

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Monday, 26 November 2018 3:03 PM
To: 'Claims'; SUR
Cc: (nora.khai@premiumauto.com.sg)
Subject: RE: AMENDED GIA REPORT WITH VIDEO UPLOADED-DOA: 15/11/2018
Attachments: IMG.pdf

Dear Tony,

Since the first accident (18/10/2018) on the front right portion has not been repaired and the 2nd accident (15/11/2018) involved overlapping damages on the front bumper, we will have to revise the estimate on the 2nd accident.

Please see attached.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Loo, Tong Shing <TongShing.Loo@aig.com>
Sent: Friday, 23 November 2018 5:52 PM
To: Claims <claims@premiumauto.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: AMENDED GIA REPORT WITH VIDEO UPLOADED

Hi James,

Excess revise , \$800.00.

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

TongShing.Loo@aig.com | www.aig.com

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, November 22, 2018 4:25 PM
To: Loo, Tong Shing
Cc: 'Veron Chen (LKKAuto)'; 'Claims'
Subject: AMENDED GIA REPORT WITH VIDEO UPLOADED

Dear Tong Shing,

Please refer to the above attached amended GIA Report.

My client had a hard time retrieving video footage from his in car camera and able to do so and pass it to me today. I had uploaded the video to merimen.

Kindly advise on the excess again.

Thanks.

Best Regards,
James Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No: 109902273W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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Veron Chen (LKKAUTO)

From: Loo, Tong Shing <TongShing.Loo@aig.com>
Sent: Friday, 23 November 2018 10:47 AM
To: SUR
Subject: #1278969731SG001#027#SFV2818H OD / 1278969731SG

Hi LKK,

FYI.

OI is claiming OD for the DOA of 15/11/2018, the damages is only found on left hand side.

While back to 18/10/2018, OI have another "REPORTING ONLY" cases to us.

The damage is on the right hand side bumper.

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

TongShing.Loo@aig.com | www.aig.com

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has not been repaired and the 2nd accident involved
overlapping damages on the front bumper, we will have
to revise the estimate on the 2nd accident.
Please see attached.

Veron Chen (LKKAUTO)

From: Loo, Tong Shing <TongShing.Loo@aig.com>
Sent: Friday, 23 November 2018 5:52 PM
To: Claims
Cc: Veron Chen (LKKAUTO)
Subject: RE: AMENDED GIA REPORT WITH VIDEO UPLOADED

Hi James,

Excess revise , \$800.00.

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

TongShing.Loo@aig.com | www.aig.com

From: Claims [mailto:claims@premiumauto.com.sg]
Sent: Thursday, November 22, 2018 4:25 PM
To: Loo, Tong Shing
Cc: 'Veron Chen (LKKAUTO)'; 'Claims'
Subject: AMENDED GIA REPORT WITH VIDEO UPLOADED

Dear Tong Shing,

Please refer to the above attached amended GIA Report.

My client had a hard time retrieving video footage from his in car camera and able to do so and pass it to me today.

I had uploaded the video to merimen.

Kindly advise on the excess again.

Thanks.

Best Regards,
James Tan
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 22 November 2018 3:29 PM
To: 'Claims'; SUR
Subject: RE: SFV 2818 H Own Damage Claims-DOA: 15/11/2018

Dear James,

Vehicle excess \$1600/-

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@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, 22 November 2018 3:24 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: SFV 2818 H Own Damage Claims-DOA: 15/11/2018

Dear Veron,

Kindly advise excess.

Thanks

Best Regards,

James Tan

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 129902271M)

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: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, 20 November 2018 5:13 PM
To: Claims Dept; SUR
Subject: RE: SFV 2818 H Own Damage Claims-DOA: 15/11/2018

Dear Jeffery,

Our surveyor has authorised repair at the time of inspection on 20/11/2018. **(Excess TBA).**

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,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Tuesday, 20 November 2018 4:46 PM
To: SUR <sur@lkkauto.com>
Cc: 'Claims Dept' <claims@premiumauto.com.sg>
Subject: SFV 2818 H Own Damage Claims

Dear all,

Kindly assist in the Own Damage Claim approval for the above mentioned vehicle.

Survey was carried out earlier this afternoon by Adrian.

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 w. www.audi.com.sg

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

[> Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	9873F
Vehicle Details	
Vehicle No.:	SFV2818H
Vehicle to be Exported:	No
Intended Deregistration Date:	20 Nov 2018
Vehicle Make:	AUDI
Vehicle Model:	A4 SEDAN 2.0 TFSI S TRONIC (NAV)
Primary Colour:	Grey
Manufacturing Year:	2018
Engine No.:	CVK060539
Chassis No.:	WAUZZZF40JA159718
Maximum Power Output:	140.0 kW (187 bhp)
Open Market Value:	\$33,420.00
Original Registration Date:	02 Jun 2018
First Registration Date:	02 Jun 2018
Transfer Count:	0
Actual ARF Paid:	\$38,788.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	01 Jun 2028
PARF Rebate Amount:	\$29,091.00
Intended COE Rebate Details	
COE Expiry Date:	01 Jun 2028
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$37,989.00
COE Rebate Amount:	\$36,212.00
Total Rebate Amount:	\$65,303.00

The information contained herein is correct as at 20 Nov 2018

OK



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : NG KOK WAH
Period of Insurance : 02 Jun 2018 To 01 Jun 2020
Engine No. : CVK 060539
Chassis No. : WAUZZZF40JA159718

Vehicle No. : SFV2818H
Policy No. : 1800061529
Endorsement No. :
Issued Date : 13 Jun 2018

ABOUT THE COVER

Make/Model : AUDI A4 Sedan 2.0 TFSI S tronic
Engine Capacity/Tonnage : 1,984.00 CC
Driver Restriction : NA
Sum Insured : Market Value
Off Peak Car : No
First Year of Registration : 2018
Insuring with COE/PAF : Yes

Person or Classes of Persons Entitled to Drive* :

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

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 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 - \$1600 Theft - \$0 Flood Cover - \$0

Section 2

Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

NG KOK WAH - \$1600 (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: DBS BANK LTD

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

0504125200

PREMIUM LEASING - AP
 281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
 SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

M. J. J. J.

AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORISED REPRESENTATIVE

Staffery Loh

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1469873F



Name
NG KOK WAH

Race
CHINESE

Date of birth
29-10-1961

Country of birth
SINGAPORE

Sex
M



REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number S1469873F

Name
NG KOK WAH

Birth Date 29 Oct 1961

Issue Date 28 Feb 2003



4480182



NRIC No. S1469873F



Date of issue
29-10-2009

9 TAMPINES STREET 88 #12-27
SINGAPORE 520987


NRIC No. S1469873F Date: 26/07/2018

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

Class 3 Motor Cars and Motor Tractors the weight of which unladen does not exceed 2000 kilograms

PASS DATE
23 Feb 1999

Licence No. S1469873F



HP 428A

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	15/11/2018 17:38
Date Of Accident	15/11/2018 14:30
Exact Location Of Accident	ALONG WEST COAST ROAD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SFV2818H
Insured/Policyholder	
Name Of Registered Owner	NG KOK WAH
NRIC No	S1469873F
Email Address	TANG70@GMAIL.COM
Mobile Phone No	(LOCAL) +65-96190345
Alternative Phone No	OFFICE-96190345

Vehicle Particulars

Manufacturer	AUDI
Model	A4 SEDAN 2.0 TFSI S TRONIC
Exact Purpose for which vehicle was being used at time of accident	
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	1800061529
Cover Note Number	

Driver

Name of Driver	NG KOK WAH
NRIC No	S1469873F
Date Of Birth	29/10/1961
Occupation	INDOOR
Date Of Driving Pass	23/02/1980
Driving Experience	38 YEARS AND 8 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96190345
Fax Number	
Contact Number	OFFICE-96190345
Email Address	TANG70@GMAIL.COM

Address	BLK 9, TAMPINES ST 85, #12-27
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	COLLISION - CHANGE/CROSS LANE
Weather Conditions	RAINING
Road Surface	WET

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?	
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	0

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

I WAS TRAVELLING ALONG WEST COAST ROAD NEAR THE U-TURN JUNCTION, SUDDENLY CAR NO. SLH5228T MAKE A LANE CHANGE AND HIT INTO MY FRONT LEFT.

Attachment(s)

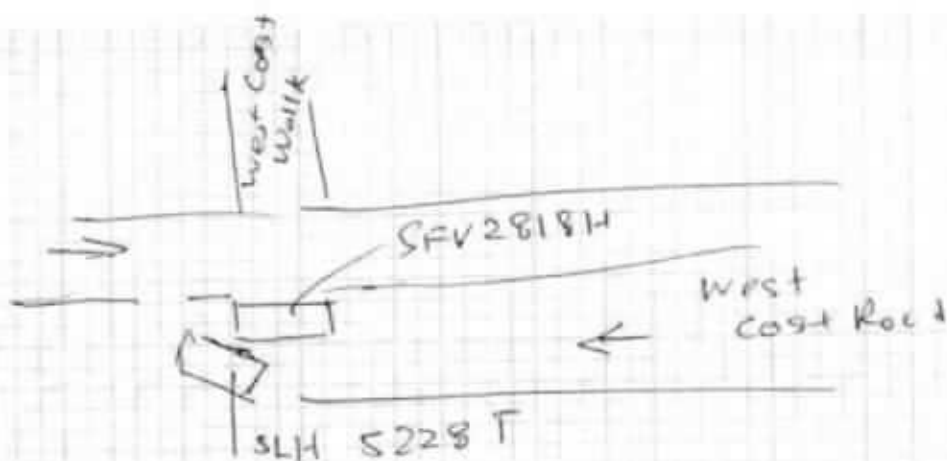
Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLH5228T
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

Sketch Plan

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was travelling along West Coast Road near the U-turn Junction, suddenly car no SLH 522BT make a lane change and hit into my front left.

DECLARATION

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



Policyholder's Signature _____
Date & Time: _____

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

Reporting Centre

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

Accident 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:

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

Reporting Centre Personnel's Signature
Name: JAMES TANE
NRIC/TIN No.:

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/1313/2018/GW
Date	:	19-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. Ng Kok Wah
Address	:	Blk 9, Tampines St 86, #12-37
Telephone	:	HP +65 96190345
Type of Claim	:	Own Damage Claims
Policy No.	:	1800061529
Vehicle No	:	SFV 2818 H
Model Code	:	A4 Sedan 2.0 TFSI
Model / Year	:	Jun-18
Engine No	:	CVK 060539
Chassis No	:	WAUZZZF40JA159718
Mileage	:	-
Date In	:	-
Liability	:	-
Excess Cost	:	-
Estimated By	:	Johnny Boo / Allan Wu
Accident Date	:	15-Nov-18
Place of Accident	:	Along West Coast Road

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SFV 2818 H

S/N	Nature of Jobs	Estimated Charges
1	To remove and transfer front wire harness for headlights, horns , outside temperature sensor, headlight washer assy and front parking aid.	S/N \$ 480.00 ✓ ✓
2	To dismantle and renew front bumper, lhs front fender and lhs headlight. Re-organise crash management components. Reinstall all parts removed.	\$ 1,800.00 1000 ✓
3	To respray front bumper and lhs front fender.	\$ 1,500.00 1000 ✓
4	To carry out diagnostic check.	S/N \$ 192.00 ✓ ✓
TOTAL LABOUR CHARGES		: \$ 3,972.00

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SFV 2818 H .

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	FRONT BUMPER <i>Repair</i>	\$ 1,902.00	*
2	FRONT BUMPER FIXING PARTS	\$ 245.00	+
3	FRONT BUMPER SECURING STRIP	\$ 30.00	+
4	FRONT BUMPER CLOSING ELEMENT	\$ 180.00	+
5	FRONT BUMPER AIR GUIDE-LH	\$ 73.00	+
6	FRONT BUMPER AIR GUIDE GRILLE-LH	\$ 118.00	+
7	FRONT BUMPER AIR GUIDE SECTION-LH	\$ 31.00	+
8	FRONT SENSOR	\$ 211.00	+
9	FRONT FENDER-LH <i>Decked</i>	\$ 665.00	✓ 532
10	FRONT FENDER ATTACHMENT PARTS-LH <i>Not New</i>	\$ 45.00	? ✗
11	FRONT FENDER CLOSING ELEMENT-LH <i>new</i>	\$ 44.00	✓ 34.56
12	FRONT FENDER BRACKET-LH <i>Not New</i>	\$ 31.00	? ✗
13	FRONT FENDER BRACKET DEFORMATION ELEMENT-LH <i>new</i>	\$ 43.00	+
14	FRONT FENDER BRACE-LH <i>Not New</i>	\$ 103.00	✗
15	FRONT WHEEL HOUSING LINER-LH	\$ 215.00	+
16	WHEEL HOUSING LINER ATTACHMENT PARTS <i>new</i>	\$ 78.00	+
17	FRONT WHEEL SPOILER-LH	\$ 63.00	+
18	FRONT WHEEL SPOILER END PLATE-LH <i>new</i>	\$ 30.00	+
19	FRONT STONE CHIP GUARD <i>new</i>	\$ 44.00	✓ 34.56
20	FRONT FENDER COVER <i>new</i>	\$ 27.00	✓ 21.04
SUB-TOTAL SPARE PARTS		\$ 4,178.00	

* quoted wrongly

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. SFV 2818 H

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
21	FRONT FENDER TOP COVER <i>per</i>	\$ 20.00	✓ 15.36
22	LED HEADLIGHT-LH <i>3 per per</i>	\$ 5,973.00	+
23	LED HEADLIGHT LIFT CYLINDER-LH	\$ 184.00	✓
24	SUNDRIES <i>Net</i>	\$ 300.00	? 13.92
TOTAL SPARE PARTS		:	\$ 10,655.00
TOTAL LABOUR CHARGES		:	\$ 3,972.00
GRAND TOTAL		:	\$ 14,627.00

* quoted wrongly

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 Lim*
Surveyed Date : *20/11/18*
Authorised Date :
Excess Cost :
Liability :
Remarks : *Authorised Repairs, 04 Days*

LKK Auto Consultants hence notify the Repairer of the following;

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey 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

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Saturday, 29 December 2018 9:55 AM
To: Veron Chen (LKKAUTO); SUR; Adrian Ling (LKKAUTO)
Cc: nora.khai@premiumauto.com.sg; claims@premiumauto.com.sg; 'Boo seng yak';
carrine.leong@premiumauto.com.sg
Subject: RE: SFV 2818 H GIA REPORT WITH VIDEO UPLOADED-DOA: 15/11/2018 &
18/10/2018
Attachments: SAS2518999.PDF

Dear Adrian,

As spoken. Our client involve 1st accident on 18/10/2018 had withdraw claim due to liability unclear. Kindly readjust the labour again.

Aside to Veron and Mr Boo,

FYI.

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: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Monday, 26 November, 2018 3:03 PM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>
Subject: RE: AMENDED GIA REPORT WITH VIDEO UPLOADED-DOA: 15/11/2018

Dear Tony,

Since the first accident (18/10/2018) on the front right portion has not been repaired and the 2nd accident (15/11/2018) involved overlapping damages on the front bumper, we will have to revise the estimate on the 2nd accident.

Please see attached.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Loo, Tong Shing <TongShing.Loo@aig.com>
Sent: Friday, 23 November 2018 5:52 PM
To: Claims <claims@premiumauto.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: AMENDED GIA REPORT WITH VIDEO UPLOADED

Hi James,

Excess revise , \$800.00.

Thank you.

Loo Tong Shing
AIG

Express Claims Adjuster
Claims Operations | AIG Shared Services

TongShing.Loo@aig.com | www.aig.com

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, November 22, 2018 4:25 PM
To: Loo, Tong Shing
Cc: 'Veron Chen (LKKAuto)'; 'Claims'
Subject: AMENDED GIA REPORT WITH VIDEO UPLOADED

Dear Tong Shing,

Please refer to the above attached amended GIA Report.
My client had a hard time retrieving video footage from his in car camera and able to do so and pass it to me today.
I had uploaded the video to merimen.
Kindly advise on the excess again.
Thanks.

Best Regards,
James Tan

Premium Automobiles Pte Ltd (Reg No 259902271W)

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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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/1313/2018/GW
Date : 19-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

Hi Adrian

4 days - ok - jb - 26 Dec 18

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr. Ng Kok Wah
Address : Blk 9, Tampines St 86, #12-37

Telephone : HP +65 96190345
Type of Claim : Own Damage Claims
Policy No. : 1800061529
Vehicle No : **SFV 2818 H**
Model Code : A4 Sedan 2.0 TFSI
Model / Year : Jun-18
Engine No : CVK 060539
Chassis No : WAUZZZF40JA159718
Mileage : -
Date In : -
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 15-Nov-18
Place of Accident : Along West Coast Road

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SFV 2818 H

S/N	Nature of Jobs	Estimated Charges			
1	To remove and transfer front wire harness for headlights, horns , outside temperature sensor, headlight washer assy and front parking aid.	S/N	\$ 480.00	\$	480.00
2	To dismantle and renew front bumper, lhs front fender and lhs headlight. Re-organise crash management components. Reinstall all parts removed.	\$	1,800.00	\$	1,000.00
3	To respray front bumper and lhs front fender.	\$	1,500.00	\$	1,100.00
4	To carry out diagnostic check.	S/N	\$ 192.00	\$	192.00
TOTAL LABOUR CHARGES		:	\$ 3,972.00	\$	2,772.00

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SFV 2818 H .

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	FRONT BUMPER	\$ 1,902.00	
2	FRONT BUMPER FIXING PARTS	\$ 245.00	
3	FRONT BUMPER SECURING STRIP	\$ 30.00	
4	FRONT BUMPER CLOSING ELEMENT	\$ 180.00	
5	FRONT BUMPER AIR GUIDE-LH	\$ 73.00	
6	FRONT BUMPER AIR GUIDE GRILLE-LH	\$ 118.00	
7	FRONT BUMPER AIR GUIDE SECTION-LH	\$ 31.00	
8	FRONT SENSOR	\$ 211.00	
9	FRONT FENDER-LH	\$ 665.00	\$ 532.00
10	FRONT FENDER ATTACHMENT PARTS-LH	\$ 45.00	
11	FRONT FENDER CLOSING ELEMENT-LH	\$ 44.00	\$ 34.56
12	FRONT FENDER BRACKET-LH	\$ 31.00	
13	FRONT FENDER BRACKET DEFORMATION ELEMENT-LH	\$ 43.00	
14	FRONT FENDER BRACE-LH	\$ 103.00	
15	FRONT WHEEL HOUSING LINER-LH	\$ 215.00	
16	WHEEL HOUSING LINER ATTACHMENT PARTS	\$ 78.00	
17	FRONT WHEEL SPOILER-LH	\$ 63.00	
18	FRONT WHEEL SPOILER END PLATE-LH	\$ 30.00	
19	FRONT STONE CHIP GUARD	\$ 44.00	\$ 34.56
20	FRONT FENDER COVER	\$ 27.00	\$ 21.04
SUB-TOTAL SPARE PARTS		\$ 4,178.00	\$ 622.16

* quoted wrongly

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. SFV 2818 H

S/N	Parts Description		Damage Parts & Prices	
			S/NETT	REMARKS
		c/f		\$ 622.16
21	FRONT FENDER TOP COVER		\$ 20.00	\$ 15.36
22	LED HEADLIGHT-LH		\$ 5,973.00	
23	LED HEADLIGHT LIFT CYLINDER-LH		\$ 184.00	
24	SUNDRIES		\$ 300.00	\$ 13.92
	TOTAL SPARE PARTS	:	\$ 10,655.00	\$ 651.44
	TOTAL LABOUR CHARGES	:	\$ 3,972.00	\$ 2,772.00
	GRAND TOTAL	:	\$ 14,627.00	\$ 3,423.44

* quoted wrongly

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 :
Surveyed Date :
Authorised Date :
Excess Cost :
Liability :
Remarks :

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

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 8 January 2019 11:36 AM
To: 'Boo seng yak'; Carrine Leong; jiajee.yap@premiumauto.com.sg; Chang Chee Sing; SUR
Subject: RE: FINAL REVISION - SFV2818H - OD AIG - SURVEYED 20 NOV 18

Dear Mr Boo,

Confirm repair cost of \$3,423.44 before excess \$800 @ 4 days of repairs.

Kindly send us invoice and discharge voucher for us to close file.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@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: Wednesday, 26 December 2018 5:59 PM
To: Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiajee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>
Subject: FINAL REVISION - SFV2818H - OD AIG - SURVEYED 20 NOV 18

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$3423.44 @ 4 days of repairs.

Your early closure is well appreciated.

Best regards - jb

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: SFV 2818 H

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/1313/2018/MAS

15 Feb 2019

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

Dear Sir,

total pages

RE: INSURANCE CLAIM FOR SFV 2818 H, Audi A4 Sedan 2.0 TFSI

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

With reference to the above-mentioned vehicle, no. **SFV 2818 H** claimant, **Mr. Ng Kok Wah**, please find the related document per attached.

1. A copy of the Original invoice no. 85013425 – S\$2,807.08
2. A copy of the Discharge Voucher duly signed by client.

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

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

Encl
AIG – SFV 2818 H

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1469873F



Name
NG KOK WAH
吴國華

Race
CHINESE

Date of birth
29-10-1961

Country of birth
SINGAPORE

Sex
M



REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number S1469873F

Name
NG KOK WAH

Birth Date 29 Oct 1961

Issue Date 28 Feb 2003



4480182




NRIC No. S1469873F

Date of issue
24-10-2009

9 TAMPINES STREET 86 #12-27
SINGAPORE 528567

NRIC No. S1469873F Date: 26/07/2016

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

CLASS 3 Motor Cars and Motor Tractors the weight of which unladen does not exceed 2000 kilograms

PASS DATE
23 Feb 1988

Licence No: S1469873F



NP 428A



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : NG KOK WAH
Period of Insurance : 02 Jun 2018 To 01 Jun 2020
Engine No. : CVK 060539
Chassis No. : WAUZZZF40JA159718

Vehicle No. : SFV2818H
Policy No. : 1800061529
Endorsement No. :
Issued Date : 13 Jun 2018

ABOUT THE COVER

Make/Model : AUDI A4 Sedan 2.0 TFSI S tronic
Engine Capacity/Tonnage : 1,984.00 CC
Driver Restriction : NA
Sum Insured : Market Value
Off Peak Car : No
First Year of Registration : 2018
Insuring with COE/PARF : Yes

Person or Classes of Persons Entitled to Drive* :

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

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 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 II 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 - \$1600 Theft - \$0 Flood Cover - \$0

Section 2
 Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

NG KOK WAH - \$1600 (Own Damage)

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

1. Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 408698 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: DBS BANK 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).

0504125200

PREMIUM LEASING - AP

281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
 SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

Manik

AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORISED REPRESENTATIVE

Staffery Luk



Premium Automobiles Pte Ltd

Audi Centre Singapore
281 Alexandra Road
Singapore 159908
Main Telephone: 6386 2223
Main Telefax: 6471 3733

Alexandra Service Centre
281 Alexandra Road
Singapore 159908
Telephone: 6386 2223
Telefax: 6471 1033

UBI Service Centre
55 Ubi Road 1
Singapore 408622
Telephone: 6386 2223
Telefax: 6471 1033

Customer Service
Service Appointment
24-hour Breakdown Service
Email: customercare@premiumaudiocenter.sg
6386 2223
6386 1233

INS TAX INVOICE
Company Reg. No. 199902271W
GST Reg. No. 199902271W

Page 1 10:49

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice: 85813425 Date : 02/02/2019 Order : SFV2818H Term : 30	Accounts: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
---	---	---

Regn No.: SFV2818H (V 37798) Regn Date: 02/06/2018 Mileage: 15342 WIP No.: 32231

Model: A4 SEDAN 2.0 TFSI 8M2AD6 (NAV, Chassis: WAUZZZF40JA159718 Engine: CVK 060539 Dept: U

VS8 No.:

You have been assisted by :- UB-Jiayee (33)

		Details	Qty	Unit Price	Amount
Q	EXC	M: 8888 Insurance Excess/Liability	-500.00	1.00	-500.00
S	BODYWORK	M: TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS, HORNS, OUTSIDE TEMPERATURE SENSOR, HEADLIGHT WASHER ASSY AND FRONT PARKING AID	480.00	1.00	480.00
S	BODYWORK	M: TO DISMANTLE AND RENEW LHS FRONT FENDER, REPAIR FRONT BUMPER AND REINSTALL HEADLIGHT, REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	1000.00	1.00	1,000.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER AND LHS FRONT FENDER	1100.00	1.00	1,100.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	ABW0821105A	FENDER Less 020%	1.00	665.00	532.00
X	ABW0823745	COVER Less 020%	1.00	19.20	15.36

Sub-Total

7% GST

Grand Total



Premium Automobiles Pte Ltd

Audi Centre Singapore
281 Alexandra Road
Singapore 119938
Main Telephone: 6386 2223
Main Telefax: 6471 3733

Alexandra Service Centre
281 Alexandra Road
Singapore 119938
Telephone: 6386 2223
Telefax: 6471 3733

Ubi Service Centre
55 Ubi Road 1
Singapore 408865
Telephone: 6386 2223

Customer Service
Service Appointment: 6386 2223
Hour Breakdown Service: 9828 1233
Email: customer.care@premiumauto.com.sg

INS TAX INVOICE

Company Reg. No. 199902271W

GST Reg. No. 199902271W

Page 2 10:49

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice: 85013425 Date : 02/02/2019 Order : SFV2818H Term : 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
---	---	--

Regn No.: SFV2818H (V 37798) Regn Date: 02/06/2018 Mileage: 15342 WIP No.: 32231

Model: AA SEDAN 2.0 TFSI BM2ADG (NAV, Chassis: WAUZZZF40JA159718 Engine: CVK 060539 Dept: U

VSB No.:

You have been assisted by :- UB-Jiayee (33)

		Details	Qty	Unit Price	Amount
X	ABW0821091	PLATE	Less 020%	1.00	43.20
X	ABW0820581C	COVER	Less 020%	1.00	26.30
X	ABW0853823B 989	STONEGUARD	Less 020%	1.00	43.20
X	AN 0161857	POP-RIVET	Less 020%	6.00	2.90

Parts 651.44
Labour 0.00
Sublet 2,772.00
Menus 0.00
Lubricant 0.00

Sub-Total 2,623.44

7% GST 183.64

Grand Total 2,807.08



Received by

For & on behalf of
Premium Automobiles Pte Ltd

Customer

Premium Automobiles

Telefax

to **AIG Asia Pacific Insurance Pte Ltd**
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Motor Claims Dept
Yr Ref: SFV 2818 H

Norah Khai
6768 9828
6841 1183

Body Repair

PA/OD/1313/2018/JW
10TH December 2018

from
Telephone +65-
Telefax +65-
Mobile +65-
Our department
Your Claim Ref
Our Ref
Date

RE : CLAIM – OWNER'S SATISFACTION/DISCHARGE VOUCHER

1

total pages

Make & Model : Audi A4 Sedan 2.0 TFSI
Vehicle Chassis No. : WAUZZZF40JA159718
Vehicle Regn No. : SFV 2818 H
Vehicle Mileage : 13659 km
Vehicle Owner : Mr. Ng Kok Wah
Certificate No : 1800061529
Own Damage Excess : S\$ 856.00 (inclusive of 7% GST)
Accident Date : 15/11/2018
Place : Along West Coast Road
Repair Cost : \$ 2,807.08
WIP No. : 32231
Repairer's Name : Premium Automobiles Pte Ltd

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


Service & Parts Centres
55 Ubi Road 1
Singapore 408699
Telephone (65) 6366 2323
Telefax (65) 6841 1183

I/We certify that the vehicle has been fully repaired to my entire satisfaction and that payment of the repairer's charges that are claimable under the policy will be deemed in full and final settlement of my claim.

Owner / Insured Signature :

Time :

Date :


6pm
10/12/18

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 Nov 2018 16:12		20 Nov 2018 15:59 Edit Adj Rpt	S\$3,423.44 Edit Estimates	S\$3,423.44 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by Insurer]									
Insured: NG KOK WAH , ID: S1469873F, Tel: +6596190345, Email: TANG70@GMAIL.COM									
Vehicle Reg. No.: SFV2818H		Date of Loss: 15/11/2018 14:00 - :59 [5 Months and 13 Days From LTA Reg Date (Man Yr)]							
Claim Type: OD / 1278969731SG		Policy/Cover Note No.: 1800061529 (Comprehensive)							
		Excess: S\$800.00							
Repairer: Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Loo, Tong Shing] TongShing.Loo@aig.com									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 29/11/2018]									
Driver/Custodian: NG KOK WAH (57 / Male), NRIC: S1469873F, Tel: +6596190345 Email: TANG70@GMAIL.COM									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AIG_SG (23/11/2018): SFV2818H / OD / 15/11/2018 / Coverage & Excess update AIG_SG (22/11/2018): SFV2818H / OD / 15/11/2018 / Coverage & Excess update 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SFV2818H (1278969731SG)
 OD
 Nov 15 2018 2:30PM
 [NG KOK WAH]
 Premium Automobiles Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View View in Browser		
Photos/Images															3 per page		<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)													Thumbnail	Print	
1	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
2	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
3	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
4	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
5	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
6	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
7	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
8	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
9	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
10	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
11	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
12	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
13	20/11/18 17:12	General View													Load JPG	<input checked="" type="checkbox"/>	
Documentation															1 per page		<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)													Thumbnail	Print	
1	20/11/18 16:19	Singapore Accident Statement													Load PDF		
2	20/11/18 16:20	Certificate of Insurance													Load PDF		
3	20/11/18 16:20	Insured's Driving License													Load PDF		
4	20/11/18 16:21	MARK ESTIMATE													Load PDF		
5	23/11/18 07:59	AMEND GIA REPORT													Load PDF		
6	22/02/19 11:26	WORKSHOP INVOICE													Load PDF		
7	22/02/19 11:26	DISCHARGE VOUCHER													Load PDF		

Linked Accident Report Documents

View View in Browser

Video					1 per page	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print	
1	22/11/18 16:15	Video - Accident		Load MP4		
Assessment Reports					1 per page	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print	
1	15/11/18 17:50	Accident Statement		Load HTM		
2	22/11/18 16:21	Addendum Sheet		Load JPG		
3	22/11/18 16:21	Accident Statement Addm. #1		Load HTM		
Photos/Images					3 per page	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print	
1	15/11/18 17:49	Accident Photo		Load JPG		
2	15/11/18 17:49	Accident Photo		Load JPG		
3	15/11/18 17:49	Accident Photo		Load JPG		

Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
					<input checked="" type="checkbox"/>
4	15/11/18 17:49	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
5	15/11/18 17:49	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
6	15/11/18 17:49	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
7	15/11/18 17:49	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
8	15/11/18 17:50	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
9	15/11/18 17:50	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
10	15/11/18 17:50	Accident Photo	1	Load JPG	<input checked="" type="checkbox"/>
Documentation				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	15/11/18 17:47	Sketch Plan	1	Load JPG	<input checked="" type="checkbox"/>
2	15/11/18 17:47	Accident Sketch Plan	1	Load JPG	<input checked="" type="checkbox"/>

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
Show Remarks To: <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

AIG Asia Pacific Insurance Pte. Ltd.
AIG Building, 78 Shenton Way #08-16
Singapore 079120

Our File No: CC3/AIG18020979/AVBQ2

Date: 22/02/2019

REFERENCE

Insured/Claimant:	NG KOK WAH	Policy No:	1800061529	Claim No:	1278969731SG
Date of Loss:	15/11/2018	Nature of Claim:	OD		

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SFV2818H	Engine No:	CVK060539
Make & Model:	AUDI A4, 2.0 TFSI QU S-TRONIC (A)	Chassis No:	WAUZZZF40JA159718
Reg. Date:	02/06/2018 (Man. Year: 2018)	Odometer:	12499 km
Colour:	Grey		
Engine Capacity:	1984 cc		
Market Value/New Car Price:	S\$148,000.00		
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:	245/40 R18	Rear Tyre Size:	245/40 R18
Front Left Side:	Continental 6 mm	Rear Left Side:	Continental 6 mm
Front Right Side:	Continental 6 mm	Rear Right Side:	Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	10,655.00	651.44	10,003.56	93.89
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,972.00	2,772.00	1,200.00	30.21
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	14,627.00	3,423.44	11,203.56	76.60
- Excess (S\$)	800.00	800.00	0.00	0.00
(S\$)	13,827.00	2,623.44	11,203.56	81.03
+ GST 7.00/7.00% (S\$)	967.89	183.64	784.25	81.03
Nett Amount (S\$)	14,794.89	2,807.08	11,987.81	81.03

INSPECTION

Date of Assignment:	20/11/2018	
Date Inspected:	20/11/2018	Inspected At: Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1 Singapore 408699
Estimated Period of Repair:	4.0 days	

Adjuster: ADRIAN LING

Manager: VERON CHEN

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Repair	1,902.00 FS	*- FS
2	1		*FRONT BUMPER FIXING PARTS	Not Necessary	245.00 FS	*- FS
3	1		*FRONT BUMPER SECURING STRIP	Not Necessary	30.00 FS	*- FS
4	1		*FRONT BUMPER CLOSING ELEMENT	Not Necessary	180.00 FS	*- FS
5	1		*FRONT BUMPER AIR GUIDE-LH	Not Necessary	73.00 FS	*- FS
6	1		*FRONT BUMPER AIR GUIDE GRILLE-LH	Not Necessary	118.00 FS	*- FS
7	1		*FRONT BUMPER AIR GUIDE SECTION-LH	Not Necessary	31.00 FS	*- FS
8	1		*FRONT SENSOR	Not Necessary	211.00 FS	*- FS
9	1		*FRONT FENDER -LH	Dented	665.00 FS	*532.00 FS
10	1		*FRONT FENDER ATTACHMENT PARTS-LH	Not Necessary	45.00 FS	*- FS
11	1		*FRONT FENDER CLOSING ELEMENT -LH	Necessary	44.00 FS	*34.56 FS
12	1		*FRONT FENDER BRACKET -LH	Not Necessary	31.00 FS	*- FS
13	1		*FRONT FENDER BRACKET DEFORMATION ELEMENT-LH	Not Necessary	43.00 FS	*- FS
14	1		*FRONT FENDER BRACE-LH	Not Necessary	103.00 FS	*- FS
15	1		*FRONT WHEEL HOUSING LINER -LH	Not Necessary	215.00 FS	*- FS
16	1		*WHEEL HOUSING LINER ATTACHMENT PARTS	Not Necessary	78.00 FS	*- FS
17	1		*FRONT WHEEL SPOILER -LH	Not Necessary	63.00 FS	*- FS
18	1		*FRONT WHEEL SPOILER END PLATE-LH	Not Necessary	30.00 FS	*- FS
19	1		*FRONT STONE CHIP GUARD	Necessary	44.00 FS	*34.56 FS
20	1		*FRONT FENDER COVER	Necessary	27.00 FS	*21.04 FS
21	1		*FRONT FENDER TOP COVER	Necessary	20.00 FS	*15.36 FS
22	1		*LED HEADLIGHT -LH	Not Necessary	5,973.00 FS	*- FS
23	1		*LED HEADLIGHT LIFT CYLINDER-LH	Not Necessary	184.00 FS	*- FS
24	1		*SUNDRIES	Necessary	300.00 FS	*13.92 FS

F=Franchise part. S=SpcNett.

Total Parts (S\$) 10,655.00 651.44

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS ,HORNS ,OUTSIDE TEMPERATURE SENSOR,HEADLIGHT WASHER ASSY AND FRONT PARKING AID	New	480.00	480.00
2	TO DISMANTLE AND RENEW FRONT BUMPER ,LHS FRONT FENDER AND LHS HEADLIGHT.RE-ORGANISE CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED	New	1,800.00	1,000.00
3	TO RESPRAY FRONT BUMPER AND LHS FRONT FENDER	New	1,500.00	1,100.00
4	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
Gross Labour Cost (\$\$)			3,972.00	2,772.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >