

INSURANCE

INS. CASE OWNER:

CC 2 /AIG1801

8878

A 1801

LKK:

IDAC:

Surveyor:

WUP

DOI:

ASSIGNMENT

18/10/18

Date / Time:

16/10/18

Registered in Merimen:

16/10/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SGN 9000L

Name of Insured:

CMS CONTRACT MANUFACTURING P/L

Insured Tel No.:

HP:

18/10/18

Excess Sec II :SS

D.O.A.:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: TED LUNA 500NL THANG THENG

Driver Tel No.:

(V/L: YES / NO) SHUN

OL GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Insured Liability:

% Final ? Yes / No

SGN 9000L → SKK 2437R →

GBG 5407S →

SJS 1047R



INSRS:

WSP:

Tel:

Liability:

RMKS:

01



INSRS:

WSP:

Tel:

Liability:

RMKS:

premium

TP



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

URGENT

Date/ Time

SKK 2437R → SGN 9000L →

STAGE

DATE / PIC

Non-Reporting hr (1st):

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr (if non-pickup):

Call Hr:

After call hr to OI:

23/10/18

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:

Defective vehicle

17/10/18

23/10/18

Confirm accident details. inform TP claim. later send out

28/10/18

File pass to typist type report

4/11/18

email to AIG to seek mandate

for Total Loss

6/6/19

File → Shu per tickler

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$S

(days) Reduction:

%

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

Agreed / Assessed

BOLA S/N No.:

IF NO or B 28, Ass. Liq:

Repair Cost:

Nett Value \$ 18000.00

100%

Loss of Rental (LOR):

\$S

(days)

Loss of Use (LOU):

\$S

(days)

Loss of Income (LOI):

\$S

(days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

\$S

2.00

Medical:

\$S

214.88

Disbursement:

\$S

(e.g. Tow/ Independent)

Legal Cost:

\$S

Total:

\$S

19616.88

Global Sum \$S:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$S

19400.00

Name 1:

Redtree Group Pte Ltd

Payee 2: (Strike if N.A.)

\$S

214.88

Name 2:

Jasmine Juliana Goh

Payee 3: (Strike if N.A.)

\$S

Name 3:

1) Claim status: Non-Report/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$320.00

REF:

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No:

at Workshop no:

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: days Res: Yes or No

Lum Sum: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SKK3437R. Yr Regn: 2013 JUNE

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

Truck / Trailer or

Make:

Audi Q5

cc: 1984

Colour:

Black

A/C: Insured / Std / NI / NA

Sp. Reading:

863/8

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

WAU228R30A094179

Gen. Cond: Good / Fair / Poor / BurntSteering: Inoper / Jammed / Leaked / Burnt orBrake: Inoper / Jammed / Leaked / Burnt or

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

Tyre Size:

F: 235/55R19.

R: 235/55R19.

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.

17/10/18

Survey held at:

Premium

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

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

Date / Time Action / Instruction

TP ~~DD~~ A19. Total Loss.

Total Ins Value \$1800.00

MV: 95K
 PV: 37.1K
 Net: 17.9K

Date/Time: File Pass to:

☐

: Preli. Report

ii)

☐

: Final Report

Date/Time: File Return to:

iii)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

1. C + P1. 51

2. P2000

3. Others

TOTAL

Add Fee:

☐

Site Insp: /\$

☐

Interview: /\$

☐

Tech Invs: /\$

☐

Wheel-tyd: /\$

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/AIG18018818/Awb3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 16-10-2018	
		Code : AIG	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SJU 9000L	Veh. Inspected	SKK 3437R
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	16/10/2018
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	12/10/2018	Inspection Date	17/10/2018
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1 SINGAPORE 408699		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	0891D
Vehicle Details	
Vehicle No.:	SKK3437R
Vehicle to be Exported:	Yes
Intended Deregistration Date:	17 Oct 2018
Vehicle Make:	AUDI
Vehicle Model:	Q5 2.0 TFSI QU (PI)
Primary Colour:	Black
Manufacturing Year:	2013
Engine No.:	CNC014921
Chassis No.:	WAUZZZ8R3DA094179
Maximum Power Output:	165.0 kW (221 bhp)
Open Market Value:	\$45,249.00
Original Registration Date:	28 Jun 2013
First Registration Date:	28 Jun 2013
Transfer Count:	1
Actual ARF Paid:	\$55,349.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Jun 2023
PARF Rebate Amount:	\$38,744.00
Intended COE/PAARF Details	
COE Expiry Date:	27 Jun 2023
COE Category:	E - Open Category
COE Period(Years):	10
QP Paid:	\$83,001.00
COE Rebate Amount:	\$38,377.00
Total Rebate Amount:	\$77,121.00

The information contained herein is correct as at 17 Oct 2018

OK

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way
#07-16 The AIG Building
Singapore 079120
Attn: Motor Claims Dept
Tel: 6419 1993
Your Ref: **SJU 9000 L**

Norah Khai
6768 9828
6841 1183

Nora.khai@premiumauto.com.sg

Body & Paint Dept
PA/TP/TL16/2018

16 October 2018

Dear Sir/Mdm,

**RE: ACCIDENT INVOLVING VEHICLE NO: SKK3437R & SJU9000L,
VEHICLE MODEL: Audi Q5 2.0 TFSI QU
LOCATION: Orchard CTE Towards PIE
DOA: 12 October 2018**

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

We refer to the above-mentioned vehicle.

We have visually inspected the vehicle and would like to inform you that we have come to a conclusion that this vehicle is beyond economical repairs.

Service & Parts Centres
55 Ubi Rd 1
Singapore 408699
Telephone (65) 6336 2323
Telefax (65) 684 11183

The accident has caused front and rear damage. The damages incur onto the frontal, seat belt systems and rear of vehicle which estimated to be \$56,411.00 for parts.

We also estimated labour cost to be \$29,564.00 before any supplementary.

Kindly arrange for survey.

Kindly be informed that there will be possible additional damages not visible during inspection.

Thank you,


Norah Khai
Claims Manager

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Gv Credit Inc Ltd - StarAd



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A PEACE OF MIND**

HOTLINE: 6741 9997

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Search Selection Audi Q5 Any Any 2013 Any Any Any Available



Audi Q5 2.0A TFSI Quattro S-Line

\$97,800

\$15,030 /yr

29-Jun-2013

1,984 cc

90,000 km

SUV

Available

For Limited Time Only! Selling At Export Value! High Specs S-Line Version! VAG Tuned To 275 Ponies Power For Your Disposal! 9:10 Ratio Excellent Condition! 100% Accident Free! No Repair Needed, Well T...

Posted: 23-Sep-2013 Tags: 2013 Audi Q5, 2013 Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5



Audi Q5 2.0A TFSI Quattro

\$95,800

\$14,400 /yr

23-Jul-2013

1,984 cc

99,832 km

SUV

Available

\$9k Down Payment Monthly \$1447 For Limited Period Only! Other Loan Packages From Bank/In House/Balloon Scheme Available With Most Attractive And 100% Fast Approval Rates! Very Low Mileage Superbly Wel...

Le Motor Enterprise

Posted: 12-Oct-2013 Tags: 2013 Audi Q5, 2013 Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5, Audi Q5

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

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SHORTLISTED HISTORY

Compare [4]

CH

Hsiao Tong (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 8 January 2019 3:33 PM
To: 'Claims'; Vivian Lau (LKKAUTO)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN) *****LKK REF:CC3/AIG18018818/wb3

Dear Vivian,

Any update ?

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 1099022718V)
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: Thursday, 27 December 2018 3:07 PM
To: 'Vivian Lau (LKKAUTO)'
Cc: 'Admin A'; claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN) *****LKK REF:CC3/AIG18018818/wb3

Dear Vivian,

Please update us.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Hsiao Tong (LKKAUTO)

From: Foo, Chityan <Chityan.Foo@aig.com>
Sent: Thursday, 21 March 2019 2:43 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Hsiao Tong,

We refer to your email dated 12.03.19.

Please note that mandate approved at \$19,402.00 in merimen.

Kind regards,

Jimmy Foo
AIG
Complex Claims Examiner
AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Tuesday, March 12, 2019 10:09 AM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

Kindly refer to the below: -

The estimation of parts at \$56,411.00 and labour charges of \$29,564.00 is produced with the assistance of the internal Audi system.

Taking into consideration paper value \$77K and market value at \$95K, the economical repair value is estimated at \$18K.

Therefore, considering the extent of damages and the disparity between economical repair value and repair cost, we would recommend to write off the vehicle in order to save costs.

Please call our surveyor Mr Adrian at 9689 3735 if you have further queries.

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)

From: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Tuesday, 5 March 2019 12:12 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Hsiao Tong,

We refer to your email dated 05.03.19

Please assist to furnish us a copy of adjusted repair estimates recommended by your surveyor support with total loss recommendation.

Kind regards,

Jimmy Foo

AIG

Complex Claims Examiner

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

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

Sent: Tuesday, March 5, 2019 7:37 AM

To: Foo, Chityan <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

URGENT

Hi Jimmy,

Further to our below email.

Kindly let us have your instruction as third party is chasing and would like to liaise with AIG officer.



Mon 4/3/2019 8:54 PM

Claims <claims@premiumauto.com.sg>

RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN) *****LKK
REF:CC3/AIG18018818/Awb3

To Hsiao Tong (LKKAuto)

Cc Admin A; Vivian Lau (LKKAuto); claims@premiumauto.com.sg

Dear Hsiao Tong,

Let us have the officer in-charge of AIG on this case urgently!

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (reg no. 199602271W)

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

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: Wednesday, 27 February 2019 5:20 PM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

URGENT

Dear Jimmy,

We refer to our below email.

Kindly let us have your mandate/ instruction as third party repairer is chasing.

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: Friday, 22 February 2019 5:44 PM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

We refer to our below email.

Kindly let us have your mandate/ instruction.

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 January 2019 2:41 PM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Jimmy,

We refer to your below email.

For LOU at 14days is from DOA(12/10/2018) to Date of transfer ownership(26/10/2018).

Kindly refer to the attachment in Merimen.

Kindly let us have your mandate.

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: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Monday, 21 January 2019 11:55 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Hsiao Tong,

We refer to your email dated 10.01.19.

Please advise on the mandate request for loss of use at 14 days.

Thank you

Jimmy Foo

AIG

Complex Claims Examiner

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

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

Sent: Thursday, 10 January, 2019 7:01 PM

To: Foo, Chityan

Cc: Admin A; Vivian Lau (LKKAuto)

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

Kindly refer to the attached letter from third party workshop for your perusal.

Kindly review and let us have you mandate.

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: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Wednesday, 19 December 2018 9:44 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Vivian,

We refer to your email dated 11.12.18

Please upload repair estimate from premium automobiles into merimen.

Thank you

Jimmy Foo

AIG

Complex Claims Examiner

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

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

Sent: Tuesday, 11 December, 2018 3:18 PM

To: Foo, Chityan

Cc: Admin A

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

We refer to the email below. Enclosed is the LTA rebate

MV - \$95,000.00

Rebate -\$ \$77,000.00

Nett Value -\$ 18,000.00

	Amount Claimed	Amount Revised
1. Net Value	S\$ 18,000.00	S\$ 18,000.00
2. Loss of USE (\$ 100.00x 14 days)	S\$ 3,000.00	S\$ 1,400.00

4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 21,002.00	S\$ 19,402.00

Amount of claim at liability 100% S\$ 19,402.00

For your approval in merimen please.

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: Vivian Lau (LKKAuto)

Sent: Wednesday, 5 December, 2018 11:42 AM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Jimmy,

We refer to the email below. Enclosed is the LTA rebate

MV - \$95,000.00

Rebate -\$ \$77,000.00

Nett Value -\$ 18,000.00

	Amount Claimed	Amount Revised
1. Net Value	S\$ 18,000.00	S\$ 18,000.00
2. Loss of USE (\$ 100.00x 14 days)	S\$ 3,000.00	S\$ 1,400.00
4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 21,002.00	S\$ 19,402.00

Amount of claim at liability 100% S\$ 19,402.00

For your approval in merimen please.

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: Foo, Chityan [<mailto:Chityan.Foo@aig.com>]

Sent: Wednesday, 5 December, 2018 11:22 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Vivian,

We refer to your email dated 04.12.18.

Please furnish us with all supporting documents:

- Parf/ COE rebate
- Market value of the vehicle

Kindly let us hear from you soon

Kind Regards,

Jimmy Foo

AIG

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.com.sg

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

Sent: Tuesday, December 04, 2018 12:51 PM

To: Foo, Chityan

Cc: Admin A

Subject: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Your Ref : 0897643913SG

Our Ref: CC3/AIG18018818/Awb3

Dear Jimmy,

ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

We refer to the above matter

This is a chain collision involving 4 vehicles chain collision where OI was the last vehicle

In accordance to the MCF guideline, we have to settle 3rd claim at 100%.

We have surveyed the vehicle, and relevant supporting documents was enclose for your perusal.

We seek your approval to offer to TP repairer **Premium Automobiles Pte Ltd** as follows:

Please note that this is a **Total Loss case**.

MV - \$95,000.00

Rebate -\$ \$77,000.00

Nett Value -\$ 18,000.00

	Amount Claimed	Amount Revised
1. Net Value	S\$ 18,000.00	S\$ 18,000.00
2. Loss of USE (\$ 100.00x 14 days)	S\$ 3,000.00	S\$ 1,400.00
4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 21,002.00	S\$ 19,402.00

Amount of claim at liability 100% S\$ 19,402.00

For your approval in merimen please.

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)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International

Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

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IMPORTANT NOTICE:

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Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way
#07-16 The AIG Building
Singapore 079120
Attn: Motor Claims Dept
Tel: 6419 1993
Your Ref: SJU 9000 L

Norah Khai

6768 9828

6841 1183

Nora.khai@premiumauto.com.sg

Body & Paint Dept

PA/TP/TL16/2018

16 October 2018

Dear Sir/Mdm,

**RE: ACCIDENT INVOLVING VEHICLE NO: SKK3437R & SJU9000L,
VEHICLE MODEL: Audi Q5 2.0 TFSI QU
LOCATION: Orchard CTE Towards PIE
DOA: 12 October 2018**

Premium Automobiles Pte Ltd

Showroom

9 Leng Kee Road

Singapore 159090

Telephone (65) 6566 1111

Telefax (65) 6471 3733

We refer to the above-mentioned vehicle.

We have visually inspected the vehicle and would like to inform you that we have come to a conclusion that this vehicle is beyond economical repairs.

Service & Parts Centres

55 Ubi Rd 1

Singapore 408699

Telephone (65) 6336 2323

Telefax (65) 684 11183

The accident has caused front and rear damage. The damages incur onto the frontal, seat belt systems and rear of vehicle which estimated to be \$56,411.00 for parts.

We also estimated labour cost to be \$29,564.00 before any supplementary.

Kindly arrange for survey.

Kindly be informed that there will be possible additional damages not visible during inspection.

Thank you,



Norah Khai
Claims Manager

The estimation of parts at \$56411
and labour charges of \$29564
is produced with the assistance of
the internal Audi System (ETRA)

Taking into consideration Paper Value: \$77K
and Market Value at \$95K, the
economical repair value is estimated at
\$18K.

Therefore, considering the extent of
damages and the disparity between
economical repair value and repair cost, we

COE: 183K.

95K

77.1K

17.9K

would recommend
to write off the
vehicle in order
to save cost.

Print Received Message

This mail is associated with :

***SKK3437R (0897643913SG)**
[SJU9000L]

TP

REDTREE GROUP PTE LTD

Oct 12 2018 4:00PM

[CMC CONTRACT MANUFACTURING PTE LTD]

Premium Automobiles Pte Ltd

From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 21/03/2019 14:31 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$19402.00) - SKK3437R - Claim Handler: Foo, Chit Yan

Approved:19402.00.

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Your Ref: CC3/AIG18018818/wb3

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/TL16/2018/TF

22 October 2018

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

Dear Sir,

RE: INSURANCE CLAIM FOR SKK3437R, Audi Q5 2.0 TFSI QU

With reference to the above-mentioned vehicle, no. **SKK 3437 R**, claimant, **REDTREE GROUP PTE LTD**, please find the related document per attached.

1. Nett Value – S\$25,000.00
2. Loss of Use – S\$3,000.00 (S\$100.00 X 30 days)
3. GIA Search fee - S\$2.00

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 – SKK 3437 R

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

REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number: **S7577644F**

Name: **JULIANA**

Birth Date: **20 Mar 1975**

Issue Date: **05 Jan 2016**

002515647E




YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:

EFFECTIVE DATE

Class 3 Motor cars with unladen weight $\leq 3000\text{kg}$ with ≤ 7 passengers, exclusive of driver; and other motor vehicles with unladen weight $\leq 2500\text{kg}$ **06 Oct 2003**

94355602

Licence No: S7577644F



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S7577644F



Name

JASMINE JULIANA GOH

Race

CHINESE

Date of birth

20-03-1975

Country/Place of birth

INDONESIA

Sex

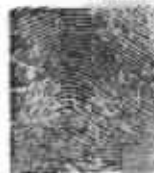
F



5714064



NRIC No. S7577644F



Date of issue

13-03-2017

Address

163 HAIQ ROAD
#02-01
SINGAPORE 438774



redefining / insurance

AXA Insurance Pte Ltd

1800 880 4888 (Within Singapore)

(65) 6880 4888 (International)

(65) 6880 4740

customer.care@axa.com.sg

www.axa.com.sg

Certificate of Insurance

account number

03926

-Motor Vehicles (Third-Party Risks and Compensation) Act, (Chapter 189) - Motor Vehicles (Third-Party Risks and Compensation) Rules, 1980 - Road Transport Act, 1987 (Malaysia)
-Motor Vehicles (Third-Party Risks) Rules, 1959 (Malaysia)

Policy details

Policyholder name	REDTREE GROUP PTE LTD	Certificate number	GA313733 / 1
Cover	Comprehensive	Chassis number	WAUZZZ8R3DAC94179
Plan name	Flexi+	Engine number	CNC014921
NCD applicable	0%		
Vehicle registration number	SKX3437R		
Period of insurance	from 12/01/2018 to 11/01/2019 (both dates inclusive)		
Finance loan company	MAYBANK		

Persons or classes of persons entitled to drive*

(a) Any Named Driver as stated in the Policy:

1. MS JULIANA

(b) Any person who is driving on the Policyholder's order or with their permission

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

Limitation as to use*

Use only for social, domestic and pleasure purposes and for the Policyholder's business.

The policy does not cover - use for hire or reward, racing, pace-making, reliability trial, 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; or when the Motor Car, whether stationary, in use or otherwise, is in or on, a racing track, circuit, route, course or any other roads by whatever name called that are typically used for racing, pace-making or such similar purposes.

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

EXCESS	Basic Own Damage Excess	SGD 1,600.00
	Windscreen Excess	SGD 100.00

An Additional Excess is applicable as follows:

1. S\$500 for unnamed *Authorised Driver*
2. S\$500 for declared *Young and Inexperienced Driver*
3. S\$5,000 for undeclared *Young and Inexperienced Drivers*. This additional excess is reduced to S\$2,500 if You have chosen AXA Premium Workshops.

Additional clauses & endorsements to your policy

Nil

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

AXA Insurance Pte Ltd

Authorised signature

Important note

Policyholders are warned that on the sale of a motor vehicle they must surrender the Certificate of Insurance and the Policy to the insurance company. If the Certificate of Insurance has been lost or destroyed a Statutory Declaration to the effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicle (Third-Party Risks and Compensation) Act (Cap. 189).

The Premium Warranty Clause requires the premium to be paid in full within a specific period failing which there would be no liability under the policy, renewal certificate, endorsement etc.

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 17 April 2019 5:26 PM
To: Foo, Chityan
Cc: Admin A
Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018
Attachments: LOA FROM THIRD PARTY.pdf

Hi Jimmy,

As spoken, kindly let us have your mandate/ instruction asap as third party is chasing.



Tue 16/4/2019 8:30 AM

Claims <claims@premiumauto.com.sg>

RE: ACCIDENT INVOLVING SKK 3437R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN) *****LKK REF:CC3/AIG18018818/Awb3

To: Hsiao Tong (LKKAUTO)

Cc: Claims

Good Morning Hsiao Tong,

Any update? Owner is chasing.....

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323, option 1

e. apphia.ng@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223

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)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 9 April 2019 7:56 AM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Jimmy,

Attached as requested.

Kindly let us have your mandate/ instruction asap.

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)

From: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Tuesday, 2 April 2019 11:00 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Hsiao Tong,

We refer to your email dated 27.03.19.

Please assist to furnish a copy of letter of authority from Premium Automobiles sign by third party owner.

Kind regards,

Jimmy Foo

AIG

Complex Claims Examiner

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

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

Sent: Wednesday, March 27, 2019 5:56 PM

To: Foo, Chityan <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: *URGENT* RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Jimmy,

We refer to the above matter.

Kindly refer to the below email from third party which is self-explanatory. Third party owner would like to claim medical fee at \$214.88.



Kindly advise if we may proceed to settle the medical fee at \$214.88 under PD claim.

I have re-seek mandate as follows in Merimen: -

1. Nett Value	\$18,000.00
2. Loss of Use (14days x \$100.00)	\$ 1,400.00
3. LTA/ GIA Search Fee	\$ 2.00
4. Medical Fee	\$ 214.88
TOTAL	<u>\$19,616.88</u>

Kindly let us have your further mandate/ instruction.

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: Foo, Chityan <Chityan.Foo@aig.com>
Sent: Thursday, 21 March 2019 2:43 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: *URGENT* RE: Your Ref : 0897643913SG,Our Ref: CC3/AIG18018818/Awb3,ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Hsiao Tong,

We refer to your email dated 12.03.19.

Please note that mandate approved at \$19,402.00 in merimen.

Kind regards,

Jimmy Foo
AIG
Complex Claims Examiner
AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, March 12, 2019 10:09 AM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: *URGENT* RE: Your Ref : 0897643913SG,Our Ref: CC3/AIG18018818/Awb3,ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

Kindly refer to the below: -

The estimation of parts at \$56,411.00 and labour charges of \$29,564.00 is produced with the assistance of the internal Audi system.

Taking into consideration paper value \$77K and market value at \$95K, the economical repair value is estimated at \$18K.

Therefore, considering the extent of damages and the disparity between economical repair value and repair cost, we would recommend to write off the vehicle in order to save costs.

Please call our surveyor Mr Adrian at 9689 3735 if you have further queries.

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)

From: Foo, Chityan <Chityan.Foo@aig.com>
Sent: Tuesday, 5 March 2019 12:12 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>
Subject: RE: *URGENT* RE: Your Ref : 0897643913SG,Our Ref: CC3/AIG18018818/Awb3,ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Hsiao Tong,

We refer to your email dated 05.03.19

Please assist to furnish us a copy of adjusted repair estimates recommended by your surveyor support with total loss recommendation.

Kind regards,

Jimmy Foo
AIG
Complex Claims Examiner
AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, March 5, 2019 7:37 AM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>
Subject: *URGENT* RE: Your Ref : 0897643913SG,Our Ref: CC3/AIG18018818/Awb3,ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

URGENT

Hi Jimmy,

Further to our below email.

Kindly let us have your instruction as third party is chasing and would like to liaise with AIG officer.



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: Wednesday, 27 February 2019 5:20 PM
To: 'Foo, Chityan' <Chityan.Foo@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

URGENT

Dear Jimmy,

We refer to our below email.

Kindly let us have your mandate/ instruction as third party repairer is chasing.

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: Friday, 22 February 2019 5:44 PM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

We refer to our below email.

Kindly let us have your mandate/ instruction.

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 January 2019 2:41 PM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Jimmy,

We refer to your below email.

For LOU at 14days is from DOA(12/10/2018) to Date of transfer ownership(26/10/2018).

Kindly refer to the attachment in Merimen.

Kindly let us have your mandate.

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: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Monday, 21 January 2019 11:55 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Hsiao Tong,

We refer to your email dated 10.01.19.

Please advise on the mandate request for loss of use at 14 days.

Thank you

Jimmy Foo

AIG

Complex Claims Examiner

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

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

Sent: Thursday, 10 January, 2019 7:01 PM

To: Foo, Chityan

Cc: Admin A; Vivian Lau (LKKAuto)

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

Kindly refer to the attached letter from third party workshop for your perusal.

Kindly review and let us have you mandate.

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: Foo, Chityan <Chityan.Foo@aig.com>

Sent: Wednesday, 19 December 2018 9:44 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Vivian,

We refer to your email dated 11.12.18

Please upload repair estimate from premium automobiles into merimen.

Thank you

Jimmy Foo

AIG

Complex Claims Examiner

AIG Building, 78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

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

Sent: Tuesday, 11 December, 2018 3:18 PM

To: Foo, Chityan

Cc: Admin A

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Dear Jimmy,

We refer to the email below. Enclosed is the LTA rebate

MV - \$95,000.00

Rebate -\$ \$77,000.00

Nett Value -\$ 18,000.00

	Amount Claimed	Amount Revised
1. Net Value	S\$ 18,000.00	S\$ 18,000.00
2. Loss of USE (\$ 100.00x 14 days)	S\$ 3,000.00	S\$ 1,400.00

4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 21,002.00	S\$ 19,402.00

Amount of claim at liability 100% S\$ 19,402.00

For your approval in merimen please.

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: Vivian Lau (LKKAuto)

Sent: Wednesday, 5 December, 2018 11:42 AM

To: 'Foo, Chityan' <Chityan.Foo@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Jimmy,

We refer to the email below. Enclosed is the LTA rebate

MV - \$95,000.00

Rebate -\$ \$77,000.00

Nett Value -\$ 18,000.00

	Amount Claimed	Amount Revised
1. Net Value	S\$ 18,000.00	S\$ 18,000.00
2. Loss of USE (\$ 100.00x 14 days)	S\$ 3,000.00	S\$ 1,400.00
4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 21,002.00	S\$ 19,402.00

Amount of claim at liability 100% S\$ 19,402.00

For your approval in merimen please.

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: Foo, Chityan [<mailto:Chityan.Foo@aig.com>]

Sent: Wednesday, 5 December, 2018 11:22 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Hi Vivian,

We refer to your email dated 04.12.18.

Please furnish us with all supporting documents:

- Parf/ COE rebate
- Market value of the vehicle

Kindly let us hear from you soon

Kind Regards,

Jimmy Foo

AIG

Complex Claims Examiner

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.com.sg

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

Sent: Tuesday, December 04, 2018 12:51 PM

To: Foo, Chityan

Cc: Admin A

Subject: Your Ref : 0897643913SG, Our Ref: CC3/AIG18018818/Awb3, ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

Your Ref : 0897643913SG

Our Ref: CC3/AIG18018818/Awb3

Dear Jimmy,

ACCIDENT INVOLVING SJU 9000L & SKK 3437R & OTHERS ON 12/10/2018

We refer to the above matter

This is a chain collision involving 4 vehicles chain collision where OI was the last vehicle

In accordance to the MCF guideline, we have to settle 3rd claim at 100%.

We have surveyed the vehicle, and relevant supporting documents was enclose for your perusal.

We seek your approval to offer to TP repairer **Premium Automobiles Pte Ltd** as follows:

Please note that this is a **Total Loss case**.

MV - \$95,000.00

Rebate -\$ \$77,000.00

Nett Value -\$ 18,000.00

	Amount Claimed	Amount Revised
1. Net Value	S\$ 18,000.00	S\$ 18,000.00
2. Loss of USE (\$ 100.00x 14 days)	S\$ 3,000.00	S\$ 1,400.00
4.GIA SEARCH	S\$ 2.00	S\$ 2.00
	S\$ 21,002.00	S\$ 19,402.00

Amount of claim at liability 100% S\$ 19,402.00

For your approval in merimen please.

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)

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Print Received Message

This mail is associated with :

***SKK3437R (0897643913SG)**
[SJU9000L]

TP

REDTREE GROUP PTE LTD

Oct 12 2018 4:00PM

[CMC CONTRACT MANUFACTURING PTE LTD]

Premium Automobiles Pte Ltd

From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 22/04/2019 09:46 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$19616.88) - SKK3437R - Claim Handler: Foo, Chit Yan

Approved:19616.88:Subject to LTA deregistration letter, Medical billings, GIA search billings, Letter of Authority from both TP owner and TP driver on their claims handled by their repairer.

Hsiao Tong (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 25 April 2019 1:55 PM
To: Hsiao Tong (LKKAUTO)
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN) ****LKK REF:CC3/AIG18018818/Awb3

Dear Hsiao Tong,

Our client accept your offer.

Kindly issue AIG final DV to us.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6366 2323, option 1
e. apphia.ng@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, April 24, 2019 10:26 PM
To: Claims <claims@premiumauto.com.sg>
Subject: Re: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN) ****LKK REF:CC3/AIG18018818/Awb3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Nett Value	\$18,000.00
2. Loss of Use (14days x \$100.00)	\$ 1,400.00
3. LTA/ GIA Search Fee	\$ 2.00
4. Medical Fee	\$ 214.88
TOTAL	<u>\$19,616.88</u>

Please confirm acceptance.

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 <claims@premiumauto.com.sg>
Sent: Tuesday, 16 April 2019 8:29 AM
To: Hsiao Tong (LKKAuto)
Cc: 'Claims'
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Good Morning Hsiao Tong,

Any update? Owner is chasing.....

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6366 2323, option 1
e. apphia.ng@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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

Sent: Monday, April 8, 2019 7:50 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Dear Hsiao Tong,

Attached authorisation letter for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 2 April, 2019 2:32 PM
To: Claims <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Without Prejudice

Dear Sirs/Mdm,

We refer to your below email.

As per AIG instruction, would like to request a copy of letter of authority signed by your client, REDTREE GROUP PTE LTD & driver, Ms Jasmine Juliana Goh.

Appreciate an early reply.

"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 <claims@premiumauto.com.sg>
Sent: Friday, 29 March 2019 6:17 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Dear Hsiao Tong,

Kindly update us before 3/4/2019 or owner will take her own action to claim her injury.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 299902271W)

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



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: Friday, 29 March, 2019 5:59 PM

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

Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Without Prejudice

Dear Sirs/Mdm,

We have submitted the medical bill to AIG for consideration.

Now, pending for mandate/ instruction from AIG.

"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 <claims@premiumauto.com.sg>

Sent: Friday, 29 March 2019 5:41 PM

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

Cc: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Dear Hsiao Tong,

Any update?

Thank you.

Best Regards,
Tony Foong
Claims Advisor

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. 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: Monday, 25 March, 2019 7:06 PM
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKK 3437 R AND YOUR INSURED SJU9000L DATED ON 12/10/2018 (VEHICLE IN)
****LKK REF:CC3/AIG18018818/Awb3

Dear Hsiao Tong,

Owner just forward us a copy of medical bill and she would like to claim back the medical bill without using her lawyer.

Owner asking can we assist on this part?

Kindly advise.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 189902271W)
55 Ubi Road 1 Road Singapore 408699