



## Veron Chen (LKKAuto)

---

**From:** Fong, Andy-SY <Andy-SY.Fong@aig.com>  
**Sent:** Thursday, 6 June 2019 12:40 PM  
**To:** Veron Chen (LKKAuto)  
**Subject:** RE: ASSIST FOR MANDATE APPROVAL

Mandate Reviewed and set.

Andy Fong  
AIG  
Claims Technical Control Manager  
Singapore | Hong Kong  
AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1708 | M: +(65) 9138 1785  
[Andy-SY.Fong@AIG.com](mailto:Andy-SY.Fong@AIG.com) | [www.AIG.com.sg](http://www.AIG.com.sg)

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**AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)**

---

**From:** Veron Chen (LKKAuto) [mailto:[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)]  
**Sent:** Thursday, June 06, 2019 11:47 AM  
**To:** Fong, Andy-SY  
**Subject:** [EXTERNAL] ASSIST FOR MANDATE APPROVAL

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

Dear Andy,

Kindly assist for mandate approval

1. SMH 2528K-AIG REF: 3374768912SG
2. SLE 7239P-AIG REF: 4770843406SG
3. SLJ 2668R-AIG REF:0999054222SG
4. SKQ 7394Y-AIG REF: 4766483590SG

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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## View Received Message

This mail is associated with :

**\*SKQ7394Y (47664835905G)**

OD

Jan 24 2019 7:15AM

[TAN LAY HOON]

Premium Automobiles Pte Ltd

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**From** AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on 06/06/2019 12:39 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$13400.00) - SKQ7394Y - Claim Handler: Loo, Tong Shing

Approved:13400.00.

### DOCUMENTS SUMMARY

There are no documents.

## 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 #08-16  
Singapore 079120

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

Attn: Loo, Tong Shing

Date: 06 Jun 2019

### Preliminary Advice

Vehicle No	: SKQ7394Y	Accident Date	: 24/01/2019
Make	: AUDI A4	Policy No.	: 2100395403-04
Assignment Date	: 25/01/2019	Excess	: S\$0.00
Date of Inspection	: 25/01/2019	Est. Duration of Repair	: 15.00
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\$	33,281.00
Revised Amount	:S\$	13,400.00 (lump sum)
Check Items (Estimated)	:S\$	0.00
<b>Total</b>	<b>:S\$</b>	<b>13,400.00</b>

Lump Sum Repair :S\$

#### Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	74,000.00
COE / PARF Rebate	:S\$	60,600.00
Salvage Value	:S\$	
Margin for Repair	:S\$	13,400.00

#### 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.

Other comments :

## Veron Chen (LKKAuto)

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 29 January 2019 12:06 PM  
**To:** 'Claims'; 'nora.khai@premiumauto.com.sg'  
**Cc:** SUR  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

Kindly take note email from AIG.

---



Tue 29/1/2019 11:45 AM

Koh, Victor-CK <Victor-CK.Koh@aig.com>

RE: SKQ 7394Y-AIG REF: 47664835905G

To: Veron Chen (LKKAuto)

---

Hi Veron,

As spoken, Insured need to agree to lump sum repair. Also safety items such as air bag, seat belt, undercarriage ni

Thanks & Regards

Victor Koh  
AIG  
Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
Victor-ck.koh@aig.com | www.aig.com

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 29 January 2019 11:42 AM  
**To:** 'Claims' <claims@premiumauto.com.sg>; 'nora.khai@premiumauto.com.sg' <nora.khai@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As spoken.

Please proceed repair at lump sum basic within \$13,400 (Bef GST).

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:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 29 January 2019 10:32 AM  
**To:** 'Claims' <claims@premiumauto.com.sg>; nora.khai@premiumauto.com.sg  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

We have send email to Victor on the below request.

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)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 28 January 2019 6:10 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)?

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



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**From:** Claims [<mailto:claims@premiumauto.com.sg>]  
**Sent:** Monday, 28 January, 2019 6:02 PM  
**To:** 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 389902272W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183  
e. [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)  
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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Monday, 28 January, 2019 5:44 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle SKQ 7394Y not exceeding \$13,400/- (Excess \$0/-).

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)

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 28 January 2019 12:42 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg  
**Cc:** SUR <sur@lkkauto.com>; claims@premiumauto.com.sg  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

We propose \$15k lump sum repair.

Kindly confirm.

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  
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---

**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Friday, 25 January, 2019 4:35 PM

**To:** 'Claims Dept' <claims@premiumauto.com.sg>; (nora.khai@premiumauto.com.sg)  
<nora.khai@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Nora,

Kindly check vehicle able to repair at part by part not exceeding \$13,000/-.

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)

## Veron Chen (LKKAuto)

---

**From:** Koh, Victor-CK <Victor-CK.Koh@aig.com>  
**Sent:** Tuesday, 29 January 2019 11:45 AM  
**To:** Veron Chen (LKKAuto)  
**Subject:** RE: SKQ 7394Y-AIG REF: 4766483590SG

Hi Veron,

As spoken, Insured need to agree to lump sum repair. Also safety items such as air bag, seat belt, undercarriage need to be replace by new parts. New safety items replace photos required.

Thanks & Regards

Victor Koh  
AIG  
Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Veron Chen (LKKAuto) [mailto:[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)]  
**Sent:** Tuesday, January 29, 2019 10:05 AM  
**To:** Koh, Victor-CK  
**Cc:** SUR  
**Subject:** RE: SKQ 7394Y-AIG REF: 4766483590SG

Dear Victor,

We refer to the above mentioned.

Repairer propose Lump Sum Repair for the mentioned vehicle.

Kindly advised.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 28 January 2019 5:23 PM  
**To:** Koh, Victor-CK <Victor-CK.Koh@aig.com>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** SKQ 7394Y-AIG REF: 4766483590SG

Dear Victor,

We refer to the above mentioned.

Repairer propose Lump Sum Repair for the mentioned vehicle.

Kindly advised.

Best Regards,

**Veron Chen** | Case Handler

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## Veron Chen (LKKAuto)

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**Cc:** SUR  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As spoken.

Please proceed repair at lump sum basic within \$13,400 (Bef GST).

Best Regards,

**Veron Chen** | Case Handler

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**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)?

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

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

55 Ubi Road 1 Road Singapore 408699

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

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

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



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**To:** 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)

**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Monday, 28 January, 2019 5:44 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle **SKQ 7394Y not exceeding \$13,400/- (Excess \$0/-)**.

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**

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**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

We propose \$15k lump sum repair.

Kindly confirm.

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 109902271W)

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

**Sent:** Friday, 25 January, 2019 4:35 PM

**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; ([nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg))  
<[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Nora,

Kindly check vehicle able to repair at part by part not exceeding \$13,000/-.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 28 January 2019 5:44 PM  
**To:** 'Claims'; nora.khai@premiumauto.com.sg  
**Cc:** SUR  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As instructed by our client , please proceed to repair the insured vehicle **SKQ 7394Y not exceeding \$13,400/- (Excess \$0/-)**.

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.

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Best Regards,

Veron Chen | Case Handler

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**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Monday, 28 January 2019 12:42 PM  
**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg  
**Cc:** SUR <sur@lkkauto.com>; claims@premiumauto.com.sg  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

We propose \$15k lump sum repair.

Kindly confirm.

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 159902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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

---

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

**Sent:** Friday, 25 January, 2019 4:35 PM

**To:** 'Claims Dept' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; ([nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg))  
<[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Nora,

Kindly check vehicle able to repair at part by part not exceeding \$13,000/-.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

## View Received Message

This mail is associated with :

**\*SKQ7394Y (47664835905G)**  
OD  
Jan 24 2019 7:15AM  
[TAN LAY HOON]  
Premium Automobiles Pte Ltd

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**From** AIG Asia Pacific Insurance Pte. Ltd. (AIG\_SG), sent on 28/01/2019 15:54 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$13400.00) - SKQ7394Y - Claim Handler: Loo, Tong Shing

Approved:13400.00:Repair limit \$13,400.00. Kindly confirm with repairer if they are able to repair within the limit. Upload MV and PARF.

### DOCUMENTS SUMMARY

There are no documents.

## 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

<b>To:</b> AIG Asia Pacific Insurance Pte. Ltd. AIG Building 78 Shenton Way #08-16 Singapore 079120	<b>From:</b> LKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933
<b>Attn:</b> Loo, Tong Shing	<b>Date:</b> 28 Jan 2019

### Preliminary Advice

Vehicle No	: SKQ7394Y	Accident Date	: 24/01/2019
Make	: AUDI A4	Policy No.	: 2100395403-04
Assignment Date	: 25/01/2019	Excess	: S\$0.00
Date of Inspection	: 25/01/2019	Est. Duration of Repair	: 6.00
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\$	33,281.00
Revised Amount	:S\$	18,123.50
Check Items (Estimated)	:S\$	7,198.00
<b>Total</b>	<b>:S\$</b>	<b>25,321.50</b>

Lump Sum Repair	:S\$	
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#### Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	74,000.00
COE / PARF Rebate	:S\$	60,600.00
Salvage Value	:S\$	
Margin for Repair	:S\$	13,400.00

#### 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.

Other comments : Repairer propose Lump Sum repair at \$15,000/-

**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 #08-16  
Singapore 079120

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

Attn: Loo, Tong Shing

Date: 25 Jan 2019

**Preliminary Advice**

Vehicle No	: SKQ7394Y	Accident Date	: 24/01/2019
Make	: AUDI A4	Policy No.	: 2100395403-04
Assignment Date	: 25/01/2019	Excess	: S\$0.00
Date of Inspection	: 25/01/2019	Est. Duration of Repair	: 6.00
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**Remarks**

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The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.

Other comments : Pending repair cost from repairer

> [Back to OneMotoring](#)

### Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	4952H
Vehicle Details	
Vehicle No.:	SKQ7394Y
Vehicle to be Exported:	No
Intended Deregistration Date:	25 Jan 2019
Vehicle Make:	AUDI
Vehicle Model:	A4 1.8 TFSI MU (EU6)
Primary Colour:	Grey
Manufacturing Year:	2014
Engine No.:	CJE090117
Chassis No.:	WAUZZZ8K5FA045622
Maximum Power Output:	125.0 kW (167 bhp)
Open Market Value:	\$28,946.00
Original Registration Date:	23 Dec 2014
First Registration Date:	23 Dec 2014
Transfer Count:	0
Actual ARF Paid:	\$22,525.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	22 Dec 2024
PARF Rebate Amount:	\$16,893.00
Intended COE Rebate Details	
COE Expiry Date:	22 Dec 2024
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$74,000.00
COE Rebate Amount:	\$43,707.00
<b>Total Rebate Amount:</b>	<b>\$60,600.00</b>

The information contained herein is correct as at 25 Jan 2019

OK

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Details	
Owner ID Type:	Singapore NRIC
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<b>Total Rebate Amount:</b>	<b>\$60,600.00</b>

The information contained herein is correct as at 25 Jan 2019

OK

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Audi A4 1.8A TFSI MU **\$68,500** **\$11,000 /yr** 23-Jan-2014 1,798 cc - Luxury Available

1 Owner Only, Owner Selling Due To Upgrade. Wonderful Engine Condition, Owner Is Not A Speeder! 100% Accident-Free. Agent Serviced Since Day One. 1 x Free Agent Service Left For New Owner. Trade In We...

Posted: 15-Jan-2015 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

Audi A4 1.8A TFSI MU **\$68,800** **\$10,420 /yr** 14-May-2014 1,798 cc 100,000 km Luxury Available

1 Owner, Grey On Black Interior, Serviced/ Maintained By Agent, Flexible Loan Package Tailor To Suits You, Very Well Maintained, Improved Model Which Is More Reliable, Low Depreciation Luxury Sedan, V...

Posted: 25-Jan-2015 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

Audi A4 1.8A TFSI MU **\$71,800** **\$11,190 /yr** 23-Jun-2014 1,798 cc 66,000 km Luxury Available

Well Maintained By Only 1 Careful Owner, Full Service By Premium Automobiles! 100% Accident Free! STA Or VICOM Evaluation Welcome! Seller Selling Due To Upgrading, Trade In Welcome. Viewing Strongly E...

Autocars Premium Pte Ltd

Posted: 03-Jan-2015 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

Audi A4 1.8A TFSI MU **\$68,800** **\$10,620 /yr** 25-Jun-2014 1,798 cc 85,000 km Luxury Available

Enjoy As Low As 2.28% Interest Rate Now! Full Agent Serviced, Well Maintained And Serviced Regularly. 1 Owner, Accident Free! Pristine Condition. Enjoy A Comfortable And Stable Ride With The Audi A4! ...

Euro Performance Asia Pte Ltd

Posted: 21-Jan-2015 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

Audi A4 1.8A TFSI MU **\$66,800** **\$10,070 /yr** 30-Jul-2014 1,798 cc 75,331 km Luxury Available

Up To 95% Loan Package Available. High Approval Rate. Balloon Scheme To Lessen Your Monthly Instalment Burden. All Vehicles Are Inspected By Our Professional Team For Highest Quality. Extended Warrant...

Avant Automobile Pte Ltd

Posted: 29-Dec-2014 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

**Xtremez Audio Accessories - Audio System - In Car Entertainment**

Xtremez Audio provides expert advice and professional installations while maintaining cost-effectiveness for all customers.

More info about this shop

Audi A4 1.8A TFSI MU **\$72,800** **\$11,000 /yr** 29-Aug-2014 1,798 cc 59,000 km Luxury Available

Selling Cheap! Sporty White Audi A4! Original BBS Rims, Fully Agent Maintained! High Loan/Trade-In Available!

Posted: 24-Jan-2015 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

Audi A4 1.8A TFSI MU **\$72,999** **\$11,030 /yr** 30-Aug-2014 1,798 cc 61,000 km Luxury Available

Beautiful Black On Black Interior, Premium Pre-Owned 110 Points Certification, Flexible Finance Package And Trade In, Please SMS/Call Now For Viewing Appointment And More Details.

Premium Automobiles

Posted: 26-Jan-2015 Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi



**Audi A4 1.8A TFSI MU** | \$70,800 | \$10,640 /yr | 30-Aug-2014 | 1,798 cc | 60,000 km | Luxury | Available

Buy With No Worries, Servicing Just Done In Audi Service Centre, Original Beautiful Flawless Body And Interior! 100% Accident Free And Zero Repair Needed! High Loan And Trade In Available! So Hurry Call ...

Posted: 18-Jan-2019 | Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi



**Audi A4 1.8A TFSI MU** | \$73,800 | \$11,170 /yr | 30-Aug-2014 | 1,798 cc | 41,633 km | Luxury | Available

High In House Loan And Balloon Scheme Available, No Gimmicks! Full Audi Service Record, 100% Accident-Free, 19" Caractere Sports Rims, Bluetooth, Auto HID Lights With LED DRL, Black In Colour, Servic...

Posted: 13-Jan-2019 | Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi



**Audi A4 1.8A TFSI MU** | \$71,000 | \$10,670 /yr | 30-Aug-2014 | 1,798 cc | 45,000 km | Luxury | Available

Agent Maintained, Pristine Condition, Low Mileage Done, Accident Free, Authorized 70% Bank Loan At Exclusive Interest Rates 2.48%, Please Call For Viewing And Enquiry.

Wearnes Automotive Pte Ltd

Posted: 29-Dec-2018 | Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi



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**Audi A4 1.8A TFSI MU** | \$74,800 | \$11,180 /yr | 30-Sep-2014 | 1,798 cc | 72,000 km | Luxury | Available

1 Owner! Fully Agent Serviced! Just Done Servicing With New Front And Rear Brake Pad As Well As Brake Disc, Well Maintained, Cheapest In The Market, Accident Free, Classic White On Brown Interior, Own...

Atlantic Automobile Pte Ltd

Posted: 22-Jan-2019 | Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi



**Audi A4 1.8A TFSI MU** | \$75,800 | \$10,870 /yr | 31-Dec-2014 | 1,798 cc | 47,800 km | Luxury | Available

1 Owner Only! Fully Agent Service (Premium Auto) 100% Accident Free, With Typically Low Interest Rate At 2.18% At Limited Duration Promotion.

Autotruster Traders Pte Ltd

Posted: 24-Jan-2019 | Tags: 2014 Audi A4, 2014 audi a4, Audi A4, audi a4, Audi, A4, a4, Used Audi

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# CERTIFICATE OF INSURANCE

## AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : TAN LAY HOON  
 Period of Insurance : 23 Dec 2018 To 22 Dec 2019  
 Engine No. : CJE090117  
 Chassis No. : WAUZZZ8K5FA045622

Vehicle No. : SKQ7394Y  
 Policy No. : 2100395403-04  
 Endorsement No. :  
 Issued Date : 28 Nov 2018

### ABOUT THE COVER

Make/Model : AUDI A4 1.8 TFSI MU (LITE EDITION)  
 Engine Capacity/Tonnage : 1,798.00 CC Sum Insured : Market Value First Year of Registration : 2014  
 Driver Restriction : NA Off Peak Car : No 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 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 188) and Section 95 of the Road Transport Act, 1967 (Malaysia), are not to be included under these headings.

### EXCESS

Section 1  
 Fire - \$0 Own Damage - \$800 Theft - \$0 Flood Cover - \$0

Section 2  
 Property Damage - \$0

Windscreen : \$100

#### Named Driver and Excess (where applicable)

TAN LAY HOON - \$800 (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 6336 6200. Alternatively, you may refer to AIG website [www.aig.com.sg](http://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. 188), Part IV of the Road Transport Act, 1967 (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1999 (Malaysia).

0504125217

PREMIUM LEASING - EF  
 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

88/PLC

## 24-HOUR AIG AUTO HOTLINE: +65 6338 6200

**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

### 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.

### 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/Correspondences from third party(ies) to AIG immediately.

## 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.

REPUBLIC OF SINGAPORE DRIVING LICENCE

License Number: S6934952H



TAN LAY HOON

Birth Date: 07 Oct 1969

Issue Date: 21 Jan 2003

0801390250

REPUBLIC OF SINGAPORE

IDENTITY CARD NO. S6934952H



TAN LAY HOON

陈丽芬

Race: CHINESE

Date of Birth: 07-10-1969

Sex: F

Country of Birth: SINGAPORE

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:

Class 2 Motor Cars and Motor Tractors the weight of which unladen does not exceed 3500 kilograms

Issue Date: 21 Jan 1999

NP 426A

License No. S6934952H

2233553



NRIC No. S6934952H



Issue Date: 07-08-1994

352 LAUREL WOOD AVENUE  
SINGAPORE 275669

NRIC No: S6934952H Date: 08/10/2018

## 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	24/01/2019 11:19
Date Of Accident	24/01/2019 07:15
Exact Location Of Accident	AT THE TRAFFIC LIGHT OF NORTH BUONA VISTA RD
Country/State of Loss	SINGAPORE
DETAILS OF OWN VEHICLE	
Vehicle Registration Number	SKQ7394Y
Insured/Policyholder	
Name Of Registered Owner	TAN LAY HOON
NRIC No	S6934952H
Email Address	FELICIATLH@HOTMAIL.COM
Mobile Phone No	(LOCAL) +65-97862823
Alternative Phone No	HOME-64722578
Vehicle Particulars	
Manufacturer	AUDI
Model	A4 1.8T FSI MU 8K203
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	2100395403-04
Cover Note Number	
Driver	
Name of Driver	TAN LAY HOON
NRIC No	S6934952H
Date Of Birth	07/10/1969
Occupation	INDOOR
Date Of Driving Pass	10/01/1990
Driving Experience	29 YEARS AND 0 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-97862823
Fax Number	
Contact Number	HOME-64722578
EMail Address	FELICIATLH@HOTMAIL.COM

Address	352 LAUREL WOOD AVENUE
Postcode	275959
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 - HEAD TO REAR
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	1
Was any body injured in the Accident?	YES
Was any injured conveyed to hospital by ambulance?	NO
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)	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

WHEN I WAS DRIVING ALONG NORTH BUONA VISTA ROAD, THE TRAFFIC LIGHT IN FRONT OF ME TURN "ORANGE", SO I STOPPED MY CAR IN FRONT OF THE TRAFFIC LIGHT. I COULD SEE THE BUS PA9539J, COMING TOWARDS ME. I STOPPED MY CAR AND I HAD MY "STOPPED" INPUT SIGN. UNFORTUNATELY, THE BUS DRIVER DIDN'T SLOW DOWN HIS SPEED AND HIT INTO MY CAR'S BACK. THE IMPACT WAS HUGE, CAUSED MY CAR (DRIVER) SEAT TO MOVE FORWARD, THE SEAT BELT WAS TIGHT ON MY CHEST, IMMEDIATELY I FELT THE TIGHTNESS AND PAIN ON MY CHEST. I TRIED TO PULL OUT MY CAR KEY BUT CANNOT AS THERE IS A RED LIGHT SHOWING "STEERING WHEEL DEFECTION" SIGN. I CAME OUT OF THE CAR AND SAW THE HUGE DENT ON MY CAR'S BOOT.

