

Adrian

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. 308475377756Sum Insured: _____ Excess: 1000 04/11/18

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.Bal. or Market Value: 220K

IDAC Accident Rpt: _____ Consistent?: Yes or No

GIA / PR Seen: _____ Consistent?: Yes or No

Est. Repairs: 05/11/18 days Res.: Yes or No

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

CA / REV / REP. / 24 HRS

Date: _____ Vehicle: IN / OUT

Person Contacted: _____

Veh No: SLK8296K Yr Regn: 2017, JanType: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Audi Q7 C.C. 1984Colour: Grey A/C: Insured / Std / NI / NASp. Reading: 17754 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WAU2224M6HDO09432Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 255/55 R19R: 255/55 R19BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. _____ D.O.I. 07/11/18Survey held at PremiumDes. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

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

Date / Time Action / Instruction

00 ALG09/11/18 @ 2.13pm revert to Victor via Messenger.09/11/18 @ 3.13pm Victor informed ~~car~~ via Messenger.09/11/18 @ 3.35pm Informed James C/A & Ex: \$1000 by email.01/12/19 @ 4.55pm confirmed with Mr BSO final fig @ 13379.28, 5 days.
CPed @ 11445.52, 46%.

RECEIVED 20 FEB 2019

Date/Time, File Pass to?

Date/Time, File Return to?

Part Prices Check:

Survey Fee:

Date:

1) 21/12/18 hmk

2)

IN

OUT

Basic & Add.

S + RS, SI

Photos

Others

TOTAL

Prel. Report:

Final Report:

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 1 February 2019 4:55 PM
To: 'Boo seng yak'; SUR; Carrine Leong; jiayee.yap@premiumauto.com.sg; Chang Chee Sing
Subject: RE: FINAL REVISION - SLK8296K - OD AIG - SURVEYED 7 NOV 18

Dear Mr Boo,

WITHOUT PREJUDICE

Confirm final fig \$13,379.28 before excess \$1,000.00 & GST and 5 repair days.

Kindly expedite the discharge voucher and tax invoice to us for close case.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Boo seng yak <boojohnny@gmail.com>

Sent: Monday, 7 January 2019 3:07 PM

To: Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>

Subject: FINAL REVISION - SLK8296K - OD AIG - SURVEYED 7 NOV 18

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$13,379.28 @ 5 days of repairs.

Your early closure is well appreciated.

Best regards - jb

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 9 November 2018 3:35 PM
To: Claims; SUR
Subject: RE: SLK 8296 K Own Damage Claims

Dear James,

As instructed by our client, please proceed to repair the insured vehicle SLK 8296K (Excess \$1,000/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 8 November 2018 5:41 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SLK 8296 K Own Damage Claims

Dear James,

The OIC is Norsazani.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 8 November 2018 5:34 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: SLK 8296 K Own Damage Claims

Dear Shiau Chan,

May I know who is the OIC? Let me speak to him/her.
Thanks.

Best Regards,

Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	31 Oct 2018 19:06	Clim Veh Model Changed			[] Merimen Administrator
2	31 Oct 2018 19:06	Clim Created	Reg No: SLK8296K, Acct Date: 2018/10/30, Claim Type: SC, Insurer: AIG Asia Pacific Insurance Pte, Ltd, (SG), Ins.Status => Notification, Created from SAS:MPA118141251		[I] Merimen Administrator
3	07 Nov 2018 13:44	Clim Registration Modified	Setl.Type:3->0, Claim Type:SC->OD.		[] CATHERINE CHONG KAI LING
4	07 Nov 2018 13:44	Adj Clim Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)		[] CATHERINE CHONG KAI LING
5	07 Nov 2018 13:44	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] CATHERINE CHONG KAI LING
6	07 Nov 2018 13:44	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/11/16		[A] CATHERINE CHONG KAI LING
7	07 Nov 2018 13:44	Adj Mandate Set	Approved:8000.00.Reinsp:Adj decides.		[A] CATHERINE CHONG KAI LING
8	07 Nov 2018 13:44	Clim Registration Modified	Rep:1137->200611.		[A] CATHERINE CHONG KAI LING
9	07 Nov 2018 13:44	Clim Veh Model Changed	(204926) AUDI Q7 2.0 TFSI QU (A).		[A] CATHERINE CHONG KAI LING
10	07 Nov 2018 13:44	Adj Adjuster Assigned	[None] -> ADRIAN LING		[A] CATHERINE CHONG KAI LING
11	08 Nov 2018 13:56	Adj Rpt Initiated			[A] SHIAU CHAN
12	08 Nov 2018 13:56	Clim Dtl Modified	JPJ Reg. Date: -> 2017/01/26.		[A] SHIAU CHAN
13	08 Nov 2018 13:56	Clim Details Notified			[A] SHIAU CHAN
14	08 Nov 2018 14:12	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2018/11/16		[A] SHIAU CHAN
15	08 Nov 2018 14:13	Adj Mandate Request	Cur.Reg:17053.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.		[A] SHIAU CHAN
16	08 Nov 2018 14:23	Clim Registration Modified	Init.Est.->7,000 - 8,000.		[I] Mohd Zawaye, Norsazani
17	09 Nov 2018 14:22	Clim Registration Modified	Excess: -> 1000.00. 2F Remarks: -> Not Applicable. GST: -> 7.00.		[I] Mohd Zawaye, Norsazani
18	09 Nov 2018 14:22	Label Added	(20226):Coverage Confirmed.		[A] Merimen Administrator
19	09 Nov 2018 15:13	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/11/16, Mandate Remarks: Re-inspection to be done for damage check and supplementary items / labour.		[I] Koh, Victor-CK
20	09 Nov 2018 15:13	Adj Mandate Set	Approved:15119.00:Re-inspection to be done for damage check and supplementary items / labour. Reinsp:Yes.		[I] Koh, Victor-CK

Date From



Date To



Audit Type None

Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1968818	08/11/2018 13:56	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLK8296K		10.70

Note: This document has not been finalised.

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

To: AIG Asia Pacific Insurance Pte. Ltd.
AIG Building
78 Shenton Way #07-16
Singapore 079120

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Foo, Chit Yan

Date: 08 Nov 2018

Preliminary Advice

Vehicle No	: SLK8296K	Accident Date	: 30/10/2018
Make	: AUDI Q7	Policy No.	:
Assignment Date	: 07/11/2018	Excess	: S\$0.00
Date of Inspection	: 07/11/2018	Est. Duration of Repair	: 5.00
Inspection At	: PREMIUM AUTOMOBILES PTE LTD (UBI) 55 UBI ROAD 1 SINGAPORE 408699		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages rear portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	24,504.00
Revised Amount	:S\$	15,119.00
Check Items (Estimated)	:S\$	1,934.00
Total	:S\$	17,053.00
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	220,000.00
COE / PARF Rebate	:S\$	102,008.00
Salvage Value	:S\$	
Margin for Repair	:S\$	117,992.00

Remarks

- (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- () The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- () Other comments :

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	31/10/2018 12:03
Date Of Accident	30/10/2018 19:00
Exact Location Of Accident	TANGLIN MALL CAR PARK
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLK8296K
Insured/Policyholder	
Name Of Registered Owner	DEVONALD ANDREW JAMES
Passport No/FIN	G5963530T
Email Address	ANDREW.DENONALD@GMAIL.COM
Mobile Phone No	(LOCAL) +65-81611158
Alternative Phone No	OFFICE-81611158

Vehicle Particulars

Manufacturer	AUDI
Model	Q7 2.0 TFSI QU
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	
Cover Note Number	

Driver

Name of Driver	DEVONALD ANDREW JAMES
Passport No/FIN	G5963530T
Date Of Birth	01/12/1965
Occupation	INDOOR
Date Of Driving Pass	29/03/2012
Driving Experience	6 YEARS AND 7 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-81611158
Fax Number	
Contact Number	OFFICE-81611158
Email Address	ANDREW.DENONALD@GMAIL.COM

Address	15 NASSIM ROAD #01-02, NASSIM PARK RESIDENCES
Postcode	
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLIDED INTO PROPERTY
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REVERSE PARKING BACKED INTO METAL BAR JOTTING OUT FROM PILLAR.

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be **completed by the Policyholder and/or the Authorised Driver**.
3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Date & Time:

31/10/2018 11:35am

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

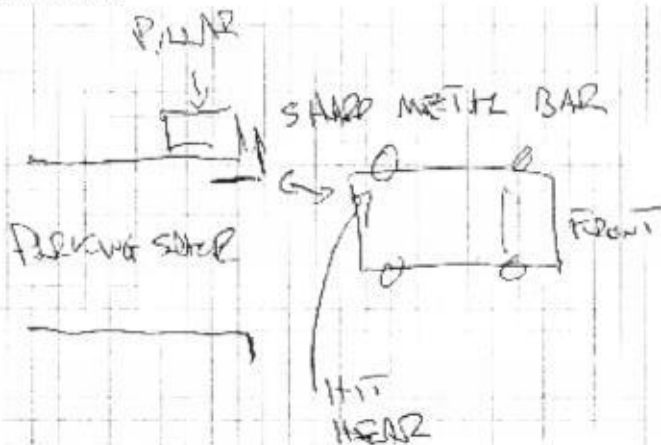
Name: Yulwiy Khenfi SEAH/Ange

NRIC/FIN No.: G4587143A



Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

REVERSE PARKING BACKED INTO METAL BAR JOTTING OUT
FROM PILLAR

DECLARATION

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

[Signature]

Policyholder's Signature

Date & Time:

31/10/2018

11:35am

[Signature]

Driver's Signature

(If driver is not the policyholder)

Date & Time:

[Signature]

Reporting Centre Personnel's Signature

Name: Wandy Khin Khin Santhya George

NRIC/FIN No.: G2157437



> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Foreign Identification Number
Owner ID:	3530T
Vehicle Details	
Vehicle No.:	SLK8296K
Vehicle to be Exported:	No
Intended Deregistration Date:	08 Nov 2018
Vehicle Make:	AUDI
Vehicle Model:	Q7 2.0 TFSI QU (252 BHP)
Primary Colour:	Grey
Manufacturing Year:	2016
Engine No.:	CYR019471
Chassis No.:	WAUZZZ4M6HD009432
Maximum Power Output:	185.0 kW (248 bhp)
Open Market Value:	\$58,993.00
Original Registration Date:	26 Jan 2017
First Registration Date:	26 Jan 2017
Transfer Count:	0
Actual ARF Paid:	\$78,188.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	25 Jan 2027
PARF Rebate Amount:	\$58,641.00
Intended COE Rebate Details	
COE Expiry Date:	25 Jan 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$52,807.00
COE Rebate Amount:	\$43,367.00
Total Rebate Amount:	\$102,008.00

The information contained herein is correct as at 08 Nov 2018

OK

8170874, 402, 361, 377, 411, 424, 437, 449, 461, 473, 485, 497, 509, 521, 533, 545, 557, 569, 581, 593, 605, 617, 629, 641, 653, 665, 677, 689, 701, 713, 725, 737, 749, 761, 773, 785, 797, 809, 821, 833, 845, 857, 869, 881, 893, 905, 917, 929, 941, 953, 965, 977, 989, 1001, 1013, 1025, 1037, 1049, 1061, 1073, 1085, 1097, 1109, 1121, 1133, 1145, 1157, 1169, 1181, 1193, 1205, 1217, 1229, 1241, 1253, 1265, 1277, 1289, 1301, 1313, 1325, 1337, 1349, 1361, 1373, 1385, 1397, 1409, 1421, 1433, 1445, 1457, 1469, 1481, 1493, 1505, 1517, 1529, 1541, 1553, 1565, 1577, 1589, 1601, 1613, 1625, 1637, 1649, 1661, 1673, 1685, 1697, 1709, 1721, 1733, 1745, 1757, 1769, 1781, 1793, 1805, 1817, 1829, 1841, 1853, 1865, 1877, 1889, 1901, 1913, 1925, 1937, 1949, 1961, 1973, 1985, 1997, 2009, 2021, 2033, 2045, 2057, 2069, 2081, 2093, 2105, 2117, 2129, 2141, 2153, 2165, 2177, 2189, 2201, 2213, 2225, 2237, 2249, 2261, 2273, 2285, 2297, 2309, 2321, 2333, 2345, 2357, 2369, 2381, 2393, 2405, 2417, 2429, 2441, 2453, 2465, 2477, 2489, 2501, 2513, 2525, 2537, 2549, 2561, 2573, 2585, 2597, 2609, 2621, 2633, 2645, 2657, 2669, 2681, 2693, 2705, 2717, 2729, 2741, 2753, 2765, 2777, 2789, 2801, 2813, 2825, 2837, 2849, 2861, 2873, 2885, 2897, 2909, 2921, 2933, 2945, 2957, 2969, 2981, 2993, 3005, 3017, 3029, 3041, 3053, 3065, 3077, 3089, 3101, 3113, 3125, 3137, 3149, 3161, 3173, 3185, 3197, 3209, 3221, 3233, 3245, 3257, 3269, 3281, 3293, 3305, 3317, 3329, 3341, 3353, 3365, 3377, 3389, 3401, 3413, 3425, 3437, 3449, 3461, 3473, 3485, 3497, 3509, 3521, 3533, 3545, 3557, 3569, 3581, 3593, 3605, 3617, 3629, 3641, 3653, 3665, 3677, 3689, 3701, 3713, 3725, 3737, 3749, 3761, 3773, 3785, 3797, 3809, 3821, 3833, 3845, 3857, 3869, 3881, 3893, 3905, 3917, 3929, 3941, 3953, 3965, 3977, 3989, 4001, 4013, 4025, 4037, 4049, 4061, 4073, 4085, 4097, 4109, 4121, 4133, 4145, 4157, 4169, 4181, 4193, 4205, 4217, 4229, 4241, 4253, 4265, 4277, 4289, 4301, 4313, 4325, 4337, 4349, 4361, 4373, 4385, 4397, 4409, 4421, 4433, 4445, 4457, 4469, 4481, 4493, 4505, 4517, 4529, 4541, 4553, 4565, 4577, 4589, 4601, 4613, 4625, 4637, 4649, 4661, 4673, 4685, 4697, 4709, 4721, 4733, 4745, 4757, 4769, 4781, 4793, 4805, 4817, 4829, 4841, 4853, 4865, 4877, 4889, 4901, 4913, 4925, 4937, 4949, 4961, 4973, 4985, 4997, 5009, 5021, 5033, 5045, 5057, 5069, 5081, 5093, 5105, 5117, 5129, 5141, 5153, 5165, 5177, 5189, 5201, 5213, 5225, 5237, 5249, 5261, 5273, 5285, 5297, 5309, 5321, 5333, 5345, 5357, 5369, 5381, 5393, 5405, 5417, 5429, 5441, 5453, 5465, 5477, 5489, 5501, 5513, 5525, 5537, 5549, 5561, 5573, 5585, 5597, 5609, 5621, 5633, 5645, 5657, 5669, 5681, 5693, 5705, 5717, 5729, 5741, 5753, 5765, 5777, 5789, 5801, 5813, 5825, 5837, 5849, 5861, 5873, 5885, 5897, 5909, 5921, 5933, 5945, 5957, 5969, 5981, 5993, 6005, 6017, 6029, 6041, 6053, 6065, 6077, 6089, 6101, 6113, 6125, 6137, 6149, 6161, 6173, 6185, 6197, 6209, 6221, 6233, 6245, 6257, 6269, 6281, 6293, 6305, 6317, 6329, 6341, 6353, 6365, 6377, 6389, 6401, 6413, 6425, 6437, 6449, 6461, 6473, 6485, 6497, 6509, 6521, 6533, 6545, 6557, 6569, 6581, 6593, 6605, 6617, 6629, 6641, 6653, 6665, 6677, 6689, 6701, 6713, 6725, 6737, 6749, 6761, 6773, 6785, 6797, 6809, 6821, 6833, 6845, 6857, 6869, 6881, 6893, 6905, 6917, 6929, 6941, 6953, 6965, 6977, 6989, 7001, 7013, 7025, 7037, 7049, 7061, 7073, 7085, 7097, 7109, 7121, 7133, 7145, 7157, 7169, 7181, 7193, 7205, 7217, 7229, 7241, 7253, 7265, 7277, 7289, 7301, 7313, 7325, 7337, 7349, 7361, 7373, 7385, 7397, 7409, 7421, 7433, 7445, 7457, 7469, 7481, 7493, 7505, 7517, 7529, 7541, 7553, 7565, 7577, 7589, 7601, 7613, 7625, 7637, 7649, 7661, 7673, 7685, 7697, 7709, 7721, 7733, 7745, 7757, 7769, 7781, 7793, 7805, 7817, 7829, 7841, 7853, 7865, 7877, 7889, 7901, 7913, 7925, 7937, 7949, 7961, 7973, 7985, 7997, 8009, 8021, 8033, 8045, 8057, 8069, 8081, 8093, 8105, 8117, 8129, 8141, 8153, 8165, 8177, 8189, 8201, 8213, 8225, 8237, 8249, 8261, 8273, 8285, 8297, 8309, 8321, 8333, 8345, 8357, 8369, 8381, 8393, 8405, 8417, 8429, 8441, 8453, 8465, 8477, 8489, 8501, 8513, 8525, 8537, 8549, 8561, 8573, 8585, 8597, 8609, 8621, 8633, 864



JOURNAL OF DOCUMENTATION

DEVONALD
ANDREW JAMES
BRITISH CITIZEN

PETERBOROUGH

17 SEP / SEPT 13 1A

17 JUN / JUIN 24

P<GBRDEVONALD<<ANDREW<JAMES<<<<<<<<<<<<<<<
5112385094GBR6512C13M240617B<<<<<<<<<<<<<<06

Journal of Management Inquiry 20(4) 409-424



DRIVING LICENCE



- 1 DEVONALD
2 ANDREW JAMES
3 01-12-65 ENGLAND
4a 29-03-12 4b 28-03-22 4c DVLA
5 DEVON612015AJ9YM 61
7 *[Signature]*
8 10 TRIENNA, ORTON LONGUEVILLE,
PETERBOROUGH, PE2 7ZW
9 B, BE, C1, C1E, D1, D1E, l, k, l, n, p

13	9 Cat	10 From	11 To	12 Codes
14	B	31-05-83	30-11-35	
	BE	31-05-83	30-11-35	
	C1	31-05-83	30-11-35	
	C1E	31-05-83	30-11-35	107
	D1	31-05-83	30-11-35	101
	D1E	31-05-83	30-11-35	101, 119
	fknp	31-05-83	30-11-35	



- 1 Surname
2 Other names
3 Date and place of birth
4a Licence valid from
4b Licence valid to
4c Issuing Authority
5 Licence number
6 Category
7 Information codes

AE38573105



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : DEVONALD ANDREW JAMES
Period of Insurance : 26 Jan 2018 To 25 Jan 2019
Engine No. : CYR019471
Chassis No. : WAUZZZ4M6HD009432

Vehicle No. : SLK8296K
Policy No. : 2100499565-01
Endorsement No. :
Issued Date : 03 Jan 2018

ABOUT THE COVER

Make/Model : AUDI Q7 2.0 TFSI
Engine Capacity/Tonnage : 1,984.00 CC
Driver Restriction : NA
Sum Insured : Market Value
Off Peak Car : No
First Year of Registration : 2017
Insuring with COE/PARF : Yes

Person or Classes of Persons Entitled to Drive* :

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

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

Age Condition : All Age Condition

Limitation as to use* :

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

Loss of Use 1800cc - 2000cc Optional

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

EXCESS

Section 1

Fire - \$0 Own Damage - \$1000 Theft - \$0 Flood Cover - \$0

Section 2

Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

DEVONALD ANDREW JAMES - \$1000 (Own Damage)

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

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

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

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: HONG LEONG FINANCE LTD

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

0504125219

PREMIUM LEASING - KATL
281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
SINGAPORE 159938
Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte. Ltd.
AUTHORISED REPRESENTATIVE

SSCD51

IMPORTANT: KEEP THIS DOCUMENT IN YOUR CAR AT ALL TIMES.

What can the 24-hour AIG Auto Emergency Hotline provide for you?

- Immediate assistance after an accident
- Emergency breakdown service
- Towing service (accident or non-accident related)
- Advice on Motor Claims procedures
- Medical Referral Assistance

What should I do in the event of an accident?

- Keep calm and move your car to a safe place.
- Do not admit or discuss fault or blame with the other party(ies).
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.
- Submit Writ/Summons/Correspondence from third party(ies) to AIG immediately.

If no one is injured in the accident:

- You are not required to make any police report.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s).
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.

If the accident involves injuries or damage to government property & vehicles, foreign registered vehicles or non-injury hit & run case:

- Report the accident to the police, providing full details of the circumstances of the accident.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s), if applicable.
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.

LOSS OF USE CAR REPLACEMENT BENEFIT

Applicable only if this benefit is included in your motor insurance. Please refer to your Policy Schedule for details. Policy terms and conditions apply. Please call our customer service hotline number (65) 6419-3000 for assistance.

The Certificate of Insurance (CI) should be produced without demand when collecting the Rental Car and the Rental Car Company reserves the right to verify the identity of the holder. The CI is the property of AIG and its use is subject to the terms and conditions contained in the Loss of Use Endorsement under the policy issued to the policyholder.

Steps to activate Loss of Use Car Replacement Benefit and Important Information

1. To activate your loss of use car replacement, please contact the Rental Car Company (listed below) after filing/reporting your accident claim.
2. Your rental car will be made available within 5 working hours of activation with the Rental Car Company.
3. At the time of collection of the Rental Car, the **original** insurance policy and schedule issued by AIG, a copy of the Accident Report from **Audi Customer Service Centre** must be produced.
4. The number of days is based on the period your vehicle is in the repair workshop unless the number of days of loss of use entitlement is stated in the Policy.
5. Rental cars are strictly for use in Singapore only.
6. Extension of rental beyond repair period approved by AIG surveyor will be chargeable by the Rental Car Company on per day basis.
7. Upgrade of Rental Car is available upon request subject to additional charges by the Rental Car Company.

Rental Car Company: Popular Rent A Car Pte. Ltd.

Activation Hotline: 67428888

501 Guillemard Road Singapore 399840

Operation Hours: Monday to Friday: 9am to 6pm Saturday (Half Day): 9am to 4pm

*The Rental Car Company's Terms & Conditions apply (i.e., refundable security deposit, excess liability for the Rental Car, Collision Damage Waiver, etc).

IMPORTANT NOTICE

If you sell your motor vehicle, this Notice is **IMPORTANT** and **MUST** be complied with. Policyholders are hereby warned that under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.99), it shall be unlawful for any person to use or cause or permit any other person to use a motor vehicle without a valid policy of insurance under the Act.

The Policyholder is further 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 that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.88).

This Policy will cease to be valid once the motor vehicle has been sold to another person unless the transfer of interest has been duly notified to and agreed to by the insurance company concerned. If the insurance company agrees to cover the new owner, they will issue a new Certificate of Insurance in the new owner's name. The premium chargeable may vary according to the new owner's profile.



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DRIVING LICENCE

1. DEVONALD
2. ANDREW JAMES

3. 01-12-65 ENGLAND
4a. 29-03-12 4b. 28-03-22 4c. DVLA
5. DEVON612015AJ9YM 61

7.

8. 10 TRIENNA, ORTON LONGUEVILLE,
PETERBOROUGH, PE2 7ZW

9. B, BE, C1, C1E, D1, D1E, t, k, l, n, p

13.	9. Cat	10. From	11. To	12. Codes
14.	B	31-05-83	30-11-35	
	BE	31-05-83	30-11-35	
	C1	31-05-83	30-11-35	
	C1E	31-05-83	30-11-35	107
	D1	31-05-83	30-11-35	101
	D1E	31-05-83	30-11-35	101, 119
	t, k, l, n, p	31-05-83	30-11-35	

1. Surname
2. Other Names
3. Date and place of birth
4a. Licence valid from
4b. Licence valid to
4c. Issuing Authority
5. Licence number
9. Category
12. Information codes

AE38573105



Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Email: Nora.khai@premiumauto.com.sg / claims@premiumauto.com.sg

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/1242/2018/GW
Date : 2-Nov-18

Vehicle NOT IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr. Devonald Andrew James
Address : 15 Nassim Road
#01-02
Nassim Park Residences Singapore 258386
Telephone : (HP) 81611158
Type of Claim : Own Damage Claim
Policy No. : 2100499565-01
Vehicle No : **SLK 8296 K**
Model Code : Q7 2.0 TFSI Qu
Model / Year : Jan-17
Engine No : CYR 019471
Chassis No : WAUZZZ4M6HD009432
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 30-Oct-18
Place of Accident : Tanglin Mall Car Park

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle. SLK 8296 K

S/N	Nature of Jobs	Estimated Charges
1	To remove and transfer rear parking aid and rear lid kick sensor. Check function.	S/N \$ 360.00 ✓
2	To remove and reinstall rear lid's convenience lock system, wire harness for tail lights and rear wiper assy.	S/N \$ 480.00 ✓
3	To renew rear windscreen.	S/N \$ 480.00 ✓
4	To dismantle and renew rear bumper assy and rear lid. To repair lhs rear fender. Re-organize crash management components. Reinstall all parts removed.	\$ 2,800.00 <i>1200, 600x2=1200</i>
5	To respray rear top bumper, rear lower bumper, rear lid, lhs rear fender and both wheel arch covers, rear lid hinges.	\$ 4,400.00 <i>400, 300, 800, 600, 1900</i> <i>✓ ✓ 200x2=400</i>
6	To carry out diagnostic check.	S/N \$ 192.00 ✓
TOTAL LABOUR CHARGES		: \$ <u>8,712.00</u>

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SLK 8296 K

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	REAR BUMPER <i>Deformed</i>	\$ 2,648.00	✓ 2118.40
2	REAR BUMPER FIXING PARTS <i>new</i>	\$ 178.00	+
3	REAR BUMPER SPOILER BARCELONETA SILVER <i>ton</i>	\$ 1,095.00	✓ 876
4	REAR BUMPER SPOILER SATIN BLACK <i>Subst New</i>	\$ 92.00	✓ ?X
5	REAR BOOT LID CONTROL UNIT <i>new</i>	\$ 334.00	+
6	REAR SENSOR <i>new</i>	2 \$ 421.00	+
7	REAR SENSOR SEAL RING <i>new</i>	4 \$ 14.00	+
8	REAR BUMPER CARRIER <i>new</i>	\$ 1,189.00	?X
9	REAR BUMPER HOLDING STRAP <i>new</i>	\$ 156.00	+
10	REAR BUMPER GUIDE SECTION-LH <i>new</i>	\$ 54.00	+
11	REAR BUMPER GUIDE SECTION- CENTRE <i>new</i>	\$ 121.00	+
12	REAR LID <i>Dented</i>	\$ 4,295.00	✓ 3436
13	REAR LID ATTACHMENT PARTS <i>new</i>	\$ 133.00	?X
14	REAR LID HINGE-LH/RH <i>new</i>	2 \$ 270.00	+
15	REAR LID CHAFE GUARD <i>new</i>	\$ 5.00	?X
16	REAR LID LOCK	\$ 224.00	+
17	REAR LID COVER CAP FOR FLAP	\$ 10.00	+
18	REAR LID LOCK STRIKER	\$ 75.00	+
19	REAR LID PUSH BUTTON	\$ 1,181.00	+
20	REAR BUMPER PACKING ADHESIVE <i>new</i>	\$ 15.00	?X
SUB TOTAL PARTS CHARGES		\$ 12,510.00	

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

Material List for Accident Vehicle Regn No. SLK 8296 K

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
20	REAR LID AUDI EMBLEM	\$ 108.00	✓ 86
21	REAR LID INSCRIPTION 'Q7'	\$ 83.00	✓ 66.16
22	REAR LID INSCRIPTION 'TFSI'	\$ 83.00	✓ 66.16
23	REAR LID INSCRIPTION 'QUATTRO'	\$ 83.00	✓ 66.16
24	REAR SPOILER FIXING PARTS	\$ 53.00	✓ 42.32
25	REAR WINDOW <i>Nec</i>	\$ 847.00	✓ 672.60
26	PRIMER <i>Nec</i>	2 \$ 37.00	✓ 29.12
27	REAR BUMPER TAIL LIGHT-LH <i>crash</i>	\$ 313.00	✓ 250.40
28	REAR EXHAUST TAIL PIPE TRIM-LH <i>new</i>	\$ 288.00	✓
29	REAR WHEEL COVER-LH/RH <i>new</i>	2 \$ 662.00	✓ 528.80
30	REAR NO. PLATE <i>new</i>	S/N \$ 25.00	✓
31	REAR W/S SEALANT <i>new</i>	S/N \$ 200.00	✓
32	SUNDRIES <i>Nec</i>	\$ 500.00	✓ 3.36
TOTAL PARTS CHARGES		\$ 15,792.00	
TOTAL LABOUR CHARGES		\$ 8,712.00	
GRAND TOTAL		\$ 24,504.00	

All charges are not inclusive of GST.

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24504.8

Premium Automobiles

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

Telefax

Name : Adrian King
Surveyed Date : 07/11/18
Authorised Date :
Excess Cost :
Liability :
Remarks : Not Authorized, 05 Days.

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Please Note : This estimate is based on visual inspection of the affected vehicle. Should we require further labour charges and spare parts in the progress of repair, we shall inform you accordingly. For inspection of vehicle, please refer to Ms Norah Khai at Tel:6768 9828 for appointment.

Yours faithfully,
Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

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Vehicle NOT IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Hi Adrian

5 days - ok - jb - 7 JAN 19

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr. Devonald Andrew James
Address : 15 Nassim Road
#01-02
Nassim Park Residences Singapore 258386
Telephone : (HP) 81611158
Type of Claim : Own Damage Claim
Policy No. : 2100499565-01
Vehicle No : **SLK 8296 K**
Model Code : Q7 2.0 TFSI Qu
Model / Year : Jan-17
Engine No : CYR 019471
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