

INSURANCE

INS. CASE OWNER:

CC 4/LPC1900

LKK:

IDAC:

Surveyor:

ADRIAN

DOI:

ASSIGNMENT

18/2/19

Date / Time:

20/1/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

55X 7668R

Name of Insured:

Lim Kah Kum pinh

Insured Tel No.:

HP:

27/1/19

Excess Sec II :\$5

D.O.A.:

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

18/1/19/UPUS/021387

Policy No.:

218UPUS/18086

Make / Model:

TOYOTA

Place of Accident:

272 ST BATOR EAST ME 4 LP

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

GER MARY



INSRS:
WSP:
Tel:
Liability:
RMKS:

premium



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/Time

GER MARY - 4

55X 7668R - 4

STAGE

DATE / PIC

13/02/18

- FILE REVIEWED. CONFLICTING VERSIONS.
- EQUAL LIABILITY UNCLARIFIED
- TP OBTAIN PHOTOS IN.

21/2/19 - TP WITHDRAW THE CLAIM

26/2/19 - FILE PASD TO LSP TO CLOSE

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OI

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

50

(Agreed / Assessed) BOLA S/N No. : NIL

If NO or B 28, Ass. Lia :

Repair Cost:

\$5

CONCRETE EVIDENCE

Loss of Rental (LOR):

\$5

(

days)

Loss of Use (LOU):

\$5

(5

x

days)

Loss of Income (LOI):

\$5

(5

x

days)

LOR only

LOU only

LOU + LOR

LOU + LO

(Tick only one)

GIA/LTA Search

\$5

Medical:

\$5

Disbursement:

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

Total:

\$5

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

Name 1:

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

WP

\$350

24/2/19

Adrian

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured: _____

Policy No. _____

Claims No. _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its
repair at the time of inspection.

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 4 days Res: Yes or No

Lum Sum: _____ % J Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SKR2407Y Yr Regt: 2015, Jan.Type: Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Audi A6 c.c. 1984Colour: Black A/C: Insured / Std / NI / NASp. Reading 50641 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WAUZZZ46XEN165215Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / SR / STD A/Rim orTyre Size: F: 225/55R17R: 225/55R17BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. _____ D.O.L. 14/02/19Survey held at Premium

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

Rear o/s

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

Date / Time

Action / Instruction

TP Lon Pac.P/P - \$3800 (Red \$5559 / 59%) Excluded check item - \$500.00MV:PV:Nett:

Date/Time, File Pass to?

Date/Time, File Return to?

1)

2)

3)

4)

5)

6)

Prel. Report:

Final Report:

Part Prices Check:

IN

OUT

Survey Fee:

Date:

Basic & Add.

S + RS, SI

Photos

Others

TOTAL



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

LONPAC INSURANCE BHD

Ref : CC4/LPC19002031/hb3

300 BEACH ROAD
#17-04/07 THE CONCOURSESINGAPORE 199555

Date : 31-01-2019



Code : LPC2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLX 2668R	Veh. Inspected	SKR 2407Y
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	31/01/2019

2. Vehicle Particulars & Condition

Make & Model	c.c	0
Engine No.	HIDDEN	Year of Reg.
Chassis No.		Colour
Odometer	-	Steering
Brakes		Modification
General		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

--

5. General Information

Accident Date	29/01/2019	Inspection Date
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1 SINGAPORE 408699	

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE L #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: To Be Advised
Our ref: CC4/LPC19002031/Ahb3

Date: 15.02.2019

The Motor Claims Department
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SKR2407Y

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 14.02.2019 at the premises of M/s Premium Automobiles Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	9,359.00
Revised Estimate Amount	: S\$	3,800.00
"Check" Items Amount	: S\$	500.00
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rear O/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 4 days

Yours faithfully,

ADRIAN LING
Licensed Appraiser

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/TP/0143/2018/GW
Date : 30-Jan-19

Kindly arrange for survey.

Your insured vehicle no. SJX 2668 R

Lonpac Insurance Bhd

100 Beach Road
#19-00 Shaw Tower
Singapore 189702

Attn: Motor Claims Dept

Fax: 6296 2706

Owner's Name : Mr. Lee Chor Heng
Address : 72 Jalan Gumilang
Singapore 668911
Telephone : 96784431
Type of Claim : Third Party Claim
Policy No. : 2100398966-04
Vehicle No : **SKR 2407 Y**
Model Code : Audi A6 C7 2.0 TFSI Mu
Model / Year : Jan-15
Engine No : CDN 411191
Chassis No : WAUZZZ4GXEN165215
Mileage : -
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 29-Jan-19
Place of Accident : Car Park of Blk 273 BT Batok East Ave 4

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SKR 2407 Y

S/N	Nature of Jobs	Estimated Charges
1	To remove and transfer rear parking aid and rear lid kick sensor. Check function.	S/N \$ 360.00 ✓
2	To dismantle and renew rear bumper. To repair rhs rear fender. Reorganise crash management components. Reinstall all parts removed.	\$ 1,400.00 1000 ✓
3	To respray rear bumper and rhs rear fender.	\$ 1,600.00 1100 ✓
4	To carry out diagnostic check.	S/N \$ 192.00 ✓
TOTAL LABOUR CHARGES		: <u>\$ 3,552.00</u>

All charges are not inclusive of GST.

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

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SKR 2407 Y

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	REAR BUMPER <i>Repair</i>	\$ 2,343.00	+
2	REAR BUMPER SITCKY PAD	\$ 21.00	+
3	REAR BUMPER FIXING PARTS <i>3 New</i>	\$ 249.00	+
4	REAR BUMPER SPOILER <i>New</i>	\$ 316.00	+
5	REAR BUMPER SECURING STRIP	\$ 157.00	+
6	REAR BUMPER GUIDE PROFILE -RH UPPER	\$ 53.00	+
7	REAR BUMPER SECURING ELEMENT	\$ 6.00	+
8	REAR BUMPER GUIDE SECTION-RH	\$ 30.00	+
9	REAR BUMPER CONNECTING PIECE	\$ 11.00	+
10	REAR BUMPER LOWER GUIDE SECTION-RH	\$ 48.00	+
11	REAR BUMPER COVER FIXING PARTS	\$ 24.00	+
12	REAR BUMPER CARRIER COVER	\$ 105.00	+
13	REAR SENSOR	\$ 231.00	+
14	REAR SENSOR SEAL RING - INNER/OUTER	4 \$ 5.00	+
15	LED TAILLIGHT-RH <i>Cracked</i>	\$ 1,148.00	✓
16	LED TAILLIGHT COVER-RH <i>New</i>	\$ 43.00	+
17	EXHAUST TAIL PIPE TRIM <i>New</i>	\$ 517.00	+
18	SUNDRIES	\$ 500.00	?
TOTAL SPARE PARTS		\$ 5,807.00	
TOTAL LABOUR CHARGES		\$ 3,552.00	
GRAND TOTAL		\$ 9,359.00	

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 Lim
Surveyed Date : 14/02/19.
Authorised Date :
Excess Cost :
Liability :
Remarks : Not Authorised, 04 Days.

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

Nivitha (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 30 January 2019 3:45 PM
To: Mastura; MT_Claim_SG; 'Claims'; assignments@lkkauto.com; Admin-D (LKKAuto)
Subject: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
Attachments: SKR 2407 Y - 29012019 GIA.PDF

4:26pm @ 30/1/19
person @ Mastura
VNI

Without Prejudice

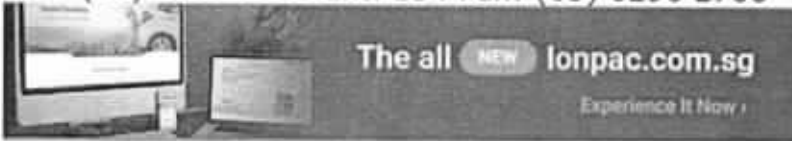
Dear Mastura

Please liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear Catherine/Nivitha

fya

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



From: Mastura [mailto:mastura@premiumauto.com.sg]
Sent: Wednesday, 30 January, 2019 3:17 PM
To: MT_Claim_SG; 'Claims'
Subject: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.

Kindly arrange the survey on 14/02/2019, Thursday, 10 AM.

Best Regards,
Mastura
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)
35176 Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. mastura@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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Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Thursday, 22 August 2019 5:37 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 [External Confidential]
Attachments: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/Adb3

Dear Gerald,

Third Party have withdraw the claim. We will proceed to close this case.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]
Sent: Tuesday, 25 June 2019 8:55 AM
To: Jia Le (LKK Auto)
Cc: MT_Claim_SG
Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 [External Confidential]

Lonpac External - Confidential

Dear Jia Le,

We have already advised you in our email of 20 June 2019.

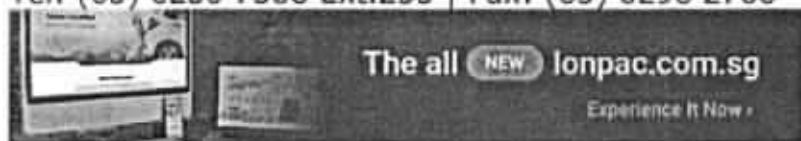
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



Lonpac External - Confidential data is for use by authorised external parties only.

From: Jia Le (LKK Auto) [mailto:Jiale@lkkauto.com]
Sent: Tuesday, 25 June, 2019 8:47 AM
To: GERALD POH WEE BIN
Cc: Vic (LKKAuto)

Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R
DATED ON 29/01/2019 [External Confidential]

Dear Gerald,

Kindly advise further instruction as TP is chasing for liability.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)

Sent: Tuesday, 18 June 2019 12:02 PM

To: GERALD POH WEE BIN

Cc: Vic (LKKAuto)

Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R
DATED ON 29/01/2019 [External Confidential]

Resend. Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)

Sent: Tuesday, 18 June 2019 10:04 AM

To: GERALD POH WEE BIN

Cc: Vic (LKKAuto)

Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R
DATED ON 29/01/2019 [External Confidential]

Dear Gerald,

Kindly advise further instruction as TP is chasing for liability.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Vic (LKKAuto)

Sent: Friday, 24 May, 2019 9:05 AM

To: GERALD POH WEE BIN

Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)

Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R
DATED ON 29/01/2019 [External Confidential]

Dear Gerald,

We refer to the below email.

Our proposed 50/50 liability to the TP repairer has been rejected (please see attached email).

TP insisted that their client was stationary and our Insured must provide evidence to support his claim that a witness saw TP vehicle reversed.

Please advise further instruction.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Monday, 11 March, 2019 10:30 AM

To: Vic (LKKAUTO)

Cc: MT_Claim_SG

Subject: RE: Our Ref: 18/19/19/VP05/021387 ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R
DATED ON 29/01/2019 [External Confidential]

Lonpac External - Confidential

Dear Vic,

Based on the position of both vehicles and the damage to SKR2407Y,
we are of the view that liability is not clear.

Is the Distributor's workshop prepared to accept 50% liability.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Friday, 8 March, 2019 5:53 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Vic (LKKAuto)
Subject: RE: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Gerard,

We refer to our below email.

Without concrete evidence to support each version of the accident, we propose for a 50/50 liability.

Please advise further instruction as TP is chasing for liability.

Thank you.

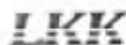
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)
Sent: Monday, 18 February, 2019 4:59 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Vic (LKKAuto)
Subject: RE: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Gerald,

We refer to the subject matter.

Please be informed that TP do not have video footage and only provided scene photos (as attached).

TP insisted that liability is against our Insured.

Kindly advise.

Thank you.

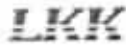
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Shu Pei (LKKAuto)

Sent: Friday, 15 February, 2019 4:51 PM

To: GERALD POH WEE BIN

Cc: MT_Claim_SG; Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SKR 2407Y at M/s Premium Automobiles Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Thursday, 31 January 2019 11:09 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Shu Pei,

Attached cop of insured's report for your attention

Aside to LKK – Attn : Vic

Kindly assess liability before proceeding with Direct Settlement.

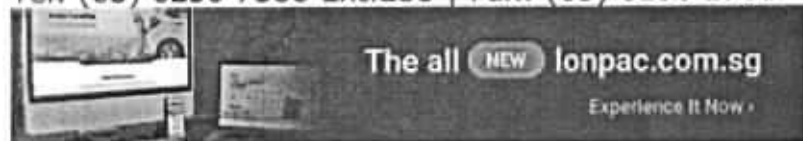
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Thursday, 31 January, 2019 10:56 AM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Wednesday, 30 January 2019 4:22 PM

To: 'ONG LI LI' <long@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in the workshop, repairer arrange on 14/02/2019.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: ONG LI LI [<mailto:long@lonpac.com>]

Sent: Wednesday, 30 January 2019 3:45 PM

To: Mastura <mastura@premiumauto.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'Claims' <claims@premiumauto.com.sg>; assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: Our Ref: 18/19/19/VP05/021387 RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Without Prejudice

Dear Mastura

Please liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear Catherine/Nivitha

fya

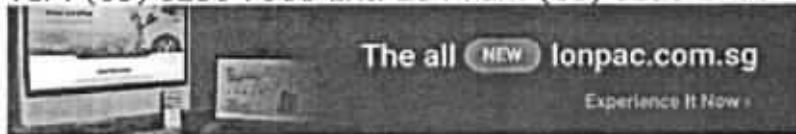
Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



From: Mastura [<mailto:mastura@premiumauto.com.sg>]

Sent: Wednesday, 30 January, 2019 3:17 PM

To: MT_Claim_SG; 'Claims'

Subject: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.

Kindly arrange the survey on 14/02/2019, Thursday, 10 AM.

Best Regards,

Mastura
Claims Administrator

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. mastura@premiumauto.com.sg w. www.audi.com.sg

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www.avg.com

Jia Le (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 21 August 2019 4:44 PM
To: Jia Le (LKK Auto)
Cc: Admin A; Vic (LKKAuto); claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/Adb3

Dear Carlor,

Kindly be informed that our client's decided to claim is own policy and do recovery later.

Thank you.

Best Regards,
George Wong
Claims advisor

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



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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Tuesday, June 25, 2019 9:49 AM
To: Claims Dept <claims@premiumauto.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/Adb3

Without Prejudice

Dear George,

We refer to your below email.

Our principal would maintain a 50/50 liability in view that both parties have no concrete evidence to support their claim.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: jiale@lkkauto.com | fax: 6741-4108

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

From: Vic (LKKAuto)

Sent: Tuesday, 25 June 2019 9:00 AM

To: Claims Dept; Jia Le (LKK Auto)

Cc: Admin A; Vic (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/Adb3

Without Prejudice

Dear George,

We refer to your below email.

Please be informed that this matter is now handled by my colleague, Ms Jia Le and she will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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

Sent: Thursday, 6 June, 2019 9:15 AM

To: Vic (LKKAuto)

Cc: Admin A; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

We are following up on our client's case. Please advise on the status of liability clearance.
Appreciate your kind and urgent reply please.

Thank You.

Best Regards,
George Wong
Claims Advisor

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

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

Sent: Thursday, 30 May 2019 12:51 PM

To: 'Vic (LKKAUTO)'

Cc: 'Admin A'; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic ,

Any update for the above mentioned case ?

Thank You.

Best Regards,
George Wong
Claims Advisor

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

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, 24 May 2019 9:08 AM

To: Claims Dept

Cc: Admin A; Vic (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

We will check and will get back for an update.

Thank you.

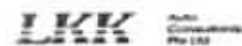
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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

Sent: Friday, 24 May, 2019 8:58 AM

To: Vic (LKKAuto)

Cc: Admin A; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Kindly refer back to your insured sketch and based by the scene photograph provided, our client's vehicle was in the straight line exiting the carpark.

Nevertheless, Based on your principle insured statement, It was written that our client's vehicle reversed according to passerby.

Therefore, Kindly provide us witness statement or statutory declaration from the passerby to concrete your client's statement.

Thank You.

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, 23 May 2019 3:28 PM

To: Claims Dept

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

As requested, we had attached our previous email and sketch plan of our Insured for your review.

Our principal is in the view that based on the position of the vehicles (as per your client's scene photos), liability is unclear. As there is a possibility that our Insured statement may be probable. However, since **no concrete evidence from both parties**, our principal is prepared to settle your client's claim on a 50/50 basis.

Thank you.

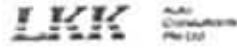
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Thursday, 23 May, 2019 3:13 PM

To: Vic (LKKAuto)

Cc: Admin A; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

As spoken, please provide us your principal insured report.

Kindly advise your ground why liability is 50/50.

Thank You.

Best Regards,

Kee Siang

Claims Advisor

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

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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, 23 May 2019 8:56 AM

To: Claims

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kee Siang,

We refer to your below email.

As per our below email dated on 25/04/2019, our principal would maintain a 50/50 liability in view that both parties have no evidence to support their claim.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Thursday, 23 May, 2019 8:46 AM

To: Vic (LKKAUTO)

Cc: Admin A; Admin-D (LKKAUTO); Claims

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Please advise any revert or reply from your insured principle, our email was totally ignored from your end. Our client is been very frustrated and been spamming us call on daily basis.

We expecting your reply by today 12pm and if were to left with no choice. Then we will forward your contact to our client.

Best Regards,

Kee Siang

Claims Advisor

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

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

Sent: Tuesday, 21 May, 2019 8:15 AM

To: 'Vic (LKKAuto)' <vic@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Urgent

Dear Vic,

Dear Vic,

Please reply to Ms Nora email. Appreciate your kind and urgent reply.

Our client has disagree with your offer.

Please provide evidences so that we can update to our client based on your offer proportion .

Thank You.

Best Regards,
George Wong
Claims Advisor

Thank You.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902211W)

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

Sent: Friday, 17 May 2019 6:45 PM

To: 'Claims Dept'; 'Vic (LKKAUTO)'

Cc: 'Admin A'; 'Admin-D (LKKAUTO)'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Urgent

Dear Vic,

Please reply to Ms Nora email. Appreciate your kind and urgent reply.

Our client has disagree with your offer.

Please provide evidences so that we can update to our client based on your offer proportion .

Thank You.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 189902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 19 April 2019 11:57 AM
To: 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Admin-D (LKKAUTO)'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Can I have your reply please? We need to update owner urgently.

Thank You.

Best Regards,
Nora Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 39902271W)
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
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From: Nora Khai [<mailto:nora.khai@premiumauto.com.sg>]
Sent: Monday, 8 April 2019 8:00 PM
To: 'Claims Dept'; 'Vic (LKKAUTO)'
Cc: 'Admin A'; 'Admin-D (LKKAUTO)'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3
Importance: High

Dear Vic,

We did sent you the email that our client has disagree with your offer.

Our client vehicle was stationary waiting to exit and was hit by your insured vehicle. Please let us have your reply urgently so that we can advise our client of your position.

Thank you.

Best Regards,
Norah Khai

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

Sent: Monday, 1 April 2019 8:05 PM

To: 'NORA'; 'Vic (LKKAuto)'

Cc: 'Admin A'; 'Admin-D (LKKAuto)'; 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Please let us have your reply.

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

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

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From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Thursday, 28 March 2019 8:22 PM

To: 'Vic (LKKAuto)'; 'Claims Dept'

Cc: 'Admin A'; 'Admin-D (LKKAuto)'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Hi Vic,

Hope this email finds you well.

I am following up on the email below. Appreciate your kind reply.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Monday, 25 March 2019 4:29 PM

To: 'Vic (LKKAuto)'; 'Claims Dept'

Cc: 'Admin A'; 'Admin-D (LKKAuto)'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

We are not agreeable for shared liability.

Please take a look again at the scene photo. Our client vehicle was stationary awaiting for exit. How is it possible our client's vehicle to hit your insured vehicle ?

Kindly revert back.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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

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From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]

Sent: Monday, 25 March 2019 4:13 PM

To: NORA ; 'Claims Dept'

Cc: Admin A; Admin-D (LKKAUTO); Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Nora,

We refer to your below email and to our telephone conversation earlier.

As spoken, our principal is in the view of unclear liability in the absence of concrete evidence e.g. video footage to support each version of the accident.

However, we propose for a 50/50 liability for an amicable settlement.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: NORA [mailto:nora.khai@premiumauto.com.sg]

Sent: Monday, 25 March, 2019 4:05 PM

To: 'Claims Dept'; Vic (LKKAUTO)

Cc: Admin A; Admin-D (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Importance: High

Dear Vic,

Hope this email finds you well.

Kindly update us on the liability clearance and direct settlement.

Hope to hear from you today.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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

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



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

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From: Claims Dept [mailto:claims@premiumauto.com.sg]

Sent: Friday, 22 March 2019 3:02 PM

To: 'Vic (LKKAUTO)'

Cc: 'Admin A'; 'Admin-D (LKKAUTO)'; 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update? Can we have your kind reply please.

Thank you.

Best regards,

Kelvin Khoo

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

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

Sent: Tuesday, 19 March, 2019 2:56 PM

To: 'Vic (LKKAuto)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

How was the liability clearance status? Please revert.

Thank you.

Best regards,

Kelvin Khoo

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

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 15 March, 2019 11:23 AM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Any update for the above mention case?

Thank you.

Best regards,

Kelvin Khoo

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

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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 12 March, 2019 12:49 PM
To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019 CC4/LPC19002031/hb3

Dear Vic,

Any update?

Thank you.

Best regards,

Kelvin Khoo

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

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, 8 March, 2019 5:50 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kelvin,

We refer to your below email.

Please be informed that till date, we are still pending for instruction from our principal.

We will follow up on the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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

Sent: Friday, 8 March, 2019 5:18 PM

To: Vic (LKKAUTO); Admin A; Admin-D (LKKAUTO)

Cc: Admin A; 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update? Can we have your kind reply please.

Thank you.

Best regards,

Kelvin Khoo

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

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

Sent: Monday, 4 March, 2019 8:59 PM

To: 'Vic (LKKAUTO)' <vicaleph@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Hi Vic,

We are following up again for above mention case, Any chances to proceed with direct settle ? Kindly revert.

Best regards,

Kee Siang

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

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

Sent: Saturday, 2 March, 2019 8:22 AM

To: 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>

Cc: 'Admin A' <admin-a@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Can we have your kind reply please.

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

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

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

Sent: Tuesday, 26 February 2019 4:36 PM

To: 'Vic (LKKAuto)'
Cc: 'Admin A'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update for the above mention case? Kindly assist direct settlement for this case.

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

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
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From: Claims Dept [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 25 February 2019 11:53 AM
To: 'Vic (LKKAuto)'
Cc: 'Admin A'; 'Claims Dept'
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Any update?

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

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
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From: NORA [mailto:nora.khai@premiumauto.com.sg]

Sent: Monday, 18 February 2019 5:06 PM

To: 'Vic (LKKAuto)'; 'Claims'

Cc: 'Admin A'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Noted with thanks. Please continue to follow up ya.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]

Sent: Monday, 18 February 2019 5:03 PM

To: NORA ; 'Claims'

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Nora,

We refer to your below email.

Please be informed that we are still pending for instruction from our principal.

We will follow up and will get back for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: NORA [mailto:nora.khai@premiumauto.com.sg]

Sent: Monday, 18 February, 2019 4:53 PM

To: 'Claims'; Vic (LKKAUTO)

Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

CC4/LPC19002031/hb3

Importance: High

Dear Vic,

We refer to our email below.

Kindly let us have your kind reply. Have you reassess the liability?
Hope to hear from you urgently.

Thank you.

Best Regards,

Norah Khai

Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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

Sent: Thursday, 14 February 2019 4:57 PM

To: 'Vic (LKKAuto)'

Cc: 'Admin A'; claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Refer to attached scenes photo and our client car position is not tally with your insured sketch plan.

Your insured reversing into carpark lot and hit our client car.

Kindly review the liability again.

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, 14 February, 2019 8:51 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Without Prejudice

Dear Kelvin,

We had already attached the "statement" on the below email.

Anyway, we attached again for your review.

Thank you.

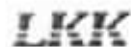
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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

Sent: Wednesday, 13 February, 2019 6:19 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

Dear Vic,

Please share with us your insured accident report.

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

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
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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 13 February 2019 6:05 PM
To: Claims Dept
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019
CC4/LPC19002031/hb3

WITHOUT PREJUDICE

Dear Kelvin,

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, kindly forward to us with **any evidence** (if any) your client have to support your claim.

Thank you.

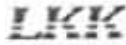
Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Wednesday, 13 February, 2019 5:54 PM

To: Vic (LKKAuto)

Cc: 'Claims Dept'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

CC4/LPC19002031/hb3

Dear Vic,

Kindly advise liability clearance and direct settlement.

Thank You.

Best Regards,

Kelvin Khoo

Claims Advisor

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

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From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]
Sent: Monday, 11 February 2019 7:12 PM
To: NORA ; 'GERALD POH WEE BIN'
Cc: 'MT_Claim_SG'; SUR; 'Claims'; Admin A; Vic (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC4/LPG19002031/hb3	Vic

To check availability of the case handler, you may contact the undersigned

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: NORA <nora.khai@premiumauto.com.sg>
Sent: Friday, 1 February 2019 4:24 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear Gerald,

Thank you for your kind assistance.

Aside to Catherine,

Survey has been schedule on 14th February 2019 at 10 am. Kindly advise on liability.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902211W)
55 Ubi Road | Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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

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From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Friday, 1 February 2019 3:12 PM

To: Admin A

Cc: MT_Claim_SG; sur@lkkauto.com; nora.khai@premiumauto.com.sg

Subject: FW: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Our Ref : 18/19/19/VP05/021387

Dear Catherine,

Kindly proceed to survey and revert on liability

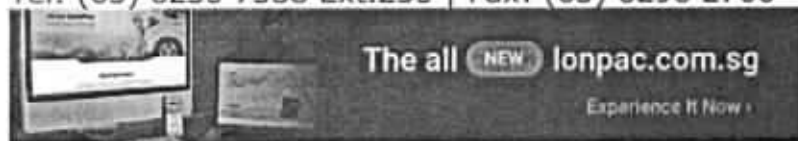
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



From: NORA [<mailto:nora.khai@premiumauto.com.sg>]

Sent: Friday, 1 February, 2019 2:51 PM

To: MT_Claim_SG; 'Claims'

Subject: RE: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear All,

Attached is the repair estimates.

Kindly assist to advise the officer in charge so that we can follow up for liability clearance.

Thank you.

Best Regards,

Norah Khai
Claims Manager

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9827 f. +65 6841 1183

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

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



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

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From: Mastura [<mailto:mastura@premiumauto.com.sg>]

Sent: Wednesday, 30 January 2019 3:17 PM

To: mt_claim@lonpac.com; 'Claims'

Subject: ACCIDENT INVOLVING SKR 2407 Y AND YOUR INSURED SJX2668R DATED ON 29/01/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

We will forward you the estimate once is available.

Kindly arrange the survey on 14/02/2019, Thursday, 10 AM.

Best Regards,

Mastura
Claims Administrator

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. mastura@premiumauto.com.sg w. www.audi.com.sg

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**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
LONPAC INSURANCE BHD			Ref : CC4/LPC19002031/Adb3q2	
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555			Date : 09-09-2019	
			Code : LPC2	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SJX 2668R	Veh. Inspected	SKR 2407Y	
Policy No.	Z18VP05018686	Coverage (\$)	0.00	
Claim No.	18/19/19/VP05/021387	Excess (\$)	0.00	
Assign From	ONG LI LI	Assign Date	30/01/2019	
2. Vehicle Particulars & Condition				
Make & Model	AUDI A6	c.c	1984	
Engine No.	HIDDEN	Year of Reg.	2015	
Chassis No.	WAUZZZ4GXEN165215	Colour	BLACK	
Odometer	50641	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	225/55 R17	PIRELLI	6 mm	
L/H Front Tyre	225/55 R17	PIRELLI	6 mm	
R/H Rear Tyre	225/55 R17	PIRELLI	6 mm	
L/H Rear Tyre	225/55 R17	PIRELLI	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR O/S PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	29/01/2019	Inspection Date	14/02/2019	
Survey held at	PREMIUM AUTOMOBILES PTE LTD 55 UBI ROAD 1. SINGAPORE 408699			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		4 Working Days		



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKR 2407Y

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	REAR BUMPER (SN)	TO REPAIR SEE LABOUR	2,343.00	-
1	REAR BUMPER SITCKY PAD (SN)	NOT NECESSARY	21.00	-
1	REAR BUMPER FIXING PARTS (SN)	NOT NECESSARY	249.00	-
1	REAR BUMPER SPOILER (SN)	NOT NECESSARY	316.00	-
1	REAR BUMPER SECURING STRIP (SN)	NOT NECESSARY	157.00	-
1	REAR BUMPER GUIDE PROFILE -RH UPPER (SN)	NOT NECESSARY	53.00	-
1	REAR BUMPER SECURING ELEMENT (SN)	NOT NECESSARY	6.00	-
1	REAR BUMPER GUIDE SECTION -RH (SN)	NOT NECESSARY	30.00	-
1	REAR BUMPER CONNECTING PIECE (SN)	NOT NECESSARY	11.00	-
1	REAR BUMPER LOWER GUIDE SECTION -RH (SN)	NOT NECESSARY	48.00	-
1	REAR BUMPER COVER FIXING PARTS (SN)	NOT NECESSARY	24.00	-
1	REAR BUMPER CARRIER COVER (SN)	NOT NECESSARY	105.00	-
1	REAR SENSOR (SN)	NOT NECESSARY	231.00	-
4	REAR SENSOR SEAL RING -INNER/OUTER (SN)	NOT NECESSARY	5.00	-
1	LED TAILLIGHT -RH (SN)	CRACKED	1,148.00	1,148.00
1	LED TAILLIGHT COVER-RH (SN)	NOT NECESSARY	43.00	-
1	EXHAUST TAIL PIPE TRIM (SN)	NOT NECESSARY	517.00	-
1	SUNDRIES (SN)	* CHECK	500.00	-
			5,807.00	1,148.00
	LABOUR			
	TO REMOVE AND TRANSFER REAR PARKING AID AND REAR LID KICK SENSOR .CHECK FUNCTION.		360.00	360.00
	TO DISMANTLE AND RENEW REAR BUMPER .TO REPAIR RHS REAR FENDER .REORGANISE CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED.INCLUSIVE OF THE REPAIR OF REAR BUMPER.		1,400.00	1,000.00
	TO RESPRAY REAR BUMPER AND RHS REAR FENDER.		1,600.00	1,100.00
	TO CARRY OUT DIAGNOSTIC CHECK.		192.00	192.00
			3,552.00	2,652.00
	GRAND TOTAL		9,359.00	3,800.00

Report Ref No. CC4/LPC19002031/Adb3q2



RECOMMENDED COST OF REPAIRS (REPAIR COST NOT CONCLUDE) (EXCLUDE CHECK ITEMS S\$500.00 NETT)			3,800.00
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Report Ref No. CC4/LPC19002031/Adb3q2

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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