#### Attachment(s)

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

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	PA9539J
Vehicle Make/Model/Colour	BUS
Details Of Properties	
Vehicle Category	BUS
Name of Driver	PHUA KIAH YEW
NRIC/Passport Number	S6818842C
Contact Number	93359640
Address	BLK 233 COMPASSVALE WALK #06-476
Postcode	540233
Insurance Company Name	AXA INSURANCE PTE LTD

Nature Of Damage

No. Of Passenger (Including Driver)

**DETAILS OF INJURED PERSON 1**

Name

Approximate Age

Injuries Sustain

Injured person in which vehicle?

SKQ7394Y

Were seat belts worn?

Was this injured conveyed to hospital by ambulance?

Address

Postcode

## 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.

#### **E. 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: 24/11/19

Driver's Signature

(if driver is not the policyholder)

Date & Time: 24/11/19

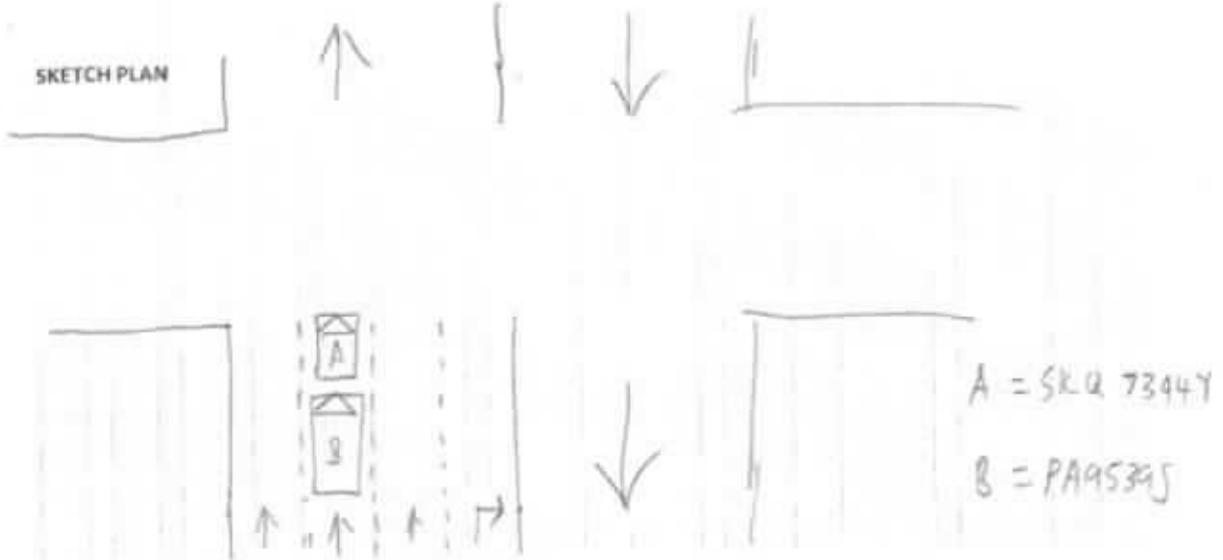


Reporting Centre Personnel's Signature

Name: Loay Froy

NRIC/TIN No: 62043164

Sketch Plan #2



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

When I was driving along above Borneo View Road, the traffic light in front of me turn "orange" so I stopped my car in front of the traffic light. I could see the bus PA9539J coming towards me. I stopped my car and I had my "checked light sign" unfortunately, the bus driver didn't slow down his speed and hit into my car's back. The impact was huge, caused my car seat to move forward, the seat belt was tight on my chest, immediately I felt the hypoxia and pain on my chest. I tried to pull out my car key but cannot as there is a red light saying "warning wheel deflation" sign.

I came out of the car and saw the huge dent on my car's boot.

The bus driver name PHEON KIAN YEW (mobile: 95359600)  
 IC: 68188426  
 Address: Apt 611 233, Compaunt Walk #06-476  
 Singapore 540233

Bus Company: KS Ng

DECLARATION

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

*[Signature]*  
 Policyholder's Signature  
 Date & Time: 24/1/19

*[Signature]*  
 Driver's Signature  
 (if driver is not the policyholder)  
 Date & Time: 24/1/19

  
 Reporting Centre Personnel's Signature  
 Name: Gary Pang  
 NRIC/FIN No: 67040187X

Accident Photo



# 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/0116/2019/KN  
**Date** : 24-Jan-19

**Vehicle NOT IN workshop. Kindly arrange for survey.**

**Your insured vehicle no : SKQ 7394 Y**

### 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** : Ms. Tan Lay Hoon  
**Address** : 352 Laurel Wood Avenue  
Singapore 275959  
**Telephone** : HP +65 97862823  
**Type of Claim** : Own Damage Claims  
**Policy No.** : 2100395403-04  
**Vehicle No** : **SKQ 7394 Y**  
**Model Code** : A4 1.8 TFSI MU  
**Model / Year** : Dec-14  
**Engine No** : CJE 090117  
**Chassis No** : WAUZZZ8K5FA045622  
**Mileage** :  
**Date In** :  
**Liability** : -  
**Excess Cost** : -  
**Estimated By** : Johnny Boo / Allan Wu  
**Accident Date** : 24-Jan-19  
**Place of Accident** : TRAFFIC LIGHT OF NORTH BUONA VISTA ROAD

# Premium Automobiles

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

## Telefax

### Estimated Labour Charges for Accident Vehicle. SKQ 7394 Y

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendation
1	To tow and recover vehicle from scene of accident	S/N	\$280.00	X
2	To remove and transfer rear parking aid. Check function.	S/N S	280.00	✓ ✓
3	To remove and transfer rear lid's convenience lock system and wire harness for tail light	S/N S	280.00	✓ ✓
4	To dislodge and reinstall rear wire harness for tail lights, battery manager, fuse, relay trays, electrical and audio components.	S/N S	480.00	✓ ? ✓
<b>SUB - TOTAL LABOUR CHARGES</b>		:	<u><u>\$1,320.00</u></u>	

# Premium Automobiles

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

## Telefax

### Estimated Labour Charges for Accident Vehicle. SKQ 7394 Y

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendation
5	To dismantle and reinstall centre console. Renew airbag control unit and both front seatbelt.	S/N S	1,800.00	✓ ✓
6	To dismantle and renew rear bumper and rear lid. Cut out and reweld end panelling. To repair spare wheel housing. To inspect for further damages. Reorganise rear crash management components. Reinstall all parts removed.	S	<del>4,800.00</del>	1500, 2500
7	To respray rear bumper, rear lid, both rear fender, hinges, spare wheel housing and end panelling. To carry out joint sealer works and stone chip treatment.	S	<del>4,400.00</del>	3 x 550 = 1650 2 Hinge = 300 1950 ✓
8	To carry out diagnostic check	S/N S	192.00	✓ ✓
<b>TOTAL LABOUR CHARGES</b>			<b><u><u>\$12,512.00</u></u></b>	

# Premium Automobiles

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

## Telefax

### Material List for Accident Vehicle Regn No. SKQ 7394 Y

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	REAR BUMPER <i>Distorted</i>	S	2,100.00 ✓ 1680
2	REAR BUMPER STICKY PAD <i>3 pcs</i>	4 S	21.00 +
3	REAR BUMPER FIXING PARTS	S	206.00 +
4	REAR BUMPER SPOILER - LH <i>cut</i>	S	243.00 ✓ 1911.40
5	REAR BUMPER CARRIER <i>Bent</i>	S	587.00 ? <del>449.60</del>
6	HOLDER FOR BUMPER BRACKET - LH <i>Not nec</i>	S	203.00 ? <del>X</del>
7	HOLDER FOR BUMPER BRACKET - RH <i>Not nec</i>	S	203.00 ? <del>X</del>
8	REAR BUMPER GUIDE SECTION - LH <i>3 pcs</i>	S	40.00 +
9	REAR BUMPER GUIDE SECTION - RH	S	41.00 +
10	REAR BUMPER GUIDE SECTION - UPPER LH <i>3 pcs</i>	S	21.00 +
11	REAR BUMPER GUIDE SECTION - UPPER RH	S	20.00 +
13	REAR LID SECURING STRIP <i>2 pcs</i>	S	12.00 ✓ 9.52
14	REAR PARKING SENSOR <i>2 pcs</i>	4 S	838.00 ✓ 670.40
15	REAR PARKING SENSOR SEAL RING <i>4 pcs</i>	4 S	5.00 ✓ 3.84
16	REAR BUMPER WIRING SET <i>1 pc</i>	S	472.00 X.
17	REAR LID <i>Dented</i>	S	2,554.00 ✓ 2043.20
18	REAR LID ATTACHMENT PARTS <i>Not nec</i>	S	67.00 ? <del>X</del>
19	REAR LID HINGE - LH <i>3 pcs</i>	S	233.00 ✓ 186.40
20	REAR LID HINGE - RH	S	233.00 ✓ 186.40
<b>SUB TOTAL SPARE PARTS CHARGES</b>			<b>\$ 8,099.00</b>

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. SKQ 7394 Y

S/N	Parts Description		Damaged Parts & Prices	
			S/Nett	Remark
21	REAR LID GASKET FOR FLAP <i>Repl</i>	S	185.00 ?	1147.60
22	REAR LID STOP BUFFER - LH/RH <i>Not New</i>	2 S	50.00 ?	} X
23	REAR LID COVER <i>Not New</i>	2 S	66.00 ?	
24	REAR LID CLOSING ELEMENT - LH <i>Not New</i>	S	29.00 ?	
25	REAR LID CLOSING ELEMENT - RH <i>Not New</i>	S	29.00 ?	
26	REAR LID STOP CAP - LH/ RH <i>Not New</i>	2 S	6.00 ?	
27	REAR STOP BUFFER <i>Not New</i>	2 S	51.00 ?	
28	REAR STOPPER <i>Not New</i>	2 S	14.00 ?	
29	REAR LID LOCK <i>Insured</i>	S	199.00 ✓	
30	REAR LID LOCK COVER <i>Repl</i>	S	18.00 ✓	114.16
31	PROTECTIVE CAP <i>Repl</i>	S	18.00 ?	13.68
32	REAR LID LOCK STRIKER <i>Repl</i>	S	45.00 ?	36
33	PUSH BUTTON FOR ELECTRIC LOCK LID ACTUATOR <i>Repl</i>	S	167.00 ?	1133.00
34	GUARD PLATE <i>Repl</i>	S	56.00 ?	44.72
35	SEAL FOR PUSH BUTTON <i>new</i>	S	14.00 +	
36	BOOT DAMPER <i>new</i>	S	109.00 +	
37	BALL STUD <i>new</i>	S	19.00 +	
38	PACKING ADHESIVE <i>new</i>	S	18.00 ✓	13.92
39	AUDI EMBLEM <i>new</i>	S	113.00 ✓	90
40	CHROME INSCRIPTION - A4 <i>new</i>	S	87.00 ✓	69.38
<b>SUB TOTAL SPARE PARTS CHARGES</b>			<b>S</b>	<b>1,293.00</b>

All charges are not inclusive of GST.

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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. SKQ 7394 Y

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
41	CHROME INSCRIPTION - TFSI <i>re</i>	S	87.00 ✓ 69.35
42	REAR CROSS PANEL - OUTER <i>dented</i>	S	286.00 ? 228.40
43	REAR REINFORCEMENT BEAN - INNER <i>Reps</i>	S	484.00 ? X
44	REAR CROSS PANEL - LOWER <i>Reps</i>	S	794.00 ? X
45	REAR LID TRIM PANEL <i>Reps</i>	S	240.00 ? X
46	TRIM FOR REAR CROSS PANEL <i>Reps</i>	S	168.00 ? 133.60
47	LUGGAGE COMP. FLOOR COVERING <i>Reps</i>	S	646.00 ? X
48	LED TAIL LIGHT - LEFT <i>cut</i>	S	824.00 ✓ 658.80
49	LED TAIL LIGHT - RIGHT <i>Not New</i>	S	824.00 ? X
50	LICENSE PLATE LIGHT <i>RH covered</i>	2 S	405.00 ✓ 52.50 41.65
51	EXHAUST TAIL PIPE <i>re</i>	2 S	557.00 +
52	SEAT BELT WITH TENSIONER - LH <i>? Activated</i>	S	1,005.00 ✓ 804
53	SEAT BELT WITH TENSIONER - RH <i>? Activated</i>	S	1,005.00 ✓ 804
54	TAIL PIPE ADJUSTMENT FITTING <i>Best</i>	2 S	357.00 + 285.60
55	AIRBAG CONTROL UNIT <i>? Activated</i>	S	1,927.00 ✓ 1541.60
56	CENTRAL PROTECTION <i>? Activated</i>	S	543.00 ✓ 434.40
57	STONE CHIP <i>New</i>	S/N S	180.00 ? 180
58	REAR NO. PLATE <i>Best</i>	S/N S	25.00 ✓ 25
59	ACRYLIC SEALANT <i>New</i>	S/N S	180.00 ? 180
60	CAVITY WAX <i>New</i>	S/N S	140.00 ? 140
<b>SUB TOTAL SPARE PARTS CHARGES</b>		:	<b>\$ 10,377.00</b>

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. SKQ 7394 Y

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
61	SUNDRIES <i>Nett</i>	\$ 1,000.00	? <i>46.32</i>
	<b>TOTAL SPARE PARTS CHARGES</b>	<b>\$ 20,769.00</b>	
	<b>TOTAL LABOUR CHARGES</b>	<b>\$ 12,512.00</b>	
	<b>GRAND TOTAL</b>	<b>\$ 33,281.00</b>	

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 G*  
Surveyed Date : *25/01/19*  
Authorised Date :  
Excess Cost :  
Liability :  
Remarks : *Not Authorised, 05 Rps*

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:** Veron Chen (LKKAuto)  
**Sent:** Monday, 11 February 2019 10:04 AM  
**To:** 'PAL Claim'  
**Cc:** SUR; nora.khai@premiumauto.com.sg  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)  
**Attachments:** MARKING.pdf

Dear Chee Sing,

Refer marking.

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:** PAL Claim <claims@premiumauto.com.sg>  
**Sent:** Friday, 8 February 2019 10:09 AM  
**To:** assignments <assignments@lkkauto.com>  
**Cc:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; nora.khai@premiumauto.com.sg; 'PAL Claim' <claims@premiumauto.com.sg>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear all,

Kindly assist to arrange resurvey check item and supp item for above mentioned vehicle on today afternoon.

Address: 24 Benoi Sector.

Thank you.

Best regards,  
**Chang Chee Sing**  
Claims Specialist

**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



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---

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Tuesday, 29 January 2019 12:06 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

Kindly take note email from AIG.



Tue 29/1/2019 11:45 AM  
Koh, Victor-CK <[Victor-CK.Koh@aig.com](mailto:Victor-CK.Koh@aig.com)>  
RE: SKQ 7394Y-AIG REF: 4766483590SG

To Veron Chen (LKKAuto)

Hi Veron,

As spoken, Insured need to agree to lump sum repair. Also safety items such as air bag, seat belt, undercarriage

Thanks & Regards

**Victor Koh**  
AIG  
Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 29 January 2019 11:42 AM  
**To:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; 'nora.khai@premiumauto.com.sg' <[nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As spoken.

Please proceed repair at lump sum basic within \$13,400 (Bef GST).

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:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 29 January 2019 10:32 AM

**To:** 'Claims' <claims@premiumauto.com.sg>; nora.khai@premiumauto.com.sg

**Cc:** SUR <sur@lkkauto.com>

**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

We have send email to Victor on the below request.

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:** Monday, 28 January 2019 6:10 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; nora.khai@premiumauto.com.sg

**Cc:** SUR <sur@lkkauto.com>

**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)?

Thank you.

Best Regards,

**Tony Foong**

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 109902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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

---

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

**Sent:** Monday, 28 January, 2019 6:02 PM

**To:** 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)

**Cc:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

Can repair lump sum basic within \$13,400 (Bef GST)

Thank you.

Best Regards,

**Tony Foong**

Claims Advisor

**Premium Automobiles Pte Ltd** (Reg No 189902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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---

**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Monday, 28 January, 2019 5:44 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Tony,

As instructed by our client, please proceed to repair the insured vehicle **SKQ 7394Y** not exceeding **S13,400/- (Excess S0/-)**.

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](mailto: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](mailto:claims@premiumauto.com.sg)>  
**Sent:** Monday, 28 January 2019 12:42 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; [nora.khai@premiumauto.com.sg](mailto:nora.khai@premiumauto.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)  
**Subject:** RE: SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Veron,

We propose \$15k lump sum repair.

Kindly confirm.

Thank you.

Best Regards,  
**Tony Foong**  
Claims Advisor

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



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

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

---

**From:** Veron Chen (LKKAuto) [mailto:veronchen@lkkauto.com]  
**Sent:** Friday, 25 January, 2019 4:35 PM  
**To:** 'Claims Dept' <claims@premiumauto.com.sg>; (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>  
**Cc:** SUR <sur@lkkauto.com>  
**Subject:** SKQ 7394Y-DOA: 24/1/2019 (AIG OD)

Dear Nora,

Kindly check vehicle able to repair at part by part not exceeding \$13,000/-.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

# 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/0116/2019/KN  
Date : 24-Jan-19

Vehicle NOT IN workshop. Kindly arrange for survey.

Your insured vehicle no : SKQ 7394 Y

### 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 : Ms. Tan Lay Hoon  
Address : 352 Laurel Wood Avenue  
Singapore 275959  
Telephone : HP +65 97862823  
Type of Claim : Own Damage Claims  
Policy No. : 2100395403-04  
Vehicle No : **SKQ 7394 Y**  
Model Code : A4 1.8 TFSI MU  
Model / Year : Dec-14  
Engine No : CJE 090117  
Chassis No : WAUZZZ8K5FA045622  
Mileage :  
Date In :  
Liability : -  
Excess Cost : -  
Estimated By : Johnny Boo / Allan Wu  
Accident Date : 24-Jan-19  
Place of Accident : TRAFFIC LIGHT OF NORTH BUONA VISTA ROAD

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

## Telefax

### Estimated Labour Charges for Accident Vehicle. SKQ 7394 Y

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendation
1	To tow and recover vehicle from scene of accident	S/N	\$280.00	X
2	To remove and transfer rear parking aid. Check function.	S/N S	280.00	✓
3	To remove and transfer rear lid's convenience lock system and wire harness for tail light	S/N S	280.00	✓
4	To dislodge and reinstall rear wire harness for tail lights, battery manager, fuse, relay trays, electrical and audio components.	S/N S	480.00	✓ (?)
<b>SUB - TOTAL LABOUR CHARGES</b>		:	<u><u>\$1,320.00</u></u>	

# Premium Automobiles

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

## Telefax

### Estimated Labour Charges for Accident Vehicle. SKO 7394 Y

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
5	To dismantle and reinstall centre console. Renew airbag control unit and both front seatbelt.	S/N \$ 1,800.00	✓
6	To dismantle and renew rear bumper and rear lid. Cut out and reweld end panelling. To repair spare wheel housing. To inspect for further damages. Reorganise rear crash management components. Reinstall all parts removed.	\$ <del>4,800.00</del>	1500,
7	To respray rear bumper, rear lid, both rear fender, hinges, spare wheel housing and end panelling. To carry out joint sealer works and stone chip treatment.	\$ <del>4,400.00</del>	3 x 550 = 1650 2 Hinge = 300 1950
8	To carry out diagnostic check	S/N \$ 192.00	✓
<b>TOTAL LABOUR CHARGES</b>		<b>: <u>\$12,512.00</u></b>	

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel: 6366 2323 Fax: 6841 1183

## Telefax

### Material List for Accident Vehicle Regn No. SKO 7394 Y

S/N	Parts Description	Damaged Parts & Prices		Remark
		S/Nett		
1	REAR BUMPER <i>Distorted</i>	\$	2,100.00	✓
2	REAR BUMPER STICKY PAD <i>3 pc</i>	4 \$	21.00	✓
3	REAR BUMPER FIXING PARTS	\$	206.00	+
4	REAR BUMPER SPOILER - LH <i>6t</i>	\$	243.00	✓
5	REAR BUMPER CARRIER <i>? 6t</i>	\$	587.00	?
6	HOLDER FOR BUMPER BRACKET - LH <i>?</i>	\$	203.00	?
7	HOLDER FOR BUMPER BRACKET - RH <i>?</i>	\$	203.00	?
8	REAR BUMPER GUIDE SECTION - LH <i>3 pc</i>	\$	40.00	+
9	REAR BUMPER GUIDE SECTION - RH	\$	41.00	+
10	REAR BUMPER GUIDE SECTION - UPPER LH <i>3 pc</i>	\$	21.00	+
11	REAR BUMPER GUIDE SECTION - UPPER RH	\$	20.00	+
13	REAR LID SECURING STRIP <i>2 pc</i>	\$	12.00	✓
14	REAR PARKING SENSOR <i>2 pc</i>	4 \$	838.00	✓
15	REAR PARKING SENSOR SEAL RING <i>2 pc</i>	4 \$	5.00	✓
16	REAR BUMPER WIRING SET <i>2 pc</i>	\$	472.00	X.
17	REAR LID <i>Distorted</i>	\$	2,554.00	✓
18	REAR LID ATTACHMENT PARTS <i>?</i>	\$	67.00	?
19	REAR LID HINGE - LH <i>3 Best</i>	\$	233.00	✓
20	REAR LID HINGE - RH	\$	233.00	✓
<b>SUB TOTAL SPARE PARTS CHARGES</b>		:	<b>\$ 8,099.00</b>	

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. SKO 7394 Y

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
21	REAR LID GASKET FOR FLAP <i>? de</i>	\$	185.00 ?
22	REAR LID STOP BUFFER - LH/RH ?	2 \$	50.00 ?
23	REAR LID COVER ?	2 \$	66.00 ?
24	REAR LID CLOSING ELEMENT - LH ?	\$	29.00 ?
25	REAR LID CLOSING ELEMENT - RH ?	\$	29.00 ?
26	REAR LID STOP CAP - LH/ RH ?	2 \$	6.00 ?
27	REAR STOP BUFFER ?	2 \$	51.00 ?
28	REAR STOPPER ?	2 \$	14.00 ?
29	REAR LID LOCK <i>Jammed</i>	\$	199.00 ✓
30	REAR LID LOCK COVER <i>Repd</i>	\$	18.00 ✓
31	PROTECTIVE CAP ? <i>cm</i>	\$	18.00 ?
32	REAR LID LOCK STRIKER ? <i>bt</i>	\$	45.00 ?
33	PUSH BUTTON FOR ELECTRIC LOCK LID ACTUATOR <i>? de</i>	\$	167.00 ?
34	GUARD PLATE ? <i>de bt</i>	\$	56.00 ?
35	SEAL FOR PUSH BUTTON <i>new</i>	\$	14.00 +
36	BOOT DAMPER <i>new</i>	\$	109.00 +
37	BALL STUD <i>new</i>	\$	19.00 +
38	PACKING ADHESIVE <i>? new</i>	\$	18.00 ✓
39	AUDI EMBLEM <i>? new</i>	\$	113.00 ✓
40	CHROME INSCRIPTION - A4 <i>new</i>	\$	87.00 ✓
<b>SUB TOTAL SPARE PARTS CHARGES</b>		<b>\$</b>	<b>1,293.00</b>

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. SKO 7394 Y

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
41	CHROME INSCRIPTION - TFSI <i>de</i>	\$	87.00 ✓
42	REAR CROSS PANEL - OUTER <i>7 ht</i>	\$	286.00 ?
43	REAR REINFORCEMENT BEAN - INNER ?	\$	484.00 ?
44	REAR CROSS PANEL - LOWER ?	\$	794.00 ?
45	REAR LID TRIM PANEL ?	\$	240.00 ?
46	TRIM FOR REAR CROSS PANEL ? <i>de</i>	\$	168.00 ?
47	LUGGAGE COMP. FLOOR COVERING ?	\$	646.00 ?
48	LED TAIL LIGHT - LEFT <i>cut</i>	\$	824.00 ✓
49	LED TAIL LIGHT - RIGHT ?	\$	824.00 ?
50	LICENSE PLATE LIGHT <i>RH covered</i>	2 \$	<del>105.00</del> 52.50
51	EXHAUST TAIL PIPE <i>new</i>	2 \$	557.00 +
52	SEAT BELT WITH TENSIONER - LH <i>? Activated</i>	\$	1,005.00 ✓
53	SEAT BELT WITH TENSIONER - RH <i>? Activated</i>	\$	1,005.00 ✓
54	TAIL PIPE ADJUSTMENT FITTING <i>new</i>	2 \$	357.00 +
55	AIRBAG CONTROL UNIT <i>? Activated</i>	\$	1,927.00 ✓
56	CENTRAL PROTECTION <i>? Activated</i>	\$	543.00 ✓
57	STONE CHIP ?	S/N \$	180.00 ?
58	REAR NO. PLATE <i>Best</i>	S/N \$	25.00 ✓
59	ACRYLIC SEALANT ?	S/N \$	180.00 ?
60	CAVITY WAX ?	S/N \$	140.00 ?
<b>SUB TOTAL SPARE PARTS CHARGES</b>			<b>\$ 10,377.00</b>

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. SKQ 7394 Y

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
61	SUNDRIES ?	\$ 1,000.00	?
	TOTAL SPARE PARTS CHARGES :	\$ 20,769.00	
	TOTAL LABOUR CHARGES	\$ 12,512.00	
	GRAND TOTAL	\$ 33,281.00	

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

# Premium Automobiles

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

## Telefax

Name : Adrian Lij  
Surveyed Date : 25/01/19  
Authorised Date :  
Excess Cost :  
Liability :  
Remarks : Not Authorised, 06 Rps.

**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:** Monday, 11 February 2019 10:22 AM  
**To:** 'Paramchand, Varsha'; CS A Team; Admin A; Admin-D (LKKAuto)  
**Cc:** Loo, Tong Shing; Quek, Joyceline-CH; Rumli, Sharizah; Mutalip, Nurashikin  
**Subject:** RE: - SID 13243138 & CLAIM NO 47664835905G - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?

Dear Varsha,

Our surveyor had contacted insured on 11/2/19.

Insured concerns addressed.

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:** Paramchand, Varsha <Varsha.Paramchand@aig.com>  
**Sent:** Friday, 8 February 2019 12:22 PM  
**To:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Cc:** Loo, Tong Shing <TongShing.Loo@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Mutalip, Nurashikin <Nurashikin.Mutalip@aig.com>  
**Subject:** RE: - SID 13243138 & CLAIM NO 47664835905G - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?



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Esta é uma mensagem criptografada segura. Para lê-lo, abra o anexo.

**RE: - SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE ...**

From: Paramchand, Varsha  
 To: CS A Team, Admin A, admin-d@lkkauto.com  
 Cc: Loo, Tong Shing, Quek, Joyceline-CH, Rumli, Sharizah, Mutalip, Nurashikin  
 Sent: 2/8/2019 12:21:37 PM

Hi LKK,

Pls advise if Insd has been ctc?

Tq

Varsha

*Owner not contacted @ 10am 11/02/19.  
 Owner's concerns addressed ~~and she has accepted~~*

**From:** Paramchand, Varsha  
**Sent:** Friday, January 25, 2019 5:10 PM  
**To:** CS A Team; Admin A; admin-d@lkkauto.com  
**Cc:** Loo, Tong Shing; Quek, Joyceline-CH; Rumli, Sharizah; Mutalip, Nurashikin  
**Subject:** aigencrypt - SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?

Hi Tong Shing,

Insd wants to know why AIG will only pay up to S\$15,000 max. Insd needs explanation .pls ctc insd @ 97862823.

TQ

Varsha

**From:** Paramchand, Varsha [mailto:cl.svc.amb2@aig.com]  
**Sent:** Friday, January 25, 2019 5:08 PM  
**To:** Paramchand, Varsha  
**Subject:** SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?

#### Referral & Escalation Form

**Staff:** Paramchand, Varsha  
**Vehicle number :** SKQ7394Y  
**Third Party Vehicle number:**  
**Type of Claim:**  
**Type of Account:**  
**Policy number :** 2100395403  
**Policy Holder Name :** Tan Lay Hoon  
**Caller Name :** Tan Lay Hoon  
**Claims Amount :**  
**Contact Number :** 64722578  
**Email :** feliciath@hotmail.com  
**Service Description:** Claims - Speak to Claims Examiner

**Fax:**

Hi Tong Shing,

## Veron Chen (LKKAuto)

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 28 January 2019 12:54 PM  
**To:** SUR; 'Paramchand, Varsha'  
**Cc:** 'Loo, Tong Shing'; 'Quek, Joyceline-CH'; 'Mutalip, Nurashikin'; 'Rumli, Sharizah'  
**Subject:** RE: - SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?

Dear Varsha,

The \$15K was estimated and conveyed to insured by Premium Automobile,

However, after assessment, an offer of \$13K was made to Premium Automobile instead and subjected to approval from AIG.

Upon approval, then we will take it on from there.

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:** Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]

**Sent:** Friday, 25 January, 2019 5:10 PM

**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)

**Cc:** Loo, Tong Shing <[TongShing.Loo@aig.com](mailto:TongShing.Loo@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Mutalip, Nurashikin <[Nurashikin.Mutalip@aig.com](mailto:Nurashikin.Mutalip@aig.com)>

**Subject:** - SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?



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นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ  
เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

- SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?

From: Paramchand, Varsha  
To: CS A Team, Admin A, admin-d@bkauto.com  
Cc: Loo, Tong Shing, Quek, Joyceline-CH, Rumi, Sharifah, Mutalip, Nurashikin  
Sent: Friday, 25 January, 2019 5:08:36 PM

Hi Tong Shing,

Insd wants to know why AIG will only pay up to S\$15,000 max. Insd needs explanation  
.pls ctc insd @ 97862823.  
TQ

Varsha

From: Paramchand, Varsha [mailto:cl.svc.amb2@aig.com]  
Sent: Friday, January 25, 2019 5:08 PM  
To: Paramchand, Varsha  
Subject: SID 13243138 & CLAIM NO 4766483590SG - PLS CTC INSD AS SHE NEEDS EXPLANATION WHY AIG WILL PAY MAX OF \$15,000 ONLY?

The \$15K was estimated and conveyed to insured by Premium Automobile. However, after assessment, an offer of \$13K was made to premium Automobile instead and subjected to approval from AIG.

Referral & Escalation Form

Staff: Paramchand, Varsha  
Vehicle number :SKQ7394Y  
Third Party Vehicle number:  
Type of Claim:  
Type of Account:  
Policy number : 2100395403  
Policy Holder Name : Tan Lay Hoon  
Caller Name : Tan Lay Hoon  
Claims Amount :  
Contact Number : 64722578  
Email : feliciafh@hotmail.com  
Service Description:Claims - Speak to Claims Examiner

Upon approval, then we will take it on from there.

Fax:

Hi Tong Shing,

Insd wants to know why AIG will only pay up to S\$15,000 max. Insd needs explanation  
.pls ctc insd @

\*\*\* Entered By: sspsaw (Sarah Mathew) @ 25/01/2019 04:42 PM \*\*\*

Hi Claims

Accident was on 24/1/19.

Claim ref: 4766483590SG

AUDI AUTO PROTECTOR PRIVATE VEHICLE

She may claim under OD. Audi workshop told insured that the maximum that AIG will pay for the damage is \$15,000.

Insured wants to speak with claim officer regarding this,

\*\*\*\* Entered By: sspsaw (Sarah Mathew) @ 25/01/2019 04:42 PM \*\*\*\*

Hi Claims

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**IMPORTANT NOTICE**

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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/0116/2019/KN  
Date : 13-May-19

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  
You recommended 6 days  
We took 15 days exclude 2 PH &  
3 Sundays - jb - 21 May 19*

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms Tan Lay Hoon  
Address : 352 Laurel Wood Avenue  
Singapore 275959  
Telephone : HP +65 90615634  
Type of Claim : Own Damage Claims  
Policy No. :  
Vehicle No : **SKQ 7394 Y**  
Model Code : Audi A4 Sedan 1.8 TFSI MU  
Model / Year : Dec-14  
Engine No : CJE 049568  
Chassis No : WAUZZZ8K5FA045622  
Mileage : 29985 KM  
Date In : 13-May-19  
Liability : -  
Excess Cost : -  
Estimated By : Johnny Boo / Allan Wu  
Accident Date : 12-May-19  
Place of Accident : TRAFFIC LIGHT OF NORTH BUONA VISTA ROAD

# Premium Automobiles

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

## Telefax

### Estimated Labour Charges for Accident Vehicle SKQ 7394 Y

S/N	Nature of Jobs	Estimated Charges	
1	To tow and recover vehicle from scene of accident.	S/N \$	280.00
2	To remove and transfer rear parking aid. Check function.	S/N \$	280.00 \$ 280.00
3	To remove and transfer rear lid's convenience lock system and wire harness for tail light	\$	280.00 \$ 280.00
4	To dislodge and reinstall rear wire harness for tail lights, battery manager, fuse, relay trays, electrical and audio components.	\$	480.00 \$ 480.00
<b>TOTAL LABOUR CHARGES</b>		<b>:</b>	<b>\$ 1,320.00 \$ 1,040.00</b>

# Premium Automobiles

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

## Telefax

### Estimated Labour Charges for Accident Vehicle SKQ 7394 Y

S/N	Nature of Jobs		Estimated Charges	
		<i>c/f</i>	\$	1,040.00
1	To dismantle and reinstall center console. Renew airbag control unit and both front seatbelt.	S/N	\$ 1,800.00	\$ 1,800.00
2	To dismantle and renew rear bumper and rear lid. Cut out and reweld end panelling. To repair spare wheel housing. To inspect for further damages. Reorganise rear crash management components and reinstall all parts removed.	S/N	\$ 4,800.00	\$ 2,500.00
3	To respray rear bumper, rear lid, both rear fender hinges, spare wheel housing and end panelling. To carry out joint sealer works and stone chip treatment.		\$ 4,400.00	\$ 1,950.00
4	To carry out diagnostic check.	S/N	\$ 192.00	\$ 192.00
<b>TOTAL LABOUR CHARGES</b>			<b>: \$ 12,512.00</b>	<b>\$ 7,482.00</b>

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

## Telefax

### Material List for Accident Vehicle Regn No. SKQ 7394 Y

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	REAR BUMPER	\$ 2,100.00	\$ 1,680.00
2	REAR BUMPER STICKY PAD	4 \$ 21.00	
3	REAR BUMPER FIXING PARTS	\$ 206.00	
4	REAR BUMPER SPOILER - LH	\$ 243.00	\$ 194.40
5	REAR BUMPER CARRIER	\$ 587.00	\$ 469.60
6	HOLDER FOR BUMPER BRACKET-LH	\$ 203.00	
7	HOLDER FOR BUMPER BRACKET-RH	\$ 203.00	
8	REAR BUMPER GUIDE SECTION - LH	\$ 40.00	
9	REAR BUMPER GUIDE SECTION - RH	\$ 41.00	
10	REAR BUMPER GUIDE SECTION - UPPER LH	\$ 21.00	
11	REAR BUMPER GUIDE SECTION - UPPER RH	\$ 20.00	
13	REAR LID SECURING STRIP	\$ 12.00	\$ 9.52
14	REAR PARKING SENSOR	4 \$ 838.00	\$ 670.40
15	PARKING SENSOR SEAL RING	4 \$ 5.00	\$ 3.84
16	REAR BUMPER WIRING SET	\$ 472.00	
17	REAR LID	\$ 2,554.00	
18	REAR LID ATTACHMENT PARTS	\$ 67.00	\$ 2,043.20
19	REAR LID HINGE-LH	\$ 233.00	\$ 186.40
20	REAR LID HINGE-RH	\$ 233.00	\$ 186.40
	<b>SUB TOTAL SPARE PARTS</b>	<b>\$ 8,099.00</b>	<b>\$ 5,443.76</b>

# Premium Automobiles

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

## Telefax

### Material List for Accident Vehicle Regn No. SKQ 7394 Y

S/N	Parts Description	c/f	Damage Parts & Prices	
			S/NETT	REMARKS
				\$ 5,443.76
21	REAR LID GASKET FOR FLAP		\$ 185.00	\$ 147.60
22	REAR LID STOP BUFFER-LH/RH	2	\$ 50.00	
23	REAR LID COVER		\$ 66.00	
24	REAR LID CLOSING ELEMENT-LH		\$ 29.00	
25	REAR LID CLOSING LEMENT-RH		\$ 29.00	
26	REAR LID STOP CAP	2	\$ 6.00	
27	REAR LID STOP BUFFER	2	\$ 51.00	
28	REAR STOPPER	2	\$ 14.00	
29	REAR LID LOCK		\$ 199.00	\$ 158.80
30	REAR LID LOCK COVER		\$ 18.00	\$ 14.16
31	PROTECTIVE CAP		\$ 18.00	\$ 13.68
32	REAR LID LOCK STRIKER		\$ 45.00	\$ 36.00
33	PUSH BUTTON FOR ELECTRIC LOCK ACTUATOR		\$ 167.00	\$ 133.20
34	GUARD PLATE		\$ 56.00	\$ 44.72
35	SEAL FOR PUSH BUTTON		\$ 14.00	
36	BOOT DAMPER		\$ 109.00	
37	BALL STUD		\$ 19.00	
38	PACKING ADHESIVE		\$ 18.00	\$ 13.92
39	AUDI EMBLEM		\$ 113.00	\$ 90.00
40	CHROME INSCRIPTION A4		\$ 87.00	\$ 69.28
<b>SUB TOTAL SPARE PARTS</b>			<b>\$ 1,293.00</b>	<b>\$ 6,165.12</b>

# Premium Automobiles

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

## Telefax

### Material List for Accident Vehicle Regn No. SKQ 7394 Y

S/N	Parts Description	c/f	Damage Parts & Prices	
			S/NETT	REMARKS
				\$ 6,165.12
41	CHROME INSCRIPTION ' TFSI '		\$ 87.00	\$ 69.28
42	REAR CROSS PANEL-OUTER		\$ 286.00	\$ 228.40
43	REAR REINFORCEMENT BEAM-INNER		\$ 484.00	
44	REAR CROSS PANEL-LOWER		\$ 794.00	
45	REAR LID TRIM PANEL		\$ 240.00	
46	TRIM FOR REAR CROSS PANEL		\$ 168.00	\$ 133.60
47	LUGGAGE COMP FLOOR COVERING		\$ 646.00	
48	LED TAIL LIGHT-LH		\$ 824.00	\$ 658.80
49	LED TAIL LIGHT-RH		\$ 824.00	
50	LICENSE PLATE LIGHT	2	\$ 105.00	\$ 41.68
51	EXHAUST TAIL PIPE		\$ 557.00	
52	SEAT BELT WITH TENSIONER-LH		\$ 1,005.00	\$ 804.00
53	SEAT BELT WITH TENSIONER-RH		\$ 1,005.00	\$ 804.00
54	TAIL PIPE ADJUSTMENT FITTING	2	\$ 357.00	\$ 285.60
55	AIRBAG CONTROL UNIT		\$ 1,927.00	\$ 1,541.60
56	CENTREL PRTOECTION		\$ 543.00	\$ 434.40
57	STONE CHIP	S/N	\$ 180.00	\$ 180.00
58	REAR NUMBER PLATE	S/N	\$ 25.00	\$ 25.00
59	ACRYLIC SEALANT	S/N	\$ 180.00	\$ 180.00
60	CAVITY WAX	S/N	\$ 140.00	\$ 140.00
	<b>TOTAL SPARE PARTS</b>		<b>\$ 10,377.00</b>	<b>\$ 11,691.48</b>



# 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:** Thursday, 6 June 2019 2:12 PM  
**To:** Boo seng yak; Carrine Leong; jiayee.yap@premiumauto.com.sg; Chang Chee Sing; SUR  
**Subject:** RE: FINAL REVISION - SKQ7394Y - OD AIG -SURVEYED 25 JAN 19

Dear Mr Boo,

Confirm Lump Sum \$13,400.00 before GST @ 15 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:** Tuesday, 21 May 2019 5:55 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>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>

**Subject:** FINAL REVISION - SKQ7394Y - OD AIG -SURVEYED 25 JAN 19

Hi Adrian and all,

Revised estimate is attached.

Please confirm agreed \$13,400.00 @ 15 days of repairs exclude 2 PH and 3 Sundays.

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: SKQ 7394 Y**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/OD/0116/2019/KK

22 July 2019

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

Dear Sir,

**RE: INSURANCE CLAIM FOR SKQ 7394 Y, Audi A4 1.8T FSI MU.**

With reference to the above-mentioned vehicle, no. **SKQ 7394 Y** claimant, **Ms. Tan Lay Hoon**, please find the related document per attached.

1. A copy of the Original invoice no. 85014044 – S\$14,338.
2. A copy of the Discharge Voucher duly signed by client.

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 – SKQ 7394 Y

total pages

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

Service & Parts Centres  
55 Ubi Rd 1  
Singapore 408699  
Telephone (65) 8336 2323  
Telefax (65) 684 11183

# Premium Automobiles Pte Ltd


**Audi Centre Singapore**

281 Alexandra Road  
Singapore 159938  
Main Telephone 6386 2223  
Main Telefax 6471 3733

**Alexandra Service Centre**

281 Alexandra Road  
Singapore 159938  
Main Telephone 6388 2223  
Main Telefax 6475 1023

**Ubi Service Centre**

55 Ubi Road 1  
Singapore 408699  
Main Telephone 6388 2323  
Main Telefax 6841 1183

**Customer Service**

Service Appointment 6366 2323  
24-hour Breakdown Service 9828 1233  
Email customer.care@premiumauto.com.sg

**INS TAX INVOICE**

Page 1 15:41

Company Reg.No.199902271W

GST Reg.No.199902271W

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-15 SINGAPORE 079120 079120	Invoice: 85014044 Date : 19/07/2019 Order: SKQ7394Y Term : 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-15 SINGAPORE 079120
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Regn No: SKQ7394Y (V 24821)

Regn Date: 23/12/2014

Mileage: 74473

WIP No : 40698

Model A4 1.8T FSI MU 8K203H

Chassis: WAUZZZ8K5FA045622

Engine: CJE 090117

DEPT : U

You have been assisted by: -UB-Tony Foong (33)

		Details	Qty	Unit Price	Amount
5	SUBLET	To carry out contractual LUMP SUM repair basis as agreed	13,400.00	1.00	13,400.00

Parts 0.00  
Labour 0.00  
Sublet 13,400.00  
Menus 0.00  
Lubricant 0.00

Sub- Total 13,400.00  
7% GST 938.00  
**Grand Total 14,338.00**



Received by

For & on behalf of  
Premium Automobiles Pte Ltd

# Premium Automobiles

## Telefax

to **AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
**Motor Claims Dept**  
**Yr Ref: SKQ7394Y**

Norah Khai  
6768 9828  
6841 1183

Body Repair

PA/OD/0116/2019/TF  
18 February 2019

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

total pages

**RE : CLAIM – OWNER’S SATISFACTION/DISCHARGE VOUCHER**

**Make & Model** : Audi A4 1.8T FSI MU  
**Vehicle Chassis No.** : WAUZZZ8K5FA045622  
**Vehicle Regn No.** : **SKQ7394Y**  
**Vehicle Mileage** : 66749 KM  
**Vehicle Owner** : Ms. Tan Lay Hoon  
**Certificate No** : 2100395403-04  
**Own Damage Excess** : Waiver  
**Accident Date** : 24/01/2019  
**Place** : Traffic light of North Buona Vista Rd  
**Repair Cost** : \$ 14,338  
**WIP No.** : 40698  
**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** :

Tan Lay Hoon

*Jelli*

**Time** :

:

**Date** :

:

18/2/19

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	25 Jan 2019 16:14		25 Jan 2019 15:07 <a href="#">Edit Adj Rpt</a>	<b>S\$13,400.00</b> <a href="#">Edit Estimates</a>	<b>S\$13,400.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by Insurer]</span>									
Insured:	<b>TAN LAY HOON</b> , ID: S6934952H, Tel: +6597862823, Email: FELICIATLH@HOTMAIL.COM								
Vehicle Reg. No.:	<b>SKQ7394Y</b>	Date of Loss:	24/01/2019 07:00 - :59 [49 Months and 1 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>OD / 4766483590SG</b>	Policy/Cover Note No.:	2100395403-04 (Comprehensive)						
		Excess:	S\$0.00						
Repairer:	<b>Premium Automobiles Pte Ltd (UBI)</b> 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911								
Handling Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (SG)</b> - Tel: 65-6419-3000 ... [Handled by <b>Loo, Tong Shing</b> ] TongShing.Loo@aig.com								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ADRIAN LING</b> ] ... [Final Rpt due 07/02/2019]								
Driver/Custodian:	TAN LAY HOON (49 / Female), NRIC: S6934952H, Tel: +6597862823 Email: FELICIATLH@HOTMAIL.COM								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AIG_SG (06/06/2019): Alert - Adj Mandate Approved (S\$13400.00) - SKQ7394Y - Claim Handler: Loo, Tong ...</li> <li>AIG_SG (28/01/2019): Alert - Adj Mandate Approved (S\$13400.00) - SKQ7394Y - Claim Handler: Loo, Tong ...</li> <li>AIG_SG (28/01/2019): SKQ7394Y / OD / 24/01/2019 / Coverage &amp; Excess update</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
<b>Due Date</b>	<b>Priority</b>	<b>Type</b>	<b>Task Group</b>	<b>Subject</b>	<b>Handler</b>	<b>Assigned By</b>	<b>Completed On</b>	<b>Created On</b>	<b>Done?</b>
No results.									

## Claim Documents

\*SKQ7394Y (4766483590SG)  
OD  
Jan 24 2019 7:15AM  
[TAN LAY HOON]  
Premium Automobiles Pte Ltd

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			View <input type="button" value="View in Browser"/>
<b>Assessment Reports</b>			1 per page <input type="button" value="Print"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	28/01/19 08:09	Adjuster Immediate Advice	<input type="button" value="Load HTM"/> <input type="checkbox"/>
2	28/01/19 13:09	Adjuster Immediate Advice	<input type="button" value="Load HTM"/> <input type="checkbox"/>
3	06/06/19 11:39	Adjuster Immediate Advice	<input type="button" value="Load HTM"/> <input type="checkbox"/>
<b>Photos/Images</b>			3 per page <input type="button" value="Print"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
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7	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
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18	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
19	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
20	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
21	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
22	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
23	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
24	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
25	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
26	25/01/19 16:15	General View	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
27	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
28	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
29	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
30	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
31	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
32	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>
33	04/06/19 10:15	Reinspection Photo	<input type="button" value="Load JPG"/> <input checked="" type="checkbox"/>

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
34	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
35	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
36	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
37	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
38	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
39	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
40	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
41	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
42	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
43	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
44	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
45	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
46	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
47	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
48	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
49	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
50	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
51	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
52	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
53	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
54	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
55	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
56	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
57	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>
58	04/06/19 10:15	Reinspection Photo		<input checked="" type="checkbox"/>

Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	25/01/19 16:36	Singapore Accident Statement		<input type="checkbox"/>
2	25/01/19 16:36	Certificate of Insurance		<input type="checkbox"/>
3	25/01/19 16:36	Insured's Driving License		<input type="checkbox"/>
4	25/01/19 16:36	MARK ESTIMATE		<input type="checkbox"/>
5	28/01/19 17:07	LTA		<input type="checkbox"/>
6	26/07/19 09:13	Workshop Invoice		<input type="checkbox"/>
7	26/07/19 09:13	Discharge Voucher		<input type="checkbox"/>

### Linked Accident Report Documents

View

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	24/01/19 11:49	Accident Statement		<input type="checkbox"/>

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>
2	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>
3	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>
4	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>
5	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>
6	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>
7	24/01/19 11:45	Accident Photo		<input checked="" type="checkbox"/>

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail Print
8	24/01/19 11:45	Accident Photo		Load JPG <input checked="" type="checkbox"/>
9	24/01/19 11:45	Accident Photo		Load JPG <input checked="" type="checkbox"/>
10	24/01/19 11:45	Accident Photo		Load JPG <input checked="" type="checkbox"/>
11	24/01/19 11:45	Accident Photo		Load JPG <input checked="" type="checkbox"/>
12	24/01/19 11:45	Accident Photo		Load JPG <input checked="" type="checkbox"/>
13	24/01/19 11:45	Accident Photo		Load JPG <input checked="" type="checkbox"/>
14	24/01/19 11:45	Accident Photo		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	24/01/19 11:41	Sketch Plan		Load JPG <input checked="" type="checkbox"/>
2	24/01/19 11:41	Sketch Plan #2		Load JPG <input checked="" type="checkbox"/>

## Documents Checklist

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

## LKK Auto Consultants Pte Ltd (Co.Reg.No:199807198R)

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/AIG19001693/AVD3E2

**Date:** 26/07/2019

#### REFERENCE

Insured/Claimant:	TAN LAY HOON	Policy No:	2100395403-04	
Date of Loss:	24/01/2019	Nature of Claim:	OD	Claim No: 4766483590SG

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SKQ7394Y	Engine No:	CJE090117
Make & Model:	AUDI A4, 1.8 T (A)	Chassis No:	WAUZZZ8K5FA045622
Reg. Date:	23/12/2014 (Man. Year: 2014)	Odometer:	66744 km
Colour:	Bronze		
Engine Capacity:	1798 cc		
Market Value/New Car Price:	S\$74,000.00		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Yes	Engine Modification:	No	Pre-accident Condition:

#### CONDITION OF TYRES

Front Tyre Size:	225/55 R16	Rear Tyre Size:	225/55 R16
Front Left Side:	Michelin 6 mm	Rear Left Side:	Michelin 6 mm
Front Right Side:	Michelin 6 mm	Rear Right Side:	Michelin 6 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	20,769.00	11,737.80	9,031.20	43.48
Miscellaneous Items	0.00	0.00	0.00	
Labour	12,512.00	7,482.00	5,030.00	40.20
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>33,281.00</b>	<b>19,219.80</b>	<b>14,061.20</b>	<b>42.25</b>
<b>Approved Total (Overridden) (S\$)</b>		<b>13,400.00</b>		
(S\$)	33,281.00	13,400.00	19,881.00	59.74
<b>+ GST 7.00/7.00% (S\$)</b>	<b>2,329.67</b>	<b>938.00</b>	<b>1,391.67</b>	<b>59.74</b>
<b>Nett Amount (S\$)</b>	<b>35,610.67</b>	<b>14,338.00</b>	<b>21,272.67</b>	<b>59.74</b>

#### INSPECTION

Date of Assignment:	25/01/2019		
Date Inspected:	25/01/2019	Inspected At:	Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1 Singapore 408699
Estimated Period of Repair:	15.0 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		*REAR BUMPER	Distorted	2,100.00 FS	*1,680.00 FS
2	4		*REAR BUMPER STICKY PAD	Not Necessary	21.00 FS	*- FS
3	1		*REAR BUMPER FIXING PARTS	Not Necessary	206.00 FS	*- FS
4	1		*REAR BUMPER SPOILER - LH	Cut	243.00 FS	*194.40 FS
5	1		*REAR BUMPER CARRIER	Bent	587.00 FS	*469.60 FS
6	1		*HOLDER FOR BUMPER BRACKET - LH	Not Necessary	203.00 FS	*- FS
7	1		*HOLDER FOR BUMPER BRACKET - RH	Not Necessary	203.00 FS	*- FS
8	1		*REAR BUMPER GUIDE SECTION - LH	Not Necessary	40.00 FS	*- FS
9	1		*REAR BUMPER GUIDE SECTION - RH	Not Necessary	41.00 FS	*- FS
10	1		*REAR BUMPER GUIDE SECTION - UPPER LH	Not Necessary	21.00 FS	*- FS
11	1		*REAR BUMPER GUIDE SECTION - UPPER RH	Not Necessary	20.00 FS	*- FS
12	1		*REAR LID SECURING STRIP	Necessary	12.00 FS	*9.52 FS
13	4		*REAR PARKING SENSOR	Damaged	838.00 FS	*670.40 FS
14	4		*REAR PARKING SENSOR SEAL RING	Necessary	5.00 FS	*3.84 FS
15	1		*SET REAR BUMPER WIRING	Not Necessary	472.00 FS	*- FS
16	1		*REAR LID	Dented	2,554.00 FS	*2,043.20 FS
17	1		*REAR LID ATTACHMENT PARTS	Not Necessary	67.00 FS	*- FS
18	1		*REAR LID HINGE - LH	Bent	233.00 FS	*186.40 FS
19	1		*REAR LID HINGE - RH	Bent	233.00 FS	*186.40 FS
20	1		*REAR LID GASKET FOR FLAP	Damaged	185.00 FS	*147.60 FS
21	2		*REAR LID STOP BUFFER - LH / RH	Not Necessary	50.00 FS	*- FS
22	2		*REAR LID COVER	Not Necessary	66.00 FS	*- FS
23	1		*REAR LID CLOSING ELEMENT - LH	Not Necessary	29.00 FS	*- FS
24	1		*REAR LID CLOSING ELEMENT - RH	Not Necessary	29.00 FS	*- FS
25	2		*REAR LID STOP CAP - LH / RH	Not Necessary	6.00 FS	*- FS
26	2		*REAR STOP BUFFER	Not Necessary	51.00 FS	*- FS
27	2		*REAR STOPPER	Not Necessary	14.00 FS	*- FS
28	1		*REAR LID LOCK	Jammed	199.00 FS	*158.80 FS
29	1		*REAR LID LOCK COVER	Damaged	18.00 FS	*14.16 FS
30	1		*PROTECTIVE CAP	Damaged	18.00 FS	*13.68 FS
31	1		*REAR LID LOCK STRIKER	Bent	45.00 FS	*36.00 FS
32	1		*PUSH BOTTON FOR ELECTRIC LOCK LID ACTUATOR	Damaged	167.00 FS	*133.20 FS
33	1		*GUARD PLATE	Damaged	56.00 FS	*44.72 FS
34	1		*SEAL FOR PUSH BUTTON	Not Necessary	14.00 FS	*- FS
35	1		*BOOT DAMPER	Not Necessary	109.00 FS	*- FS
36	1		*BALL STUD	Not Necessary	19.00 FS	*- FS
37	1		*PACKING ADHESIVE	Necessary	18.00 FS	*13.92 FS
38	1		*AUDI EMBLEM	Necessary	113.00 FS	*90.00 FS
39	1		*CHROME INSCRIPTION - A4	Necessary	87.00 FS	*69.28 FS
40	1		*CHROME INSCRIPTION - TFSI	Necessary	87.00 FS	*69.28 FS
41	1		*REAR CROSS PANEL - OUTER	Dented	286.00 FS	*228.40 FS
42	1		*REAR REINFORCEMENT BEAN - INNER	Repair	484.00 FS	*- FS
43	1		*REAR CROSS PANEL - LOWER	Repair	794.00 FS	*- FS
44	1		*REAR LID TRIM PANEL	Not Necessary	240.00 FS	*- FS
45	1		*TRIM FOR REAR CROSS PANEL	Deformed	168.00 FS	*133.60 FS
46	1		*LUGGAGE COMP.FLOOR COVERING	Not Necessary	646.00 FS	*- FS
47	1		*LED TAIL LIGHT - LEFT	Cut	824.00 FS	*658.80 FS
48	1		*LED TAIL LIGHT - RIGHT	Not Necessary	824.00 FS	*- FS
49	1		*LICENSE PLATE LIGHT	O/S Cracked	105.00 FS	*41.68 FS

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
50	2		*EXHAUST TAIL PIPE	Not Necessary	557.00 FS	*- FS
51	1		*SEAT BELT WITH TENSIONER - LH	Activated	1,005.00 FS	*804.00 FS
52	1		*SEAT BELT WITH TENSIONER - RH	Activated	1,005.00 FS	*804.00 FS
53	2		*TAIL PIPE ADJUSTMENT FITTING	Bent	357.00 FS	*285.60 FS
54	1		*AIRBAG CONTROL UNIT	Activated	1,927.00 FS	*1,541.60 FS
55	1		*CENTRAL PROTECTION	Activated	543.00 FS	*434.40 FS
56	1		*STONE CHIP	Necessary	180.00 FS	*180.00 FS
57	1		*REAR NO. PLATE	Bent	25.00 FS	*25.00 FS
58	1		*ACRYLIC SEALANT	Necessary	180.00 FS	*180.00 FS
59	1		*CAVITY WAX	Necessary	140.00 FS	*140.00 FS
60	1		*SUNDRIES	Necessary	1,000.00 FS	*46.32 FS

F=Franchise part. S=SpcNett.

**Total Parts (S\$) 20,769.00 11,737.80**

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<b>Labour Items</b>				
1	TO TOW AND RECOVER VEHICLE FROM SCENE OF ACCIDENT	New	280.00	0.00
2	TO REMOVE AND TRANSFER REAR PARKING AID. CHECK FUNCTION	New	280.00	280.00
3	TO REMOVE AND TRANSFER REAR LIDS CONVENIENCE LOCK SYSTEM AND WIRE HARNESS FOR TAIL LIGHT	New	280.00	280.00
4	TO DISLODGE AND REINSTALL REAR WIRE HARNESS FOR TAIL LIGHTS, BATTERY MANAGER, FUSE, RELAY TRAYS, ELECTRICAL AND AUDIO COMPONENTS	New	480.00	480.00
5	TO DISMANTLE AND REINSTALL CENTRE CONSOLE. RENEW AIRBAG CONTROL UNIT AND BOTH FRONT SEATBELT	New	1,800.00	1,800.00
6	TO DISMANTLE AND RENEW REAR BUMPER AND REAR LID. CUT OUT AND REWELD END PANELLING. TO REPAIR SPARE WHEEL HOUSING. TO INSPECT FOR FURTHER DAMAGES. REORGANISE REAR CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	New	4,800.00	2,500.00
7	TO RESPRAY REAR BUMPER, REAR LID, BOTH REAR FENDER, HINGES, SPARE WHEEL HOUSING AND END PANELLING. TO CARRY OUT JOINT SEALER WORKS AND STONE CHIP TREATMENT	New	4,400.00	1,950.00
8	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
<b>Gross Labour Cost (S\$)</b>			<b>12,512.00</b>	<b>7,482.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >