

INS. CASE OWNER:

CC<sup>3</sup> /AIG1801

LKK:

IDAC:

Surveyor:

Adnan

DOE:

ASSIGNMENT

10/10/18

Date / Time:

16/10/18

Registered in Merimen:

16/10/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKF 2772E

Name of Insured:

UM panh yonh

Insured Tel No.:

HP:

Excess Sec II :\$5

D.O.A.:

15/10/18

Is driver the owner?

( YES / NO )

Nature of Accident:

Claim No.:

875871616756

Policy No.:

Make / Model:

Place 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

SMA 71695

INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Premium

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

Date/ Time

16/10/18  
w/1111  
w/1111SMA 71695 - X SEP 27 2018  
- NO OI GIA, SENT OUT 2ST LETTER.

Email From TP, withdraw claim.

Email to AIG, TP withdraw claim.  
Submit WIP.

RECEIVED 15 NOV 2018

STAGE

DATE / PIC

Non-Reporting Itr (1st):  
Non-Reporting Itr (2nd):  
Non-Reporting Itr (Final):  
Notification Itr (if non-pickup):  
Call OI:  
After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup):  
After call Itr to OI:  
Authorisation To Act:  
Release Voucher:  
Final Repair Bill:  
Car Rental Invoice:  
Towing Invoice:  
LTA / GIA:  
Medical Bill:  
PIR:  
Mandate/Reject Instruction:  
LOD:  
Payment Breakdown Form:Post-Repair Photos:  
Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

\$5

Loss of Rental (LOR):

\$5

(

days)

Loss of Use (LOU):

\$5

(\$

x

days)

Loss of Income (LOI):

\$5

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

\$5

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

Total:

\$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT  
5/11/181) Claim status: Normal/Reject/Private Settle  
2) Report Format: WIP  
3) Survey fee: B250.00

REF:

ADVANCE

## 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 Report

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs: 3 days Res: Yes or No

Lump Sum: 2.87 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Veh No: SMA 7169S Yr Regn: 2018 June.  
 Type: M.C. / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or

Make: Audi A3.

CC 999.

Colour:

Grey.

A/C Insured / Std / NI / NA

Sp. Reading:

7034.

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WAUZZ2SV8J1068864.

Gen. Cond: Good / Fair / Poor / BurntSteering: Inter / Jammed / Leaked / Burnt orBrake: Inter / Jammed / Leaked / Burnt orModi: Nil / S/R / STD A/Rim or

Tyre Size:

F: 225/40R18.

R: 225/40R18.

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

TOYO / YOKO or

Front

Rear

R/Bal:

06

mm

R/Bal:

06

mm

L/Bal:

06

mm

L/Bal:

06

mm

D.O.A.

D.O.I.

19/10/18.

Survey held at:

Premium.

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

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

Date / Time Action / Instruction

TP ALG.

2/11/18 Submit 2.B.7 \$3219.00 with 3 working days exclude check items  
 \$ 466.00

(2nd \$2618  
 45%)

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:

1. Phone

1. Other

TOTAL

Report Format:

Lump Sum / I.B.F. : \$

Add Fee:

☐

Site Insp: (\$

☐

Interview: (\$

☐

Tech. Invs: (\$

☐

Weekend: (\$



## 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/AIG18018817/Awb3		
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 16-10-2018		
Code : AIG				
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SKF 2772E	Veh. Inspected	SMA 7169S	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	16/10/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
<b>4. Description of Damages</b>				
<b>5. General Information</b>				
Accident Date	15/10/2018	Inspection Date	19/10/2018	
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1. SINGAPORE 408699			
<b>5a. Remarks</b>				
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

## Telefax

### Estimated Labour Charges for Accident Vehicle SMA 7169 S.

S/N	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and transfer rear parking aid. Check function.	S/N \$ 280.00 ✓	
2	To dismantle and renew rear bumper assy. Re-organize rear crash management components. Reinstall all parts removed.	\$ <del>900.00</del> 500	
3	To respray rear bumper	\$ <del>800.00</del> 550	
4	To carry out diagnostic check	S/N \$ 192.00 ✓	
LABOUR CHARGES		: \$ <u>2,172.00</u>	

# Premium Automobiles

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

## Telefax

### Material List for Accident Vehicle Regn No. SMA 7169 S

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	BUMPER <i>2 horn &amp; Rest</i>	\$ 1,697.00	✓
2	FIXING PARTS FOR FRONT BUMPER <i>Rest</i>	\$ 166.00	?
3	STICKY PADS <i>Rest</i>	4 TBC	✓
4	ADAPTER WHEEL HOUSING LINER - LH/RH <i>Rest</i>	2 \$ 64.00	+
5	GUIDE SECTION - LH/RH <i>Rest</i>	2 \$ 28.00	+
6	LOCKING MECHANISM <i>Rest</i>	2 \$ 50.00	+
7	FRONT BUMPER SPOILER <i>Rest</i>	\$ 206.00	+
8	REAR BUMPER LIGHT REFLECTOR - LH/RH <i>Rest</i>	2 \$ 70.00	+
9	SIDE REINFORCEMENT	\$ 501.00	+
10	BRACKET - LH/RH	2 \$ 48.00	+
11	GUIDE SECTION - LH/RH	2 \$ 114.00	+
12	SENSOR - LH/RH	2 \$ 421.00	+
13	SUNDRIES	\$ 300.00	?
TOTAL SPARE PARTS		: \$ 3,665.00	
TOTAL LABOUR CHARGES		: \$ 2,172.00	
GRAND TOTAL		: \$ 5,837.00	

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 Ling  
Surveyed Date : 19/10/18  
Authorised Date :  
Excess Cost :  
Liability :  
Remarks : Not Authorised , 03 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



Auto  
Consultants  
Pte Ltd

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

Our Ref: CC3/AIG18018817/Awb3

24 October, 2018

**Lim Pang Yong**  
126 Aroozoo Avenue  
SINGAPORE 539877

Dear Sirs,

**ACCIDENT INVOLVING SMA 7169S AND SKF 2772E ON 15/10/2018 ALONG  
/AT UPPER SERANGOON ROAD / WOLSKEL ROAD**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Vivian Lau  
Claims  
Tel : 6841 8625  
Fax: 6741 4108  
Email : [vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)

c.c. *Claims Manager*  
*AIG Asia Pacific Insurance Pte Ltd*  
*(Motor Claims Dept)*

## Vivian Lau (LKKAuto)

---

**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Thursday, 1 November, 2018 10:08 PM  
**To:** Vivian Lau (LKKAuto)  
**Cc:** Admin A; claims@premiumauto.com.sg  
**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

Our client decided withdraw claim on our end. We will proceed close file.

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183  
e. claims@premiumauto.com.sg w. www.audi.com.sg  
**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
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:** Wednesday, 31 October, 2018 5:23 PM  
**To:** 'Vivian Lau (LKKAuto)' <vivianlau@lkkauto.com>  
**Cc:** 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg  
**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

We had contact your insured and he have file the report on Monday.

Kindly assist follow up with AIG.

Thank you.

Best Regards,



**Tony Foong**  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://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](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
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:** Vivian Lau (LKKAUTO) [<mailto:vivianlau@lkkauto.com>]  
**Sent:** Wednesday, 31 October, 2018 4:55 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

WITHOUT PREJUDICE

Dear Tony

We refer to the above matter.

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

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](mailto: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:** Wednesday, 31 October, 2018 4:28 PM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

Have your insured file the report?

Thank you.

Best Regards,

**Tony Foong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://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](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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:** Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

**Sent:** Thursday, 25 October, 2018 2:02 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

WITHOUT PREJUDICE

Dear Tony,

We refer to the above matter.

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

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](mailto: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, 25 October, 2018 1:14 PM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

Any update on direct settlement?

Thank you.

Best Regards,

**Tony Foong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://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](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
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:** Monday, 22 October, 2018 12:01 PM

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

**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

Kindly assist follow up liability clearance

Thank you.

Best Regards,

**Tony Foong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://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](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

To: 'Vivian Lau (LKKAUTO)' <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
Cc: 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
Subject: RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear all,

Survey was carried out earlier this morning.

Kindly advise on the liability clearance for the above mentioned vehicle.

Many thanks!

Best regards,  
Jeffery Tan

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
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:** Wednesday, 17 October, 2018 3:54 PM  
**To:** 'Vivian Lau (LKKAUTO)' <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

Thanks for your quick response and noted.

Best Regards,  
**Tony Foong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223

---

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



[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.  
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.  
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:** Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

**Sent:** Wednesday, 17 October, 2018 3:52 PM

**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

WITHOUT PREJUDICE

Dear Tony,

We refer to the above matter.

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

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](mailto: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:** Wednesday, 17 October, 2018 3:50 PM

**To:** Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

**Cc:** claims@premiumauto.com.sg

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Dear Vivian,

Kindly assist follow up liability clearance status.

Thank you.

Best Regards,

**Tony Foong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



[http://www.audi.com.sg/sea/brand/sg/audi\\_promotions/promotions/car\\_promotions/new-audi-q2-2017.html](http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html)

**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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

**Sent:** Wednesday, 17 October, 2018 3:05 PM

**To:** 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

**Subject:** RE: ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

Good afternoon all ,

Here is the estimate attached 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





**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system. 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:** Tuesday, 16 October 2018 1:00 PM

**To:** 'Admin A'; 'Claims'

**Cc:** 'Mastura'

**Subject:** ACCIDENT INVOLVING SMA 7169 S AND YOUR INSURED SKF2772E DATED ON 15/10/2018

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.

The third party is insured with AIG.

Do take note, kindly arrange the survey on 19/10/2018, Friday, 1030 AM.

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](mailto:mastura@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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

**Vivian Lau (LKKAuto)**

---

**From:** Vivian Lau (LKKAuto)  
**Sent:** Friday, 2 November, 2018 9:00 AM  
**To:** 'Md Noor, Norsiah (Norsiah.MdNoor@aig.com)'  
**Cc:** Thin Thin (LKKAuto)  
**Subject:** Your Ref: 8758396167SG, Our Ref: CC3/AIG18018817/Awb3, Accident involving Vehicle SKF 2772E & SMA 7169S ON 15/10/2018

Your Ref: 8758396167SG  
Our Ref: CC3/AIG18018817/Awb3

Dear Norsiah, ,

**Accident involving Vehicle SKF 2772E & SMA 7169S ON 15/10/2018**

We refer to the above matter

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

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

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


















Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	16 Oct 2018 <a href="#">Edit Reg</a>		19 Oct 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$3,219.00</b> <a href="#">Edit Estimates</a>	<b>S\$3,219.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured: <b>Lim Pang Yong</b> , ID: S12899141									
Main Claimant: <b>LESLIE LEE CHEE SIEONG</b> , ID: S7246654C									
Vehicle Reg. No.:	<b>SMA7169S</b>	Date of Loss:	15/10/2018 14:00 - :59 [3 Months and 27 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / 8758396167SG</b>	Policy/Cover Note No.:	1800057308						
Vehicle Reg. No. (Insured):	<b>SKF2772E</b>	Policy No. (Claimant):	1800070654						
		Excess:							
Repairer: <b>Premium Automobiles Pte Ltd (UBI)</b> 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911									
Handling Insurer: <b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>MdNoor, Norsiah</b> ] Norsiah.MdNoor@aig.com									
Claimant's Insurer: <b>AIG Asia Pacific Insurance Pte. Ltd. (SG)</b> - Tel: 65-6419-3000									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ADRIAN LING</b> ] ... [Final Rpt due 25/10/2018]									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AIG_SG (31/10/2018): <b>Conflicting D.O.A.</b></li> <li>AIG_SG (24/10/2018): <b>Re: No OI GIA Report</b></li> <li>AIG_SG (17/10/2018): <b>No OI GIA Report</b></li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

**\*SMA7169S (8758396167SG)**  
**[SKF2772E]**  
**TP**  
**LESLIE LEE CHEE SIEONG**  
**Oct 15 2018 2:00PM**  
**[Lim Pang Yong]**  
**Premium Automobiles Pte Ltd**

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			<b>View</b> <a href="#">View in Browser</a>	
<b>Photos/Images</b>			3 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
2	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
3	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
4	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
5	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
6	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
7	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
8	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
9	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
10	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
11	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
12	02/11/18 09:03	General View	 Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	16/10/18 21:06	TP GIA REPORT	 Load PDF	
2	22/10/18 17:41	TP ESTIMATE- MARKED	 Load PDF	
3	24/10/18 10:08	Non reporting letter	 Load PDF	
4	02/11/18 09:02	Email from TP wkshop, withdraw claim on our end. will proceed close file.	 Load PDF	
5	02/11/18 09:02	Click here & type to add comment... Email to AIG, TP claimant withdrawn the claim from our Insured,	 Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>		<a href="#">Reset</a>   <a href="#">Save</a>   <a href="#">Print</a>
There are no document checklists configured.		
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>		
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>		

# 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/AIG18018817/AWB3Q2

Date: 07/11/2018

### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

1800057308

Claimant Vehicle  
No : SMA7169S

Insured Vehicle No : SKF2772E

Date of Loss: 15/10/2018

Nature of Claim:

TP

Claim No: 8758396167SG

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SMA7169S

Make &amp; Model: AUDI A3, 1.4 SEDAN TFSI (AMBIENTE) (A)

Engine No: CHZ465632

Reg. Date: 18/06/2018 (Man. Year: 2018)

Chassis No: WAUZZZ8V8J1068864

Colour: Grey

Odometer: 7034 km

Engine Capacity: 999 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):

Yes

Engine Modification:

No

Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size: 225/40 R18

Rear Tyre Size:

225/40 R18

Front Left Side: Michelin 6 mm

Rear Left Side:

Michelin 6 mm

Front Right Side: Michelin 6 mm

Rear Right Side:

Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,665.00	1,697.00	1,968.00	53.70
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,172.00	1,522.00	650.00	29.93
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>5,837.00</b>	<b>3,219.00</b>	<b>2,618.00</b>	<b>44.85</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>408.59</b>	<b>225.33</b>	<b>183.26</b>	<b>44.85</b>
<b>Nett Amount (S\$)</b>	<b>6,245.59</b>	<b>3,444.33</b>	<b>2,801.26</b>	<b>44.85</b>
<b>Global Sum Settlement (S\$)</b>		<b>0.00</b>		

### INSPECTION

Date of Assignment: 19/10/2018

Date Inspected: 19/10/2018 Inspected At:

Premium Automobiles Pte Ltd (UBI)

55 Ubi Road 1

Singapore 408699

Estimated Period of Repair: 3.0 days

Adjuster: ADRIAN LING

Manager: VIVIAN LAU PEI FENG

*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		*BUMPER	Deformed	1,697.00 FS	*1,697.00 FS
2	1		*FIXING PARTS FOR REAR BUMPER	*Check	166.00 FS	*- FS
3	4		*STICKY PADS (NPA)	Necessary	0.00 FS	*- FS
4	2		*ADAPTER WHEEL HOUSING LINER -LH/RH	Not Necessary	64.00 FS	*- FS
5	2		*GUIDE SECTION -LH/RH	Not Necessary	28.00 FS	*- FS
6	2		*LOCKING MECHANISM	Not Necessary	50.00 FS	*- FS
7	1		*REAR BUMPER SPOILER	Not Necessary	206.00 FS	*- FS
8	2		*REAR BUMPER LIGHT REFLECTOR -LH/RH	Not Necessary	70.00 FS	*- FS
9	1		*SIDE REINFORCEMENT	Not Necessary	501.00 FS	*- FS
10	2		*BRACKET -LH/RH	Not Necessary	48.00 FS	*- FS
11	2		*GUIDE SECTION -LH/RH	Not Necessary	114.00 FS	*- FS
12	2		*SENSOR -LH/RH	Not Necessary	421.00 FS	*- FS
13	1		*SUNDRIES	*Check	300.00 FS	*- FS
F=Franchise part. S=SpcNett.						
<b>Total Parts (S\$)</b>					<b>3,665.00</b>	<b>1,697.00</b>

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
<b>Labour Items</b>				
1	TO REMOVE AND TRANSFER REAR PARKING AID .CHECK FUNCTION	New	280.00	280.00
2	TO DISMANTLE AND RENEW REAR BUMPER ASSY .RE-ORGANIZE REAR CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED	New	900.00	500.00
3	TO RESPRAY REAR BUMPER	New	800.00	550.00
4	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
Gross Labour Cost (S\$)			<b>2,172.00</b>	<b>1,522.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >