TOTAL

Final Report

### View Received Message

This mail is associated with :

\*SLG7486G (5010803185SG)

OD
Jan 19 2019 7:00PM
[WONG CHIN MENG]
Premium Automobiles Pte Ltd

rom	AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent o	n 21/01/2020 10:14 AM.	
)	LKK_HQ	Jandler: Mithon Singh, Aashweer	nieet Kaur
Subject	LKK_HQ Alert - Adj Mandate Maintained - SLG7486G - Claim F	landier: Pilciloo Siligii, Adsiililee.	
Maintaine	ed:Supplementary labour 1 & 2 not necessary to take out.		

#### **DOCUMENTS SUMMARY**

There are no documents.

#### Veron Chen (LKKAuto)

From:

Lim, Sheng Yang <ShengYang.Lim@aig.com>

Sent:

Thursday, 20 June 2019 12:04 PM

To:

Veron Chen (LKKAuto); SUR

Cc:

Parthiban, Theerthan; Mohd Rizal, Nur Mariah Huibrechts

Subject:

RE: SDU2319K DOA ON 28/02/2018

Hi Veron,

Any update on this?

Claim status still pending adjuster survey.

Thank you.

Best Regards,

Lim Sheng Yang

AIG

Claim Adjuster II, Singapore FNOL, Claims Operations - Auto

ShengYang.Lim@aig.com | www.aig.sg

From: Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]

Sent: Monday, May 06, 2019 3:30 PM To: Md Ishak, Mohd Imran; SUR

Cc: Parthiban, Theerthan; Mohd Rizal, Nur Mariah Huibrechts; Lim, Sheng Yang

Subject: [EXTERNAL] RE: SDU2319K DOA ON 28/02/2018

This message is from an external sender; be cautious with links and attachments.

Dear Ishak,

Will check and revert.

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: Md Ishak, Mohd Imran < Imran. Ishak@aig.com>

Sent: Monday, 6 May 2019 3:13 PM

To: SUR <sur@lkkauto.com>

Cc: Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>

Subject: SDU2319K DOA ON 28/02/2018

Dear Team

Kindly assist to check why this case has been pending for quite long. Status in Merimen is Pending Adjuster Survey.

Thank you

Mohd Imran Md Ishak
AIG
Express Claims Adjuster II, SG Claims Operations - Auto
imran.ishak@aig.com | www.aig.com

#### IMPORTANT NOTICE:

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### View Received Message

This mail is associated with:

\*SLG7486G (5010803185SG)
OD
Jan 19 2019 7:00PM
[WONG CHIN MENG]
Premium Automobiles Pte Ltd

From	AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 02/07/2019 14:06 PM.	
То	LKK_HQ	
Subject	Alert - Adj Mandate Maintained - SLG7486G - Claim Handler: Mithoo Singh, Aashweenjeet Kaur	
Maintaine	E:Supplementary labour to take out not necessary.	

There are no documents.

#### 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

AIG Asia Pacific Insurance Pte. Ltd. To:

AIG Building

78 Shenton Way #08-16 Singapore 079120

From: LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933

Mithoo Singh, Aashweenjeet Kaur Attn:

Date: 07 Jun 2019

#### **Preliminary Advice**

Accident Date : 19/01/2019 Vehicle No : SLG7486G : AUDI A4 : 1800024263 Policy No. Make : S\$1,600.00 Excess Assignment Date : 22/01/2019 Date of Inspection : 22/01/2019 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 front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	(ESTIMATE \$22,267.00 + 25,067.00 SUPPLEMENTARY \$2,800.00)
Revised Amount	:S\$	(INCLUSIVE OF 11,110.84 SUPPLEMENTARY & CHECK ITEMS)
Check Items (Estimated)	:S\$	0.00
Total	:S\$	11,110.84
Lump Sum Repair	:S\$	

#### **Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	158,000.00
COE / PARF Rebate	:S\$	64,464.00
Salvage Value	:S\$	
Margin for Repair	:S\$	93,536.00

#### Remarks

- 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.
- ( X ) Other comments : KINDLY APPROVE ON SUPPLEMENTARY & CHECK ITEMS.

ACTIVITY No record

### Claim Audit

	AUDIT TR			Pri-
lo.	On	Audit	Remarks	Ву
1	21 Jan 20: 13:11	Clm Veh Model Changed		[] Merimen Administrato
2	21 Jan 20: 13:11	19 Clm Created	Reg No: SLG7486G, Policy No: 1800024263. Acct Date: 2019/01/19. Claim Type: S C. Insurer: AIG Asia Pacific Insurance Pte, Ltd. (SG). Ins.Status => Notification. Cr eated from SAS:MPA119009595	
3	22 Jan 20: 19:25	19 Clm Registration Modified	Setl.Type:3->0. Claim Type:SC->OD.	[] CATHERINE CHONG KAI LING
4	22 Jan 20: 19:25	Adj Clm Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)	[] CATHERINE CHONG KA LING
5	22 Jan 20: 19:25	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] CATHERINE CHONG KAI LING
6	22 Jan 20: 19:25	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/31	[A] CATHERINE CHONG KAI LING
7	22 Jan 20: 19:25	19 Adj Mandate Set	Approved:8000,00.Reinsp:Adj decides.	[A] CATHERINE CHONG KA LING
8	22 Jan 20: 19:25	19 Clm Registration Modified	Rep:1137->200611.	[A] CATHERINE CHONG KA LING
9	22 Jan 20: 19:25	<sup>19</sup> Clm Veh Model Changed	(200040) AUDI A4 2.0 (A).	[A] CATHERINE CHONG KA LING
10	22 Jan 20: 19:25	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] CATHERINE CHONG KA LING
11	23 Jan 20: 09:42	Adj Rpt Initiated		[A] SHIAU CHAN
12	23 Jan 20: 09:42	19 Clm Dtl Modified	JPJ Reg. Date: -> 2018/03/12.	[A] SHIAU CHAN
13	23 Jan 20: 09:42	19 Clm Details Notified		[A] SHIAU CHAN
14	23 Jan 20: 09:44	19 Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/01/31	[A] SHIAU CHAN
5	23 Jan 20: 09:44	Adj Mandate Request	Cur.Req:10776.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.	[A] SHIAU CHAN
16	23 Jan 20: 14:19	Modified	Init.Est.:->10,000 - 12,500. Excess: -> 1600.00. 2F Remarks: -> Not Applicable. GST: -> 7.00.	[I] Sukimin Nurasikin
17	23 Jan 20: 14:19	19 Label Added	(20226):Coverage Confirmed.	[A] Merimei Administrate
18	23 Jan 20: 16:14	Auj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/31. Mandate Remarks: Re-inspection to be d one for damage check and supplementary items / labour.	Victor-CK
19	23 Jan 20: 16:14	19 Adj Mandate Set	Approved:8918.00: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	Y

arimen Billin	g for this case - 1	Transaction H	istory				
Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2037931	23/01/2019 09:42	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HO)	SLG7486G		10.70

#### Shiau Chan (LKKAuto)

From:

Shiau Chan (LKKAuto)

Sent:

Thursday, 24 January 2019 9:19 AM

To:

'Claims'; Olivia Lau (LKKAuto); assignments

Cc:

SUR

Subject:

RE: [AIG]: URGENT - OD CLAIM FOR SLG 7486 G

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle SLG 7486G. (Excess \$1,600/-).

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: <u>siewsc@lkkauto.com</u> | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims <claims@premiumauto.com.sg> Sent: Thursday, 24 January 2019 9:15 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; assignments

<assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: [AIG]: URGENT - OD CLAIM FOR SLG 7486 G

Dear Shiau Chan,

Any update on repair approval?

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

#### 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

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way #08-16 Singapore 079120

From: LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933

Attn:

To:

23 Jan 2019

#### **Preliminary Advice**

Vehicle No

: SLG7486G

Accident Date

: 19/01/2019

Make

: AUDI A4

Policy No.

: 1800024263

Assignment Date

: 22/01/2019

Excess

: S\$0.00

Date of Inspection

: 22/01/2019

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 front portion and parts claimed are consistent to the accident,

Repairer's Estimate (Gross)	:S\$	22,267.00
Revised Amount	:S\$	8,918.00
Check Items (Estimated)	:S\$	1,858.00
Total	:S\$	10,776.00

:S\$ Lump Sum Repair

#### **Total Loss Consideration**

New for Old Value :S\$

:S\$ Pre-Accident Value 158,000.00 COE / PARF Rebate :S\$ 64,464.00

Salvage Value :S\$

Margin for Repair :S\$ 93,536.00

#### Remarks

e

( X )	The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kind	dly
	let us have your authorisation.	

A.	The vehicle is uneconomical	to be renaired	vou are advised	to invite	tender for	the wreck
- 1	THE VEHICLE IS UNCCONTOURNED	to be repaired.	You ale dayloca	TO HITTIES	toridor ioi	THE WILLOW

Other comments:

# > Back to OneMotoring

**Enquire PARF/COE Rebate for Registered Vehicle** 

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	4598F
Vehicle Details	
Vehicle No.:	SLG7486G
Vehicle to be Exported:	No
Intended Deregistration Date:	23 Jan 2019
Vehicle Make:	AUDI
Vehicle Model:	A4 SEDAN 2.0 TFSI S TRONIC
Primary Colour:	Black
Manufacturing Year:	2017
Engine No.:	CVK047895
Chassis No.:	WAUZZZF47JA051824
Maximum Power Output:	140.0 kW (187 bhp)
Open Market Value:	\$33,197.00
Original Registration Date:	12 Mar 2018
First Registration Date:	12 Mar 2018
Transfer Count:	0
Actual ARF Paid:	\$38,476.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	11 Mar 2028
PARF Rebate Amount:	\$28,857.00
Intended COE Rebate Details	
COE Expiry Date:	11 Mar 2028
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$39,000.00
COE Rebate Amount:	\$35,607.00
Total Rebate Amount:	\$64,464.00

The information contained herein is correct as at 23 Jan 2019

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/0090/2019/PH

Date

: 17-Jan-19

Vehicle NOT in workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #07-16 AIG Building Singapore 079120 5 days - ok - jb - 9 Apr 19

Hi Adrian

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name

Mr.Wong Chin Meng

Address

6 Rivervalve Link

#10-09

Singapore 545042

Telephone

Hp: +65 97359827

Type of Claim

Own Damage Claims

Policy No.

1800024263

Vehicle No

SLG 7486 G

Model Code

Audi A4 Sedan 2.0 TFSI

Model / Year

Mar-18

**Engine No** 

CVK 047895

Chassis No

: WAUZZZF47JA051824

Mileage

.

Date In

1 2

Liability Excess Cost

.

Estimated By

: Allan Wu

Accident Date

: 19-Jan-19

Place of Accident

Exit to Elemenceau Ave/Merchant

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

#### Telefax

# Estimated Labour Charges for Accident Vehicle SLG 7486 G

S/N	Nature of Jobs		Estimated Charges	_	
1	To remove and reinstall front wire harness for headlights, horns, outside temperature sensor and headlight washer assy.	S/N	\$ 360.00	\$	360.00
2	To dismantle and renew front bumper, bonnet and lhs headlight.Re-organise crash management components.Reinstall all parts removed.		\$ 2,100.00	\$	1,000.00
3	To respray front bumper, bonnet and hinges.		\$ 1,700.00	\$	1,100.00
За	Added labour charges - see attached		\$ 2,800.00	\$	2,500.00
4	To carry out diagnostic check.	S/N	\$ 192.00	\$	192.00
	TOTAL LABOUR CHARGES	:	\$ 7,152.00	\$	5,152.00

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

#### Telefax

# Material List for Accident Vehicle Regn No. SLG 7486 G

				Damage Pa	rts & Pri	ces
S/N	Parts Description			S/NETT R	EMARKS	
- 20	FRONT BUMPER		\$	1,946.00	s	1,556.80
1	FRONT BUMPER FIXING PARTS		\$	258.00	ði.	
2	FRONT BUMPER FIXING PARTS FRONT BUMPER SECURING STRIP	2	16750	64.00		
3	Section Commercial and a second contract of contract contract of the second contract of the	_	\$	178.00		
4	FRONT BUMPER GRILLE - SATIN BLACK		\$	191.00		
5	FRONT BUMPER CLOSING ELEMENT -LOWER CENTRE	7025				
6	FRONT BUMPER AIR GUIDE - LH/RH	2	\$	112.00		
7	RADIATOR GRILLE		\$	1,666.00	\$	1,332.80
8	AIR GUIDE GRILLE HIGH GLOSSY -LH/RH	2	\$	666.00		
9	FRONT BUMPER CARRIER		\$	733.00	\$	586.00
10	GUIDE SECTION - LH/RH	2	\$	68.00		
11	FRONT BUMPER BRACKET - LH		\$	206.00	\$	165.20
12	HEXAGON HEAD BOLT(COMBI)	2	\$	26.00		
13	FRONT BUMPER COVER		\$	116.00		
14	FOAM FILLER PIECE		\$	113.00	\$	90.40
15	BRACKET LOCK CARRIER		\$	125.00	\$	100.00
16	LOCK CARRIER SUPPORT - LH/RH	2	\$	52.00		
17	FRONT BONNET STRUT	2	\$	217.00		
18	STRIKER - LH/RH	2	\$	92.00		
19	LID LOCK	2	\$	391.00		
22	FLAT CONNECTOR HOUSING WITH CONTACT LOCK M	2	\$	24.00		
	SUB SPARE PARTS		\$	7,244.00	\$	3,831.20

All charges are not inclusive of GST.

Legend : Remarks (OK) = Approved, Remarks (X) = Not approved

Spare parts are Special Nett.

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

#### Telefax

## Material List for Accident Vehicle Regn No. SLG 7486 G

			Damage F	arts 8	k Prices
S/N	Parts Description		THE SECOND PROPERTY OF LAST	REMAI	1075 M. T.
		c/f		\$	5,933.84
21	BOWDEN CABLE - CENTRE		\$ 53.00	)	
22	BOWDEN CABLE		\$ 53.00	)	
23	RELEASE LEVER		\$ 12.00	)	
24	LED HEADLIGHT - LH		\$ 7,087.00	)	
25	HEADLIGHT LIFT CYLINDER - LH		\$ 192.00	)	
26	""ÇAUTION" STICKER		\$ 13.00	)	
27	AIR GUIDE - LH/RH	2	\$ 50.00	)	
28	AIR GUIDE - LH/RH	 2	\$ 22.00	)	
29	AIR GUIDE - UPPER		\$ 15.00	)	
30	AIR GUIDE - LOWER		\$ 20.00	)	
31	FRONT NUMBER PLATE	S/N	\$ 25.00	\$	25.00
	Added parts - see attached		\$ 2,629.00	\$	2,102.64
32	SUNDRIES		\$ 500.00	)	
	TOTAL SPARE PARTS		\$ 17,915.00	\$	5,958.84
	TOTAL LABOUR CHARGES	:	\$ 7,152.00	\$	5,152.00
	GRAND TOTAL		\$ 25,067.00	\$	11,110.84

All charges are not inclusive of GST.

Legend:

Remarks (OK) = Approved, Remarks (X) = Not approved

Spare parts are Special Nett.

### **Premium Automobiles Pte Ltd**

55 Ubi Road 1, Singapore 408699

Tel: (65) 6366 2323 Fax: (65) 6841 1183

### Supplementary Estimate 1

GST Reg No. 19-9902271-W

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

Estimate No.

Date

28-Jan-19 visor Glory Tan

Service Advisor

1 of 1

Pages Regn No

SLG 7486 G

Model No

Audi A4 Sedan 2.0 TFSI

PA/OD/0090/2019/PH

						2
Quantity	Description		U	nit Price	Amount	
Parts 1 2	BONNET DESTED BONNET EDGE PROTECTOR	Ker .	\$	2,554.00 75.00	\$ 2,043.20 \$ 59.44	op-
			\$	2,629.00	\$ 2,102.64	
LABORS	225 19 27 892275L I	2:				
1	To remove and reinstall aircond additional radiator and radiator. fans and control unit. Pressurise To carry out vacuum and regas.	Check electrical cooling system.	\$	1,000.00	\$ 1,000.00	
	To carry our vacuum una regue.		bun	yer wacket		/
2	To dislodge and reinstall front lo	ck carrier for renewal of	5	1,800.00	\$ 1,500.00	
		Labour	\$	2,800.00	\$ 2,500.00	
		Materials	\$	2,629.00	\$ 2,102.64	
		Total	\$	5,429.00	\$ 4,602.64	

For Premium Automobiles Pte Ltd

Authorised Sig	gnature
----------------	---------

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