ 9699 L that was damaged pursuant to the accident which occurred on 20/5/2018
(date) along DROP/OFF TAXI BAY AT YISHUN MRT ALONG YISHUN AVE 2 (location) involving vehicle no/s
SLE 4060 G ("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 20 (day) of June (month) 2018 (year)



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



Signed by "the workshop"
(with chop)

RELEASE VOUCHER
(AIG 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\$3122.30 (Repair Cost), S\$360.00 (Loss of rental/use), S\$7.45 (Disbursement), for vehicle no. SCJ 9699L that was damaged pursuant to the accident which occurred on 20/5/18 (date) along drop off taxi bay at Yuhun MRT Along Yuhun Ave 2 (location) involving vehicle no/s SLE 40684. This is pursuant to the inspection conducted on 25/5/18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner NG YOKE CHUN IRENE ("the third party claimant") of vehicle no. SCJ 9699L 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 SCJ 9699L (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 30 (day) of Jan (month) 2019 (year)

WJP 

Signed by appointed surveyor

 

Signed by "the workshop" (with chop)



Premium Automobiles Pte Ltd

Audi Centre Singapore
281 Alexandra Road
Singapore 159988
Main Telephone: 4326 2221
Fax: 4326 1021

Alexandra Service Centre
281 Alexandra Road
Singapore 159999
Telephone: 4388 2222
Telex: 6475 1023

Ubi Service Centre
77 Ubi Avenue 1
Singapore 408733
Company Reg. No. 199902271W
GST Reg. No. 199902271W

Customer Service
Overseas Appointment
24-hour Breakdown Service
Email: customer.care@premiumauto.com.sg
4388 1221
4326 1221

INS TAX INVOICE

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120-079120	Invoice: 85813153 Date: 19/11/2018 Order: SCJ9699L Tera: 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
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Regn No.: SCJ9699L (V 22957) Regn Date: 25/11/2014 Mileage: 49292 WIP No.: 10867
Model: A3 SEDAN 1.4 TFSI (AMBIENTE) 8 Chassis: WAUZZZ8VZE1025367 Engine: CXS 072215 Dept: U
USB No.:
You have been assisted by :- UB-Jiayee (11)

	Details	Qty	Unit Price	Amount
5	SUBLET M: TO SUPPLY VEHICLE NUMBER PLATE	25.00	1.00	25.00
5	BODYWORK M: TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS, HORNS, FOG LAMPS, OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	360.00	1.00	360.00
5	BODYWORK M: TO DISMANTLE AND REPAIR FRONT BUMPER AND BONNET, REORGANISE FRONT CRASH MANAGEMENT COMPONENTS, REINSTALL ALL PARTS REMOVED	750.00	1.00	750.00
5	BODYWORK M: TO RESPRAY FRONT BUMPER AND BONNET	1100.00	1.00	1,100.00
5	BODYWORK M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	ABV5853651 10P GRILLE Less 820%	1.00	572.50	458.00
X	ABV08231268 EDGING Less 820%	1.00	23.60	18.88
X	ABK0018520A PLATE Less 820%	1.00	11.60	9.28
X	ABV0018515A STICKER Less 820%	1.00	6.10	4.88

Parts	491.04	Sub-Total	2,918.04
Labour	0.00	7% GST	204.26
Sublet	2,427.00	Grand Total	3,122.30
Menus	0.00		
Lubricant	0.00		



Received by _____ For & on behalf of Premium Automobiles Pte Ltd

Customer

[> Back to OneMotoring](#)

Land Transport Authority
 10 Sin Ming Drive
 Singapore 575701
 GST Registration No. : M4-0006529-2

Print Date/Time : 21 May 2018 / 11:23:41

Receipt Date/Time : 21 May 2018 / 11:23:41

Tax Invoice/Receipt

Receipt No. : ITNET-00000-180521-000752

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SLE4060G As at 20 May 2018/12:45:00 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - SLE4060G Enquiry Fee 20180521112222403298	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	xxxxxxxxxxxx0806	Credit Card: Visa/MasterCard		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

[Print Receipt](#)[OK](#)[Save as PDF](#)

...CLAIM SUBFOLDER...(Pending for Survey Report)

Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	21 May 2018 Edit Reg		25 May 2018 00:00 Edit Adj Rpt	S\$2,918.04 Edit Estimates	S\$2,918.04 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LCRF Pte Ltd, Co. Reg. No.: NA								
Main Claimant:	NG YOKE CHUN IRENE, ID: S0085036E								
Vehicle Reg. No.:	SCJ9699L	Date of Loss:	20/05/2018 00:00 - :59 [41 Months and 25 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 8999090534SG	Policy/Cover Note No.:	0999994814 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLE4060G	Policy No. (Claimant):	2100393126-03						
		Excess:							
Repairer:	Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Boyogan, Joane] Joane.Boyogan@aig.com								
Claimant's Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 31/05/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• AIG_SG (22/05/2018): Conflicting DOA									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SCJ9699L (8999090534SG)
[SLE4060G]
TP
NG YOKE CHUN IRENE
May 20 2018 12:00AM
[LCRF Pte Ltd]
Premium Automobiles Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser <input type="checkbox"/>	
Letters/Correspondences			1 per page <input type="checkbox"/> <input checked="" type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	(Draft)	Third Party Express Settlement - Payment Breakdown	Edit	<input type="checkbox"/>
Photos/Images			3 per page <input type="checkbox"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
2	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
3	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
4	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
5	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
6	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
7	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
8	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
9	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
10	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
11	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
12	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
13	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
14	05/11/18 14:02	General View	Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page <input type="checkbox"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	21/05/18 20:02	TP ESTIMATE	Load PDF	<input type="checkbox"/>
2	21/05/18 20:02	TP GIA REPORT	Load PDF	<input type="checkbox"/>
3	28/05/18 12:55	OI AMENDED GIA	Load PDF	<input type="checkbox"/>
4	30/05/18 09:13	TP ESTIMATE- MARKED	Load PDF	<input type="checkbox"/>
5	01/02/19 09:17	WORKSHOP INVOICE	Load PDF	<input type="checkbox"/>
6	01/02/19 09:17	AUTHORISATION TO ACT FORM	Load PDF	<input type="checkbox"/>
7	01/02/19 09:17	Release Voucher	Load PDF	<input type="checkbox"/>
8	01/02/19 09:17	LTA SEARCH	Load PDF	<input type="checkbox"/>
9	01/02/19 09:17	LETTER TO OI	Load PDF	<input type="checkbox"/>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	22/05/18 09:55	OI GIA REPORT	Load PDF	<input type="checkbox"/>

Documents Checklist

DOCUMENTS CHECKLIST	Reset Save Print
There are no document checklists configured.	

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: Handling Insurer

Note: Remarks are private unless you show it to other parties.

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

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

Vehicle No:	SLE4060G (Insd veh)	Model:	AUDI A3 1.4 SEDAN TFSI (AMBIENTE) (A)
	SCJ9699L (TP veh)		
Date of Accident:	20/05/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
Repair Estimate	: \$			9,922.11	
Final Repair Cost	: \$			3,122.30	
Loss of Use	: \$			360.00	6.00 days at \$60.00 per day
Rental (if any)	: \$			0.00	days
LTA / GIA Search Fee	: \$			7.45	
Others:	: \$			0.00	
	: \$				
Final Settlement Sum	: \$			3,489.75	
Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)					
A) For Non GIA Registered Workshop: Agreed Liability _____ (%)					
B) For GIA Registered Workshop: BOLA Applicable: Yes / No BOLA Scenario No: _____					
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	: \$	3,489.75
2)		: \$	
3)		: \$	

JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

01 Feb
2019

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))

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/LCR18009233/APB3Q2

Date: 01/02/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No: 0999994814	
Claimant Vehicle No : SCJ9699L	Insured Vehicle No : SLE4060G	
Date of Loss: 20/05/2018	Nature of Claim: TP	Claim No: 8999090534SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SCJ9699L		
Make & Model: AUDI A3, 1.4 SEDAN TFSI (AMBIENTE) (A)	Engine No: CXS072215	
Reg. Date: 25/11/2014 (Man. Year: 2014)	Chassis No: WAUZZZ8V2E1025367	
Colour: Silver	Odometer: 48651 km	
Engine Capacity: 1395 cc		
Market Value/New Car Price: N/A		
Sum Insured (S\$): Market Value/New Car Price		

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Engine Modification:	No	Pre-accident Condition:	

CONDITION OF TYRES

Front Tyre Size:	205/55 R16	Rear Tyre Size:	205/55 R16
Front Left Side:	Continental 6 mm	Rear Left Side:	Continental 6 mm
Front Right Side:	Continental 6 mm	Rear Right Side:	Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,421.00	516.04	4,904.96	90.48
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,852.00	2,402.00	1,450.00	37.64
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	9,273.00	2,918.04	6,354.96	68.53
+ GST 7.00/7.00% (S\$)	649.11	204.26	444.85	68.53
Nett Amount (S\$)	9,922.11	3,122.30	6,799.81	68.53
+ Loss of Use (6.0 x S\$60.00/day) (S\$)		360.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		3,489.75		

INSPECTION

Date of Assignment:	25/05/2018	
Date Inspected:	25/05/2018	Inspected At: Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1 Singapore 408699
Estimated Period of Repair:	4.0 days	

Adjuster: ADRIAN LING

Manager: CHEW HSIAO TONG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Repair	1,739.00 FS	*- FS
2	1		*RADIATOR GRILLE	Cracked	573.00 FS	*458.00 FS
3	1		*RADIATOR GRILLE COVER	Not Necessary	86.00 FS	*- FS
4	1		*BONNET	Repair	2,755.00 FS	*- FS
5	1		*EDGE PROTECTION	Necessary	24.00 FS	*18.88 FS
6	1		*SIGN CUATION	Necessary	12.00 FS	*9.28 FS
7	1		*STICKER AIR CONDITIONER	Necessary	7.00 FS	*4.88 FS
8	1		*FRONT NO.PLATE	Necessary	25.00 FS	*25.00 FS
9	1		*SUNDRIES	Not Necessary	200.00 FS	*- FS

F=Franchise part. S=SpcNett.

Total Parts (S\$) 5,421.00 516.04

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS ,HORNS ,FOG LAMPS ,OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	New	360.00	360.00
2	TO DISMANTLE AND RENEW FRONT BUMPER AND BONNET RE-ORGANISE FRONT CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	New	1,800.00	750.00
3	TO RESPRAY FRONT BUMPER AND BONNET	New	1,500.00	1,100.00
4	TO CARRY OUT DIAGNOSTIC CHECKS	New	192.00	192.00
Gross Labour Cost (S\$)			3,852.00	2,402.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >