

INSURANCE

INS. CASE OWNER:

Franchard CC 4th AXA 1801 0588, A W 639

LRK:

IDAC:

Surveyor:

Adnan

DOI:

ASSIGNMENT

12/6/18

Date / Time:

12/6/18

Registered in Meriton:

Pre-assign / CCU / FTE



Insured Vehicle No.:

FBG 107R

Claim No.:

SEM00K4N / 50927

Name of Insured:

FARCEZ FEEGAN BIN ABDUL

Policy No.:

Insured Tel No.:

HP:

96366776018

Make / Model:

Yamaha

Excess Sec II: S\$

D.O.A.:

8/6/18

Place of Accident:

LTE TMS LAY 134 BRLESTIER
20 EXIT LANE 1 & 2

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

Final? Yes / No

GPD 44AT



INSRS:

WSP:

Tel:

Liability:

RMKS:

Premium



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

12/6/18
civilian

ED 44AT - X FBG 107R - X

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call OI:

After call hr to OI:

12/6/18
civilian

Documentation Check List: Handler Typist

Notification hr (if non-pickup):

After call hr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

12/6/18

* smart claim.

30/7/18

confirm accident details. inform TP claim
letter sent out

29/8/18

called cc. no pick up.

Email from TP. withdraw claim.

Email to AXA. TP withdraw claim.
submit w/p.

RECEIVED 30 AUG 2018

PRELIMINARY ADVISE Date/Time:

Sent By:

Confirm by:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(days) Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Final Liability:

%

100 (Agreed / Assessed) BOLA S/N No. : N/A

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(days)

Loss of Use (LOU):

S\$

(S x days)

Loss of Income (LOI):

S\$

(S x days)

LOR only ☐

LOU only ☐

LOR + LOU ☐

LOR + LOI ☐

(Pick only one)

GIA/LTA Search

S\$

Medical

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

with
\$250.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

APPENDIX

Vald No. 8K0499T Yr Recd 2011 Oct

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

Truck / Trailer or

References

Colours

Sp. Reading

Eng/No:

C/No

Gen. Cond. Good Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt / or

Brake: In order / Jammed / Leaked / Burnt or

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

Type Size:

R

Front

R/Eal

L/Bal

DOA

Survey held at

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

The UIC / Chassis frame / Body Structure affected due to collision

Vehicle IN / OUT

Action / Instruction

Submit: 2-B., \$850.00 with 4 working days exclude check item
\$200.00

MV: 651C
PV: 52.81C
Nett: 12.2K

(net = \$8152.00
49.1%)

□: Prelim. Report

☐ Final Report

Days Of Repair:

Resurvey No. of Trip:

Add Fee: ☐ Site Inap (\$

Site trap (S)

Interview 15

 Tough Living (3)

 McGraw-Hill

Survey Fee

Importance



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: 19-9607196-R

Affiliated to Federation Internationale Des Experts En Automobile				
AXA INSURANCE PTE LTD		Ref : CC4/ASM18010588/wb3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 11-06-2018		
		Code : ASM		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	FBG 107R	Veh. Inspected	SKD 499T	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	11/06/2018	
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	08/06/2018	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

Attn: Catherine / Adrian

62564315

Telefax

Estimate	:	Accident Repairs
Workshop	:	Ubi Road 1
Contact No	:	6366 2323
Fax No	:	6841 1183
Reference	:	PA/TP/0684/2018/PH
Date	:	12-Jun-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	:	Mr Zhou Xiao Ming
Address	:	248 Miltonia Close Singapore 768309
Telephone	:	HP +65 96991553
Type of Claim	:	Third Party Claims
Policy No.	:	
Vehicle No	:	SKD 499 T
Model Code	:	A6 2.0 TFSI Qu
Model / Year	:	Oct-11
Engine No	:	CDN 216379
Chassis No	:	WAUZZZZ4G3CN035600
Mileage	:	
Date In	:	
Liability	:	-
Excess Cost	:	-
Estimated By	:	Johnny Boo / Allan Wu
Accident Date	:	8-Jun-18
Place of Accident	:	CTE towards the City

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SKD 499 T.

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and transfer rear parking aid. Check function and renew according to damage.	S/N \$ 280.00	✓
2	To remove and transfer rear lid's convenience lock system and wire harness for tail lights.	S/N \$ 280.00	✓
3	To dismantle and renew rear bumper and rear lid. Align to position. Re-organise rear crash management components. Reinstall all parts.	\$ 2,100.00	1200
4	To respray rear bumper and rear lid	\$ 1,700.00	1200
5	To carry out diagnostic check	S/N \$ 192.00	✓
TOTAL LABOUR CHARGES		\$ 4,552.00	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No SKD 499 T.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	REAR BUMPER <i>Rehd</i>	\$ 2,205.00	✓
2	FIXING PARTS FOR BUMPER <i>new</i>	\$ 236.00	+
3	SPOILER <i>lt</i>	\$ 301.00	✓
4	SECURING STRIP	\$ 148.00	+
5	GUIDE SECTION - LH/RH LOWER	2 \$ 92.00	+
6	GUIDE SECTION - LH	\$ 28.00	+
7	GUIDE SECTION - CENTRE	\$ 91.00	+
8	GUIDE SECTION - RH	\$ 28.00	+
9	BUMPER CARRIER	\$ 851.00	+
10	SEAL - LH/RH <i>new</i>	2 \$ 22.00	+
11	SENSOR	2 \$ 421.00	+
12	REAR LID <i>Dented</i>	\$ 2,485.00	✓
13	ATTACHMENT PARTS FOR REAR LID <i>m</i>	\$ 70.00	✓
14	AUDI EMBLEM <i>new</i>	\$ 108.00	✓
15	A6' EMBLEM <i>new</i>	\$ 83.00	✓
16	2.0 T' EMBLEM	\$ 83.00	✓
17	PACKING ADHESIVE <i>new</i>	\$ 15.00	✓
18	LED TAIL LIGHT - LH	\$ 1,094.00	+
19	LED TAIL LIGHT - RH	\$ 1,094.00	+
20	LED TAIL LIGHT- LH INNER	\$ 1,094.00	+
SUB SPARE PARTS CHARGES		\$ 10,549.00	

All charges are not inclusive of GST.

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

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No SKD 499 T.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
21	LED TAIL LIGHT - RH INNER <i>Free</i>	\$ 1,094.00	X
22	LED LICENCE PLATE LIGHT	2 \$ 100.00	X
23	PUSH BUTTON FOR LOCK ACTUATOR <i>Free</i>	\$ 159.00	X
24	SUNDRIES	\$ 200.00	?
TOTAL SPARE PARTS CHARGES		: \$ 12,102.00	
TOTAL LABOUR		: \$ 4,552.00	
GRAND TOTAL		: \$ 16,654.00	

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 : Alan King
Surveyed Date : 13/06/18
Authorised Date :
Excess Cost :
Liability :
Remarks : Not Authorised , 04 Days .

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

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Details	
Owner ID Type:	Singapore NRIC
Owner ID:	0620H
Vehicle Details	
Vehicle No.:	SKD499T
Vehicle to be Exported:	Yes
Intended De-registration Date:	13 Jun 2018
Vehicle Make:	AUDI
Vehicle Model:	A6 2.0 TFSI MU
Primary Colour:	White
Manufacturing Year:	2011
Engine No.:	CDN216379
Chassis No.:	WAUZZZ4G3CN035600
Maximum Power Output:	132.0 kW (177 bhp)
Open Market Value:	\$43,217.00
Original Registration Date:	25 Oct 2011
First Registration Date:	25 Oct 2011
Transfer Count:	0
Actual ARF Paid:	\$43,217.00
Intended PARF Eligibility	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	24 Oct 2021
PARF Rebate Amount:	\$28,091.00
Intended COE Details	
COE Expiry Date:	24 Oct 2021
COE Category:	E - Open Category
COE Period(Years):	10
QP Paid:	\$73,600.00
COE Rebate Amount:	\$24,750.00
Total Rebate Amount:	\$52,841.00

The information contained herein is correct as at 13 Jun 2018

OK



Audi A6 2.8A FSI MU **\$71,800** **\$14,330 /yr** **24-Oct-2011** **2,773 cc** **124,362 km** **Luxury** **Available**

See No Further, Fans Of Natural Aspirated Engine! This Audi A6 With Naturally Aspirated Engine Is Very Well Maintained By Previous Owner, And Is In Immaculate Condition. The Car Was Serviced Regularly...

Car House Pte Ltd

☆ Posted: 02-Jun-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi



Audi A6 3.0A TFSI Quattro S-Line **\$89,900** **\$16,490 /yr** **24-Oct-2011** **2,995 cc** **95,000 km** **Luxury** **Available**

Cheapest In The Market. Super Luxury With V6 Powerful Engine. Full Options. Low Mileage. Well Maintained By 1 Careful Owner. Agent Service. Good Condition. No Repairs Needed. Call Now To View.

PREMIUM AD

☆ Posted: 05-May-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi



Audi A6 2.0A TFSI MU **\$69,800** **\$14,050 /yr** **11-Nov-2011** **1,984 cc** **110,000 km** **Luxury** **Available**

1 Owner, Service & Repairs History By Audi Specialist Workshop, Clean Paintwork And Well Kept Interior By Owner, Make An Appointment To View This Great A6 With Our Sales Consultants, Another Pristine ...

PREMIUM AD

Orchard Credit Pte Ltd
☆ Posted: 09-Jun-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi



Save on petrol with OCBC 365 credit card!

Enjoy huge petrol savings of up to 23%, attractive cashback on your monthly spend, and 2 years annual fee waiver. Apply now and start enjoying today.

Find out more!



Audi A6 3.0A TFSI Quattro S-Line **\$83,800** **\$16,970 /yr** **24-Nov-2011** **2,995 cc** **95,000 km** **Luxury** **Available**

1 Careful Lady Owner, Road Tax Paid Till 11/18, Black On Light Grey Interior, Bank/ In House Loan Available, Low Downpayment.

☆ Posted: 19-Apr-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi



Audi A6 2.0A TFSI MU **\$68,800** **\$13,620 /yr** **30-Nov-2011** **1,984 cc** **91,000 km** **Luxury** **Available**

New Car Plate, Upgrade Interior Walnut Finishing, Keyless Entry/Start, 19" Sports Rims, Xenon Lights, DRL, Paddle Shift, MMI High Colour Screen, Auto Tailgate, Bluetooth, Low Down Can Be Arrange. Trad...

☆ Posted: 09-Jun-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi



Audi A6 2.0A TFSI MU **\$69,700** **\$13,800 /yr** **30-Nov-2011** **1,984 cc** **114,300 km** **Luxury** **Available**

Latest Arrival, Cheapest Price Unit Avail In Market, Beautifully Maintained, Popular And Nicest Color On All Audi With Best Matching Black Leather Interior. STA Evaluation Report Avail. 2 Year Warrant...

☆ Posted: 19-May-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi



Audi A6 2.8A FSI MU **\$65,500** **\$12,090 /yr** **30-Nov-2011** **2,773 cc** **106,000 km** **Luxury** **Available**

Beautiful Interior. Low Mileage Done, Luxury And Sporty Unit, Accident Free, Supreme Condition, Always Parked Indoor, View To Believe! Trade In And Flexible In House Loan Available! Call Now To View!

Hui Hua Credit Pte Ltd
☆ Posted: 20-Apr-2018 Tags: 2011 Audi A6, Audi A6, Audi A6, Used Audi

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Save Search

Make Model Price Depreciation Reg Date Eng Cap Mileage Veh Type Status

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20 results/page

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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

13 June 2018

Fareez Keegan Bin Abdul Kadir
Blk 104A Ang Mo Kio Street 11
#04-73
Singapore 560101

Dear Sir/ Mdm

OUR REF : CC4/ASM1801588/wb3
YOUR REF : FBG 107R

**ACCIDENT INVOLVING FBG 107R & SKD 499T ALONG CTE TWDS CITY ON
08/06/2018**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from **Premium Automobiles Pte Ltd** acting on behalf of the owner of SKD 499T against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to Vivianlau@lkkauto.com within 7 days **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us 6841 8625 or email us at Vivianlau@lkkauto.com

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

Vivian Lau
Case Handler
DID: 6841 8625
FAX: 6741 4108
EMAIL: Vivianlau@lkkauto.com

c.c. AXA Insurance Pte Ltd
(Motor Claims Dept)

Vivian Lau (LKKAUTO)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 28 August, 2018 9:04 PM
To: Vivian Lau (LKKAUTO)
Cc: 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Kindly be informed our client had withdraw claim from our end and we will proceed close file.

Thank you.

Thank you.

Best regards,
George Wong
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: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]

Sent: Tuesday, 31 July 2018 3:21 PM

To: Claims Dept

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

WITHOUT PREJUDICE

Dear George

We refer to the email below.

Please be informed that we are contacting our Insured but we can't get a response from her.

^ We will get back to you for an update/offer in due course.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@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, 31 July, 2018 3:20 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any update for the above mentioned case ?

Best Regards,

George wong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road | 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 Dept [<mailto:claims@premiumauto.com.sg>]

Sent: Monday, 30 July 2018 9:36 AM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Please revert.

Many thanks !

Best Regards,
George wong
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

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

Sent: Thursday, 26 July 2018 3:30 PM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Hi Viivian,

Please revert.

Many thanks !

Best Regards,
George wong
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

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

Sent: Tuesday, 24 July 2018 8:56 PM

To: 'Vivian Lau (LKKAUTO)'; 'Thin Thin (LKKAUTO)'

Cc: 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Hi Vivian,

Pls revert.

Best Regards,

George Wong

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/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Monday, 23 July 2018 2:59 PM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any updates for the above mentioned case ?

Kindly advise if would proceed with direct settlement.

We're appreciate your quick response.

Best Regards,
George wong
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

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From: Vivian Lau (LKKAUTO) [<mailto:vivianlau@lkkauto.com>]

Sent: Thursday, 19 July 2018 4:05 PM

To: Claims

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

WITHOUT PREJUDICE

Dear George

We refer to the email below.

Please be informed that we are contacting our Insured but we can't get a response from her.

We will get back to you for an update/offer in due course.

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.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@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: Thursday, 19 July, 2018 3:36 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any updates for the above mentioned case ?

Kindly advise.

Best Regards,

George Wong

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

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

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Saturday, 14 July 2018 2:45 PM
To: 'Vivian Lau (LKKAUTO)'
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any update for the above mentioned case ?

Kindly advise if would proceed with direct settlement.

Thank you

Best regards,
George wong
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. c-mail@premiumauto.com.sg w. www.audi.com.sg
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From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, July 12, 2018 8:54 AM
To: 'Vivian Lau (LKKAUTO)' <vivianlau@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Good morning Ms. Vivian,

Kindly advice on liability clearance for the above mentioned case.

We appreciate your quick response.

Best Regards,
George Wong
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

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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: Thin Thin (LKKAuto) [<mailto:thinthin@lkkauto.com>]

Sent: Monday, 9 July 2018 3:43 PM

To: Claims; Vivian Lau (LKKAuto)

Cc: Shu Pei (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Sir / Madam,

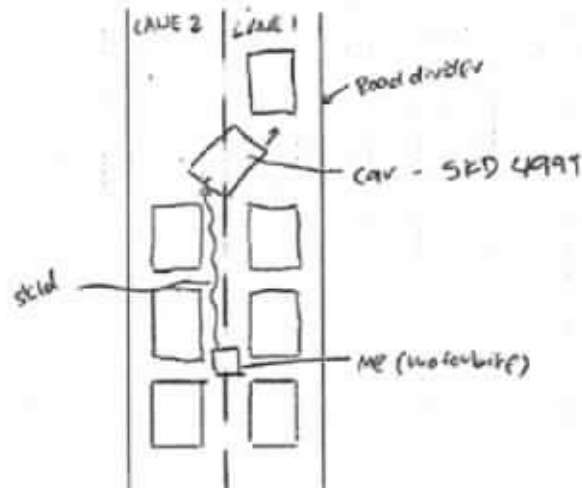
We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan Pg. 2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

LICENSE PLATE: FBG10TR	ACCIDENT DATE & TIME: 08 June 2018, 1010hrs
CONTACT NUMBER: 96756247	E-MAIL ADDRESS: Feagan, faraz@gmail.com
LOCATION: CTE towards city before Balestier Road exit, Lane 1 and 2.	
Traveling on CTE towards city. Traffic jam, so I went between lane 1 and 2. About 2 car distance from the car, he turned to change from lane 2 to lane 1. I jam brake as there was no way to avoid. At this point, the car was between both lanes as shown in the sketch. I skid and my bike swerved to the left. The right side of my bike hit the rear of the car	
NOTE: PLEASE NOTE THAT YOUR INSURER MAY HAVE 14 DAYS TIME FRAME FOR YOU TO SUBMIT AN OWN DAMAGE CLAIM UNDER YOUR OWN POLICY. PLEASE CHECK YOUR POLICY FOR MORE INFORMATION	
Please state:	
☐ Claim Own Policy ☐ Claim Third Party ☐ Claim OD/TP at other workshop ☒ Reporting Only	

DECLARATION

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

08/06/18 13:46hrs.
 Policyholder's Signature
 Date & Time:

Driver's Signature
 (If driver is not the policyholder)
 Date & Time:


 Reporting Centre Personnel's Signature
 Name:
 NRIC/FIN No.:

Best Regards,

Thin Thin Hlaing | Case Handler (on behalf of Ms Vivian)

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@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, 9 July 2018 12:07 PM

To: 'Claims' <claims@premiumauto.com.sg>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018 (URGENT)

Dear Ms. Vivian,

Any updates for the above mentioned case?

Have your insured file the report ?

We appreciate your quick response.

Best Regards,

George Wong

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

Sent: Friday, 6 July 2018 1:28 PM

To: 'Vivian Lau (LKKAuto)'

Cc: 'Shu Pei (LKKAuto)'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Ms. Vivian,

Please advice on liability clearance.

We appreciate your quick response.

Best Regards,
George Wong
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

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

Sent: Wednesday, 4 July 2018 10:41 AM

To: 'Vivian Lau (LKKAuto)'

Cc: 'Shu Pei (LKKAuto)'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Ms. Vivan,

Any updates for the above mentioned case ?

We appreciate your quick response.

Best Regards,
George Wong
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: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 3 July 2018 10:57 AM

To: 'Vivian Lau (LKKAUTO)'

Cc: 'Shu Pei (LKKAUTO)'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Ms. Vivian,

Can we proceed direct settlement for the above mentioned case ?

Thank you very much.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No: 19980271W)

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: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]
Sent: Monday, 2 July 2018 5:53 PM
To: Claims
Cc: Admin A; Vivian Lau (LKKAuto); Thin Thin (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/ASM18010588/Awb3	Vivian

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, 2 July 2018 2:44 PM
To: Admin A <admin-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear all,

Kindly advice on liability clearance for the above mentioned case.

Survey was carried out on 13 of June.

Claim no. is S8M00K4N.

Thank you.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 100002271W)
55 Ubi Road | 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: CST [<mailto:cst@axa.com.sg>]

Sent: Saturday, 30 June 2018 1:27 PM

To: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear George,

Thank you for your email.

For Claim no. S8M00K4N, we have already appointed an independent adjuster, LKK AUTO CONSULTANTS PTE LTD, for the below inquiry/request.

With regards,

Roman De Alban | Specialist, GI Call Centre

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: cst@axa.com.sg

Phone: 1800 880 4888 (Within Singapore) / (65) 6880 4888 (International)

----- Original Message -----

From: claims@premiumauto.com.sg

Sent: 29/06/2018

To: cst@axa.com.sg

Subject: RE: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear all,

Kindly assist in the liability clearance for the above mentioned case.

Survey has been carried out on 13 of June by LKK Auto.

Thank you very much !

Best regards,

George Wong

Premium Automobiles Pte Ltd (Reg No 199902271W)

<<https://maps.google.com/?q=55+Ubi+Road+1+Road+Singapore+408699&entry=gmail&source=g>> 55 Ubi Road 1 Road Singapore 408699
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From: Claims <claims@premiumauto.com.sg>
Sent: Monday, June 11, 2018 9:02 AM
To: cst@axa.com.sg; motor.survey@axa.com.sg
Cc: claims@premiumauto.com.sg
Subject: ACCIDENT INVOLVING SKD 499 T AND YOUR INSURED FBG 107 R DATED ON 08/06/2018

Dear all,

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

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

We will forward you the estimate once is available.

Please confirm survey arrangement on 13/06 @ 1030am, at
<<https://maps.google.com/?q=55+Ubi+Road+1+Road+Singapore+408699&entry=gmail&source=g>>

source=g> 55 Ubi Road 1 Road Singapore 408699. Owner waiting.

Do take note, video has been upload in Merimen.

Thank you.

Best regards,

George Wong

Premium Automobiles Pte Ltd (Reg No 199902271W)

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e. <<mailto:e-mail@premiumauto.com.sg>> e-mail@premiumauto.com.sg w.
<<https://apac01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.audi.com.sg%2F&data=02%7C01%7Cilprocesscentre%40icilombard.com%7C3bc624003fdc4671acf908d5c1d84853%7Cd36615d9b483417583da3e968b0fde20%7C0%7C0%7C636628057511365367&sdata=WDpl4msbgCQaHbDMXophCdZNgtK1WdSSU3TBuOd09%2F0%3D&reserved=0>>
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<<file:///C:/Users/Frontcounter/AppData/Roaming/Microsoft/Signatures/Logo.JPG>>

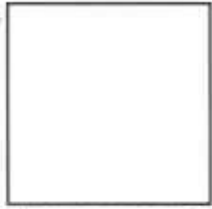
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ref:_00Db0Ky1f._5006F1jsUAQ:ref

**S8M00K4N**

Type

 Question

Message

Dear KC, We refer to the email below. Please be informed that TP claimant withdrawn the claim from our Insured. In view of above, we will submit W/P report to your office. Thank you Vivian Lau (29.8.18)

[Reply](#)

Service Request Details

Claim	SIMMOONIN
Reference	CC4/ASH18010588/Awb3u2
Loss Date	8 June 2018
Request Date	11 June 2018
Due Date	11 June 2019
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (LTC)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next StepFinish the work

Complete SignMore

Vehicle Information	
Incident Vehicle Registration #	SKD499T
Make	TPVO AUDI
Model	A6 C7 2.0 TFSI MJ
Service Address	
...	
Primary Contact/Insured	
ABDUL KADIR FARIEZ KEEGAN BIN 10MA ANG MO KIO STREET 11, #04-73, S60104, Singapore	
KEEGAN FARIEZ@GMAIL.COM	
Claim Handler	
CHAN Kian Chuan 656804269 kianchuan.chan@axa.com.sg	

Additional Instructions

MessagesInvoicesHistoryDocumentsAssessmentMetricsNotes

Document TypeDocument SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Email from whatsapp withdraw claim 29.8.pdf	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (LTC)	29 August 2018

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 Immediate Advice.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	18 June 2018
 TP ESTIMATE- MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	14 June 2018
 FBG107R (MSD GIA).PDF	Reports & Statement	GIA Report	NIKAM Santosh Pandurang	11 June 2018
 EMAIL FROM WORKSHOP INCLUDING SKD499T TP GIA.mpg	Letters and Correspondence	Workshop	NIKAM Santosh Pandurang	11 June 2018

	EDIT	SR NO	QUAN TITY	MATERIAL	SIZE	PART NAME	PART NUMBER	REPAIR/REPLACE (PARTS)	CONDITION	LIST PRICE	DEPRJ BTY%	DISC QUNT%	DAILY AGEN	PART PRICENET	ACTION (PARTS)	REMOVE
		15	1			A6 EMBLEM			Necessary	83		0		83	Approve	
		16	1			2.0 T EMBLEM			Necessary	83		0		83	Approve	
		17	1			PACKING ADHESIVE			Necessary	15		0		15	Approve	
		18	1			LED TAIL LIGHT -LH			Serviceable	0	0	0	0	0	Deny	
		19	1			LED TAIL LIGHT-RH			Serviceable	0	0	0	0	0	Deny	
		20	1			LED TAIL LIGHT-LH INNER			Serviceable	0	0	0	0	0	Deny	
		21	1			LED TAIL LIGHT-RH INNER			Serviceable	0	0	0	0	0	Deny	
		22	2			LED LICENCE PLATE LIGHT			Serviceable	0	0	0	0	0	Deny	
		23	1			PUSH BUTTON FOR LOCK ACTUATOR			Serviceable	0	0	0	0	0	Deny	
		24	1			SUNDRIES ("CHECKA") (\$200.00)				0		0		0	Reviewing	

Labour

	EDIT	SR NO	REPAIR/REPLACE (LABOUR)	PART NAME	LABOUR HSR	LABOUR REPAIR	PART	ACTION (LABOUR)	COMMENT	REMOVE
		1		TO REMOVE AND TRANSFER REAR PARKING AID CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE	260	0	0	Approve		
		2		TO REMOVE AND TRANSFER REARLOD'S CONVENIENCE LOCK SYSTEM AND WIRE HARNESS FOR TAIL LIGHTS	260	0	0	Approve		

EDIT	SIR NO	REPAIR/REPLACE (LABOUR)	PART NAME	LABOUR HLR	LABOUR REPAIR	PART	ACTION (LABOUR)	COMMENT	REMOVE
	3		TO DISMANTLE AND RENEW REAR BUMPER AND REAR LID ALIGN TO POSITION RE-ORGANISE REAR CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS	1200	0	0	Approve		
	4		TO RESPRAY REAR BUMPER AND REAR LID	1200	0	0	Approve		
	5		TO CARRY OUT DIAGNOSTIC CHECK	192	0	0	Approve		

Assessment Details

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

Add

Approve

Print

Submit All

EDIT	SR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE
	1	DAYS OF REPAIR 4 DAYS	Approve			

Assessment Details

General & Workshop Details		Vehicle & Driver Details		Vehicle Condition		Taxes & Ratio		Parts & Labour		Miscellaneous		Summary		Claim Amount	
Claim Amount		\$4,502.00												\$4,502.00	
CATEGORY		ESTIMATE				REVISED AMOUNT									
Spare Parts		\$5,350.00				\$5,350.00									
Labour		\$3,152.00				\$3,152.00									