

REG-001

INS. CASE OWNER

Richard

CC

ASA

AXA1900

5597

TI #

8639

LKK

IDAT

Surveyor

Taufik

DOI

ASSIGNMENT

4/4/19

Date / Time

21/1/19

Registered in Merit

Pre-assign / CCU / FTE



Insured Vehicle No.

SH 2381C

Name of Insured

SNG TAN JIE, JONATHAN

Insured Tel No.

HP

Excess Sec II :SS

D.O.A

Is driver the owner?

(YES / NO)

Nature of Accident :

Claim No.

990194 / 10707

Policy No.

4A25209/1

Make / Model :

Amo1

Place of Accident

BIPONIS BR

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

SH 2885J



INSRS:

WSP:

Tel:

Liability

RMKS:

Premium



INSRS:

WSP:

Tel:

Liability

RMKS:



INSRS:

WSP:

Tel:

Liability

RMKS:



INSRS:

WSP:

Tel:

Liability

RMKS:

Date / Time

SH 2885J - SH 2381C

SH 2885J - SH 2381C

11.04.1919 CALLED ON NO RESPONSE

SH 2885J - SH 2381C

26/1/19 - FILE -> SH 2885J to close

STAGE

DATE / PIC

Non-Reporting (1st)

Non-Reporting (2nd)

Non-Reporting (Final)

Notification (if non-pickup)

Call Of

After call in to OI

Documentation Check List: Handler Typist

Notification (if non-pickup)

After call in 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:

SS

days Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time

Confirm with

Email

Call

Final Liability:

%

100

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

100

If NO or B 2R Ass. Lia

Repair Cost:

SS

2837.64

4 days

4 days

Loss of Rental (LOR):

SS

4000

4 days

4 days

Loss of Use (LOU):

SS

-

(5

x

days)

Loss of Income (LOI):

SS

-

(5

x

days)

LOR only

LOU only

LOI only

LOR + LOU

LOR + LOI

LOR + LOI

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GIA/LTA Search

SS

200

Medical:

SS

-

Disbursement:

SS

-

Legal Cost:

SS

-

Total:

SS

3239.64

Global Sum SS:

FINAL PAYMENT

Date/Time

Confirm with

Email

Call

Payee 1:

SS

3239.64

Name 1:

Premium Automobiles Pte Ltd

Payee 2: (Strike if N.A.)

SS

-

Name 2:

-

Payee 3: (Strike if N.A.)

SS

-

Name 3:

-

1) Claim status: Notified/Reject/Private Settle

2) Report Format:

3) Survey fee

21/1/19

3239.64

Surveyor

Tamper

REF: ASM(CAXA)

e

ASSIGNMENT

From: Date: 4/4/19

Estimated Cost:

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

To Inspect Vehicle No: SLN 2885J
at Workshop n/s premium
of 281 Alexandra Road

Insured:

Policy No:

Claims No:

Sum Insured: Excess:

(Client's Record)

Make of Veh:

11:30am
(waiting)

(Policy Condition)

George

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

N/S	O/S

Bal. or Market Value:

1000

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 4 days Res.: Yes or No

Lump Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS (up)

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SLN 2885J. Yr Regn: 2017 April /

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Audi A4 cc 1395

Colour: Silver A/C: Insured / Std / NI / NA

Sp. Reading: 40064 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WA4222 F43 HA / 28523

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 245/40 R18

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A.

D.O.I. 4/4/19

Survey held at Premium Workshop

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

O/S Rear

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

Date / Time

Action / Instruction

PIP \$ 2652 (Reel \$ 600 / 18%).

Date/Time, File Pass to?

☐

: Prel. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

3 x 100 = 300

Photos

Others

TOTAL

Report Format :

Lump Sum / L.B.I: (\$)

Add Fee: ☐ Site Insp (\$

☐ Interview (\$

☐ Tech. Insp (\$

☐ Weekend (\$

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/0429/2019/DY
Date : 4-Apr-19

Vehicle not in workshop. Kindly arrange for survey.

Your insured vehicle : **SLH 2381 C**

AXA Insurance Singapore Pte Ltd

8 Shenton Way
#27-01 AXA Tower
Singapore 068811

Attn: Motor Claims Dept
Tel: 6880 4602 - Fax 6880 4838

Owner's Name : Ms. Cheng Sok Khim
Address : Blk 225 Lorong 8 Toa Payoh
#05-66

Telephone : HP +65 92988611
Type of Claim : Third Party Claims
Policy No. : 2100508879-01
Vehicle No : **SLN 2885 J**
Model Code : A4 Sedan 1.4 TFSI S
Model / Year : 27/4/2017
Engine No : CVN 033370
Chassis No : WAUZZZF43HA128523
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 25-Mar-19

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:

Tanfulin 97495789
WP
4/4/19 @ 12pm
Resurvey after repair
save lkkauto.com
4 days

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SLN 2885 J

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and reinstall rear parking aid and and rear lid kick sensor. Check function and renew according to damage.	s/n \$ 360.00 ✓	
2	To dismantle rear bumper. To repair rhs rear fender. Re-organize crash management components. 600 Reinstall all parts removed.	\$ 1,200.00 900	
3	To respray rear bumper and rhs rear fender.	\$ 1,500.00 1200	
4	To carry out diagnostic check.	s/n \$ 192.00 ✓	
TOTAL LABOUR CHARGES		: \$ 3,252.00	



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



Service Request Details

Claim

S9M01I9U

Reference

None

Loss Date

25 March 2019

Report Date

28 Mar 2019 10:02:00 AM

Request Date

29 March 2019

Due Date

29 March 2020

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Premium

Actions

Next Step

Finish the work

Complete Work

More ▾

Vehicle Information

Incident Vehicle Registration #

SLN2885J

Make

TPVD AUDI

Service Address

...

Primary Contact/Insured

SNG ZAN JIE JONATHAN

1 UPPER BUKIT TIMAH VIEW, #06-01, 588132, Singapore

97960987

Claim Handler

ANG Richard

richard.angbs@axa.com.sg

Additional Instructions

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

Premium Automobiles

Telefax

to AXA Insurance Singapore Pte Ltd
8 Shenton Way
#27-01 AXA Tower
Singapore 068811
Attn: Motor Claims Dept
Your Ref: SLH 2381 C

Norah Khai
6768 9828
6841 1183

Body Repair

PA/TP/0429/2019/SM
10TH MAY 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 SEDAN 1.4 TFSI S
Vehicle Chassis No. : WAUZZZF43HA128523
Vehicle Regn No. : SLN 2885 J
Vehicle Mileage : 42299 KM
Vehicle Owner : Ms Cheng Sok Khim (Zhong Shuqin)
Liability Clearance : Direct Settlement by Asher Sng from
LKK Auto Consultants Pte Ltd via email dated
11/04/2019 with LOU/LOR.
Accident Date : 25th March 2019
Place : 61 BIOPOLIS DRIVE S (138673)
Repair Cost : S 2,837.64
WIP No. : 48782
Repairer's Name : Premium Automobiles Pte Ltd

Premium Automobiles Pte Ltd
Showroom
9 Leng Kee Road
Singapore 150090
Telephone (65) 6566 1111
Telefax (65) 6471 3733

Service & Parts Centres
55 Ubi Road 1
Singapore 408699
Telephone (65) 6386 2323
Telefax (65) 6841 1183

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

Owner / Insured Signature :

Time :

Date :


17 14
10/5/19



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : CHENG SOK KHM (ZHONG SHUQIN)
 Period of Insurance : 27 Apr 2016 To 26 Apr 2019
 Engine No. : CVN033370
 Chassis No. : WVAUZZZF43HA128523

Vehicle No. : SLN285J
 Policy No. : 2100508879-01
 Endorsement No. :
 Issued Date : 15 Mar 2018

ABOUT THE COVER

Make/Model	AUDI A4 1.4 TFSI S tronic	Sum Insured	Market Value	First Year of Registration	2017
Engine Capacity/Tonnage	1,395.00 CC	Off Peak Car	No	Insuring with COE/PARF	Yes
Driver Restriction	NA				

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 authorized driver only if he/she meets the specified age condition.
 You have to pay an additional sum of \$1,000 as "Young and Inexperienced Driver Excess" ("YIDE") if you are or your Authorized Driver (named or unnamed) is under the age of 25 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 school, driving test, racing, power-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 imperative by Section 8 of the Motor Vehicles (Third Party Risks and Compensation) Act (Cap. 186) and Section 92 of the Road Transport Act, 1987 (Malaysia), are not to be excluded under these headings.

EXCESS

Section 1
 Fire - \$0 (Own Damage) - \$600 (Theft) - \$0 (Fixed Cover) - \$0

Section 2
 Property Damage - \$0

Windscreen - \$100

Named Driver and Excess (where applicable)

CHENG SOK KHM (ZHONG SHUQIN) - \$600 (Own Damage)

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

1. AIG Customer Service Centre: Add 10 Lbl Road 1 Singapore 408999 93623323

For other Approved Reporting Centres/Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 5295. Alternatively, you may refer to AIG website www.aig.com.sg or AIG 50 Mobile App. Simply search and download "AIG 50" from iTunes or Google Play.

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: United Overseas Bank Limited

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. 186) Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicle (Third Party Risks) Rules, 1989 (Malaysia).

0804126218

PREMIUM LEASING - KATL

251 ALEXANDRIA ROAD AUDI CUSTOMER SERVICE CENTRE
 SINGAPORE 119938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

17 mile

AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORIZED REPRESENTATIVE

24-HOUR AIG AUTO HOTLINE: +65 6338 6200

IMPORTANT: KEEP THIS DOCUMENT IN YOUR CAR AT ALL TIMES

What can the 24-hour AtG Audio Emergency Hotline provide for you?

- Increasing awareness of the problem
- Changing & developing norms
- Increasing tolerance for nonconformity
- Reform of policy, laws, procedures
- Education, training, information

If no one is injured in the accident

- The answer required to prove any claim must:
- be based on legal principle, cases and authority, statutory provisions and policy, together with the other relevant law and evidence;
- reflect the facts of the case, address and answer the issues, and be a logical conclusion of the analysis of the evidence;
- reflect the law as it is with regard to the relevant substantive law (e.g. tort, contract, property, etc.) and the relevant procedural law (e.g. rules of the court).

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

- Research the accident in the police, concerning the details of the circumstances of the accident
- Research vehicle number, license plate number, insurance company and policy number of the other (wrong) car involved, 2 operators
- Collect family names, address, and contact numbers of witnesses according to the photographs of the scene in the accident
- Research the accident from the police records inside themselves (insurance and road accident reporting centers) or authors research with 27 items on the first month, two to five accident

What should I do in the event of an accident?

3. *Myth: we are not going to use a lot of paper.*
(In reality, as we will see, it is not the case.)
4. *Myth: the system is too expensive.* (In reality, it is not the case.)
5. *Myth: the system is too complicated.* (In reality, it is not the case.)
6. *Myth: the system is too difficult to use.* (In reality, it is not the case.)
7. *Myth: the system is too difficult to learn.* (In reality, it is not the case.)

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 to a refundable security deposit, subject to the Rental Car Company's terms and conditions.

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.



<TP - Mandate IA> - S9M01I9U [ACCIDENT INVOLVING SLH 2381C(OI) & SLN 2885J(TP) ON 25/03/2019]

Type

Question

Message

Liability: 100%. Insured driver overtook third party and hit third party vehicle. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$3,239.64(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 23-Sep-19

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 195607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 23/09/2019

Survey Details:

Date of loss	25-Mar-19
Date of appointment	29-Mar-19
Date of survey	4-Apr-19
Location of survey	PREMIUM AUTOMOBILES PTE LTD

Vehicle Details:

Claim Type:	Third party
Vehicle number	SLN 2885J
Make and Model	AUDI A4 1.4 TFSI S TRONIC
Date of registration	27/4/2017
Excess	
Market Value	\$100,000
Part Rebate	\$64,026
Nett Loss	\$35,974

Repair details:

Initial Estimate	\$ 3,252.00
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ -
Check items (estimate)	\$ -
Labour	\$ 2,652.00
Total	\$ 2,652.00
Lump Sum(if applicable)	\$ -

Number of days for repair	4
---------------------------	---



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

31 UBI AVE 1, #02-25 PAVA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Remarks:

OID hit third party stationary vehicle.

Mandate:

Liability(TP)		100%
Proposed repair cost (w/GST)	\$	2,837.64
Loss of use		NIL
Loss of rental	\$	400.00
Loss of income		NIL
LTA search fees	\$	2.00
Others		NIL
Proposed Total	\$	3,239.64



Re:<TP - Mandate IA> - S9M01I9U [ACCIDENT INVOLVING SLH 2381C(OI) & SLN 2885J(TP) ON 25/03/2019]

Type

 Question

Message

Hi, pls proceed as per mandate. TY

Reply

Premium Automobiles

Telefax

to AXA Insurance Singapore Pte Ltd
8 Shenton Way
#27-01 AXA Tower
Singapore 068811
Attn: Motor Claims Dept
Your Ref: SLH 2381 C

Norah Khai
6768 9828
6841 1183

Body Repair

PA/TP/0429/2019/SM
10TH MAY 2019

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

RE : CLAIM – OWNER'S SATISFACTION/DISCHARGE VOUCHER

Make & Model : Audi A4 SEDAN 1.4 TFSI S
Vehicle Chassis No. : WAUZZZF43HA128523
Vehicle Regn No. : SLN 2885 J
Vehicle Mileage : 42299 KM
Vehicle Owner : Ms Cheng Sok Khim (Zhong Shuqin)
Liability Clearance : Direct Settlement by Asher Sng from
LKK Auto Consultants Pte Ltd via email dated
11/04/2019 with LOU/LOR.
Accident Date : 25th March 2019
Place : 61 BIOPOLIS DRIVE S (138673)
Repair Cost : \$ 2,837.64
WIP No. : 48782
Repairer's Name : Premium Automobiles Pte Ltd

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


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

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

Owner / Insured Signature :

Time :

Date :



17.14

10/5/19

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 26 September 2019 2:43 PM
To: 'Claims'
Cc: Admin A
Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019 //LKK REF: CC4/ASM19005597/T1pb3

Without Prejudice

Dear Sirs/Mdm,

Thank you for your patience.

We confirm settlement at \$3,239.64(all-in).

We will proceed to close file.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 26 September 2019 1:51 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; vale.oh@axa.com.sg
Cc: claims@premiumauto.com.sg
Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear all,

You may have had overwhelming mails and busy to respond to our email below.

Kindly advise on the status of payment urgently.

Your kind advice is well appreciated.

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: Claims <claims@premiumauto.com.sg>

Sent: Monday, September 23, 2019 10:43 AM

To: 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>; vale.oh@axa.com.sg

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear All,

Please let us have your urgent reply thanks.

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

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: Tuesday, 17 September, 2019 9:39 AM

To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'vale.oh@axa.com.sg' <vale.oh@axa.com.sg>
Cc: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>;
'Cecilia Chong (LKK Auto)' <CeciliaChong@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear Hsiao Tong,

Kindly advise when we can expect to receive the payment ?

Aside to Ms Vale,

Kindly assist to expedite payment process.

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



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From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]
Sent: Monday, 16 September, 2019 2:25 PM
To: Claims <claims@premiumauto.com.sg>
Cc: vale.oh@axa.com.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear Sir / Madam,

Thank you for your email.

Please note that this case has been re-assigned to Hsiao Tong.

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

Thank you

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: Claims <claims@premiumauto.com.sg>

Sent: Friday, 13 September 2019 7:28 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>;

Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: claims@premiumauto.com.sg; vale.oh@axa.com.sg

Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear All,

Please assist expedite the payment process to us. We have send out LOD on 27 June to your office and now was 13 Sep.

Aside to Ms Vale,

Kindly assist to expedite the payment process.

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

Sent: Friday, 13 September, 2019 5:35 PM

To: 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear All,

We have no received any update, please update us on payment process urgently.

**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
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: Wednesday, 11 September, 2019 8:55 AM
To: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: LOD - ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear Asher,

We are following up again on this case. Kindly advice us have the payment process.

Your kind advice is well appreciated.

Thank you in advance.

**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
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: Tuesday, 23 April, 2019 2:37 PM

To: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear Asher,

Thank you for the reply, apologies for the delay in response. We accept your offer on direct settlement with 100% liability in our client's favour.

To avoid dispute on the LOU/LOR rate we would like to propose for LOU/LOR at \$60/day and \$100/day as per NIMA Protocol Benchmark.

Thank You.

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

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

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



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

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From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Thursday, 11 April 2019 9:43 AM

To: Claims

Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (**LKK**) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Claims <claims@premiumauto.com.sg>

Sent: Wednesday, 10 April 2019 5:54 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear Asher,

Survey has been carried out on 4 of April.

Attached is the marked estimate for your reference.

Please let us know if would proceed with direct settlement.

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 9828 f. +65 6841 1183

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

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



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

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

Sent: Thursday, 4 April 2019 8:58 AM

To: 'Admin-D (LKKAUTO)'; 'assignments'

Cc: 'Admin A'; 'Asher Sng (LKKAUTO)'; Claims

Subject: RE: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear All,

Attached is the repair estimate for your kind reference.

Best Regards,

Diyana

Claims Admin Assistant

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: Admin-D (LKKAuto) [mailto:admin-d@lkkauto.com]
Sent: Wednesday, 3 April, 2019 4:20 PM
To: 'Claims' <claims@premiumauto.com.sg>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>;
claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear George,

Appointment confirmed.

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: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 3 April 2019 1:33 PM
To: Admin A <admin-a@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>; Shu Pei (LKKAuto) <shupe@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear all,

Please help to arrange survey for tomorrow @1130 am , owner waiting.

Address : 281 Alexandra Road Singapore 159938

Thank you.

Best regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6388 2223 d. +65 66900293 f. +65 64751023

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

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From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Friday, March 29, 2019 11:40 AM
To: claims@premiumauto.com.sg
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

Dear George,

We have received assignment from AXA for this case.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

Meanwhile, please arrange appointment for survey.

Thank you

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: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 28 March 2019 6:05 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: ACCIDENT INVOLVING SLN 2885 J AND YOUR INSURED SLH 2381 C DATED ON 25/3/2019

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.

Please arrange the survey on 3rd of April @ 11AM, owner waiting.

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 66900293 f. +65 64751023

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

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www.avg.com

Premium Automobiles

AXA Insurance Pte Ltd
No 8 Shenton Way
#27-01 AXA Tower
Singapore 068811
Attn: Motor Claims Dept
Yr Ref: SLH 2381 C

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0429/2019/NK

27 June 2019

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

total pages

Dear Sir,

RE: INSURANCE CLAIM FOR SLN 2885 J, Audi A4 1.4 TFSI STRONIC.

With reference to the above-mentioned vehicle, no. **SLN 2885 J**, claimant, **Ms. Cheng Sok Khim**, please find the related document as per attached.

1. A copy of the Original invoice no. 85013975 – S\$2,837.64.
2. A copy of Authorization to Act duly signed by client
3. A copy of the Release Voucher attached
4. Loss of rental – S\$400.00 (S\$100.00 x 4 working days)
5. A copy of GIA Search fee – S\$2.00

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) 6336 2323
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

This is a computer-generated document. No signature is required.

Norah Khai
Claims Dept

Encls
AXA – SLN 2885 J



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

11 APRIL 2019

SNG ZAN JIE, JONATHAN
293D BUKIT BATOK ST 21
#34-540
SINGAPORE 654293

Dear Sir/ Mdm

OUR REF : CC4/ASM19005597/Aeb3
YOUR REF : SLH 2381C
ACCIDENT INVOLVING SLH 2381C AND SLN 2885J ALONG BIOPOLIS DRIVE ON
25/03/2019

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from M/s PREMIUM AUTOMOBILES PTE LTD acting on behalf of the owner of SLN 2885J against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle hit Third Party stationary Vehicle SLN 2885J. As such, liability is down against us.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to ashersng@lkkauto.com within 7 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at ashersng@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

c.c. AXA Insurance Pte Ltd (AXA)
(Motor Claims Dept)

Your Ref: SLN 2885 J

PA/TP/0429/2019/SM

10TH MAY 2019

MS. CHENG SOK KHIM (ZHONG SHUQIN)
APT BLK 225 LORONG 8 TOA PAYOH
#05-66
S (310225)

AXA Insurance Singapore Pte Ltd
8 Shenton Way
#27-01 AXA Tower
Singapore 068811
Motor Claim Dept

Dear Sir/Madam,

RE: LETTER OF AUTHORIZATION

**ACCIDENT INVOLVING VEHICLE SLN 2885 / SLH 2381 C AT 61 BIOPOLIS
DRIVE S (138673) ON 25TH MARCH 2019.**

I am the registered owner of SLN 2885 J, CHENG SOK KHIM (ZHONG SHUQIN).

I confirm that I will be claiming for Rental Charges / Loss of Use / Repair cost and hereby authorize your esteemed company to settle the Rental Charges / Loss of Use and repair bill directly with Premium Automobiles Pte Ltd.

Your kind attention will be greatly appreciated.

Yours faithfully,



MS. CHENG SOK KHIM (ZHONG SHUQIN)

Copy to Norah Khai, Premium Automobiles Pte Ltd



redefining insurance

CLAIM REF : SQM0119U
INSURED : Sng Zan Jie, Jonathan

DISCHARGE VOUCHER

We/I CHENG SOK KHIM (ZHONG SHUQIN), NRIC NO. S7727773J hereby agree to accept the sum of dollars Three Thousand Two Hundred Thirty Nine & Cent Sixty Four only (S\$ 3,239.64) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. SLH 2381 C as a result of an accident along 61 BIOPOLIS DRIVE S (138673) on 25/3/2019 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. SLN 2885 J.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SLH 2381 C in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SLH 2381 C.

Dated this 26th day of Sep 2019

Claimant's Signature

NRIC no./ Company Stamp

: S7727773J

Occupation/ Business

: _____

Address

: APT BLK 225 LORONG 8 TOA PAYOH #05-66 S(310225)

Telephone No.

: 9298 8611

Witness's Name

: Nora Khai

Witness's Signature

Witness's NRIC No.

: _____

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 6386 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 6386 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 15:21

Company Reg. No. 199902271W
GST Reg. No. 199902271W

Customer

AXA INSURANCE PTE LTD
MOTOR CLAIM DEPT
8 SHENTON WAY,
#27-01 AXA TOWER,
SINGAPORE 068811 068811

Invoice: 85013975
Date : 26/06/2019
Order : SLN2885J
Term : 30

Account: A0008 (T 0)
AXA INSURANCE PTE LTD
MOTOR CLAIM DEPT
8 SHENTON WAY,
#27-01 AXA TOWER,
SINGAPORE 068811

Regn No: SLN2885J (V 33338)

Regn Date: 27/04/2017

Mileage: 42299

WIP No.: 48782

Model: A4 SEDAN 1.4 TFSI S tronic

Chassis: WAUZZZ2F43HA128523

Engine: cvn 033370

Dept: U

You have been assisted by :- Service Advisor (50)

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR.CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE REAR BUMPER.TO REPAIR RHS REAR FENDER.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	900.00	1.00	900.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER AND RHS REAR FENDER	1200.00	1.00	1,200.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
Parts					0.00
Labour					0.00
Sublet					2,652.00
Menus					0.00
Lubricant					0.00
Sub-Total					2,652.00
7% GST					185.64
Grand Total					2,837.64



Received by

For & on behalf of
Premium Automobiles Pte Ltd

RENTAL AGREEMENT

201905-0046

Hirer's Name Cheng Sok Khim		Date of Birth 27/9/75	Passport/ Nric No. S7727773/5	Nationality Life.
Address B11C 225 Lor. 8 Toa Payoh		Occupation As Above	Driving Licence No. 92988611	Date of Expiry Life.
#05-66		Postal Code 310225	Contact No.	Mobile Phone No.
Joint Hirer's / Guarantor's Name Lee Kian Chung		Date of Birth 15/11/71	Passport/ Nric No. S7183561/H	Nationality Life.
Address As Above		Occupation As Above	Driving Licence No. As Above	Date of Expiry Life.
Postal Code		Contact No.	Mobile Phone No. 90021028	

CHECK OUT

CHECK IN

Date 7.5.19	Time 9.25am	Mileage	E <input checked="" type="radio"/> 1/4 <input type="radio"/> 1/2 <input type="radio"/> 3/4 <input type="radio"/> F
Date 10.5.19	Time 5.41pm	Mileage	
		Remarks	

IMPORTANT NOTES:-

- 1. Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- 2. No refund will be given for vehicle that returns early.
- 3. Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- 4. Third Party Liability - First \$2000 for any Third Party Accident Claim.
- 5. Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- 6. Hirer is responsible for all parking fines & traffic summons.
- 7. Extension: One day's advance notice is required otherwise no extension will be allowed.
- 8. Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- 9. Vehicle returned after office hour will be charged to the next working day.
- 10. Hourly extension is charged at 1/5 of the daily rate.
- 11. As preventive maintenance, please check water & engine oil daily.
- 12. Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- 13. For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- 14. Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT	RATE (\$)	TOTAL (\$)
RATE	1	100	400
DISCOUNT			
GST @ 7%			
TOTAL			400
EXTENSION			V101692
201905-0082			
Audi Alexander			
SLN 2885J			
DEPOSIT (refundable) S\$			
CHANGED OVER FROM VEH. DATE			

We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.
We declare that all information given on this form is true and accurate.

Hirer's Signature

Joint Hirer's/ Guarantor's Signature

for CHAN'S & SONS ENTERPRISE

VEHICLE NO. **SLA 8485J**

MODEL

FROM

RETURN

*Estimate Date. For actual return see CHECK IN

OPERATING HOURS: MONDAY TO FRIDAY 8.30AM TO 5.00PM, SATURDAY 8.30AM TO 12.00PM. CLOSED ON SUNDAY & PUBLIC HOLIDAY

CHAN'S & SONS ENTERPRISE

363 Sembawang Road
Singapore 758379
Tel: 67532536 Fax: 67567565
GST Reg No: 51-936900-M

chan's
www.chans.com.sg

TAX INVOICE**CHENG SOK KHIM**

BLK 225 #05-66
LORONG 8 TOA PAYOH
SINGAPORE 310225

ATTN : CHENG SOK KHIM

INVOICE : AR1905-0158
DATE : 11/05/2019
TERMS : C.O.D
STAFF ID : AMIRA
AGREEMENT NO. : HA201905-0046

DESCRIPTION**AMOUNT (SGD)**

Vehicle Reg No	: SLA8485J	373.83
Make / Model	:	
Rental Dates	: Rental Billing From 07/05/2019 To 10/05/2019 (Inclusive)	
Period	: 3 days	
Rental Rate	: S\$ 100.00 Per Day (Including GST)	
Reference No	: SLN2885J	

AMOUNT : S\$

FOUR HUNDRED DOLLARS ONLY

NON-TAXABLE VALUE :	0.00
TAXABLE VALUE :	373.83
GST 7% :	26.17
TOTAL S\$:	400.00

Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**



For Official Use Only

Payment Date :	F / Amt
CS / CC / CH :	
CS / CC / CH :	

Member of  **ARTAS**

363 Sembawang Road Goodlink Park Singapore 758379 T 67532536 F 67567565 E sales@chans.com.sg

CHANS & SONS ENTERPRISE

363 Sembawang Road, Goodlink Park,
Singapore 758379
Tel: 67532536 Fax: 67567565
GST Reg No: 51-936900-M

chan's
www.chans.com.sg

Hirer:

CHENG SOK KHIM

OFFICIAL RECEIPT

DESCRIPTION		AMOUNT (SGD)	
Official Receipt No	: 201905-0082		
Account of	: CHENG SOK KHIM		
Date Issued	: 11/05/2019		
Vehicle Reg No.	: SLA8485J		
Rental Dates	: 07/05/2019		
Amount Received	: S\$ 400.00		
Payment Type:	: VISA	V101692	S\$ 400.00
Payment for Invoice	: AR1905-0158		
Comments	:		
TOTAL AMOUNT RECEIVED		S\$	400.00

* This is a computer generated document. No signature is required.

Member of
VRA & ARTAS  ARTAS

363 Sembawang Road Goodlink Park Singapore 758379 T 67532536 F 67567565 E sales@chans.com.sg



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-19-048830
Date of Request: 28/03/2019

Your Ref No: Online Purchase

Premium Automobiles Pte Ltd
55 Ubi Road 1
Singapore 408699

Dear Sir/Madam,

Enquiry Date: 28/03/2019
Enquiry By: Jeffrey Tan Eng Su
TP Vehicle No: SLH2381C
Accident Date: 25/03/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLH2381C	AXA Insurance Pte Ltd	31/01/2019-30/01/2020	6338 7288

Thank You,

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735**TAX INVOICE**Our Ref No: GR-19-048830
Date of Request: 28/03/2019

Your Ref No: Online Purchase

Premium Automobiles Pte Ltd
55 Ubi Road 1
Singapore 408699

Dear Sir/Madam,

Enquiry Date: 28/03/2019
Enquiry By: Jeffrey Tan Eng Su
TP Vehicle No: SLH2381C
Accident Date: 25/03/2019

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	
GST Amount	1.87
Total Amount Due (GST Inclusive)	0.13
	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SLH 2381C (Insd veh)	Model:	AUDI A4
	SLN 2885J (TP veh)		
Date of Accident:	25/03/2019		

Global Sum Settlement	: [] Yes	[X] No
Repair Estimate	: \$	3,479.64
Final Repair Cost	: \$	2,837.64
Loss of Use	: \$	days at \$0.00 per day
Rental (if any)	: \$	400.00 4 days
LTA / GIA Search Fee	: \$	2.00

Others:	: \$	0.00
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	: \$	
Final Settlement Sum	: \$	3,239.64

Is Third Party Workshop GIA Registered? [X] YES [] NO (Kindly indicate below)	
A) For Non GIA Registered Workshop:	Agreed Liability _____ (%)
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: _____
	__NIL__
BOLA Liability: ____100____ (%)	Assessed Liability (*): _____ (%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.	
Remarks _____ _____	

Payment Instruction: Payee's Breakdown		
1)	PREMIUM AUTOMOBILES PTE LTD	\$ 3,239.64

JOANNE LEE KHANG MIN
LKK Auto Consultants Pte Ltd

01/10/2019
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

**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

AXA INSURANCE PTE LTD

Ref : CC4/ASM19005597/T1pb3q2

8 SHENTON WAY #24-01
AXA TOWERSINGAPORE 068811
ATTN:RICHARD ANG

Date : 01-10-2019



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLH 2381C	Veh. Inspected	SLN 2885J
Policy No.	GA305309/1	Coverage (\$)	0.00
Claim No.	S9M01I9U	Excess (\$)	0.00
Assign From		Assign Date	29/03/2019

2. Vehicle Particulars & Condition

Make & Model	AUDI A4	c.c	1395
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	WAUZZZF43HA128523	Colour	SILVER
Odometer	40064	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	245/40 R18	YOKOHAMA	6 mm
L/H Front Tyre	245/40 R18	YOKOHAMA	6 mm
R/H Rear Tyre	245/40 R18	YOKOHAMA	6 mm
L/H Rear Tyre	245/40 R18	YOKOHAMA	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.
--

5. General Information

Accident Date	25/03/2019	Inspection Date	04/04/2019
Survey held at	281 ALEXANDRA ROAD		
Repairer	PREMIUM AUTOMOBILES PTE LTD		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	4 Working Days
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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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLN 2885J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	LABOUR			
	TO REMOVE AND REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR .CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE.		360.00	360.00
	TO DISMANTLE REAR BUMPER .TO REPAIR RHS REAR FENDER .RE-ORGANIZE CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED .		1,200.00	900.00
	TO RESPRAY REAR BUMPER AND RHS REAR FENDER.		1,500.00	1,200.00
	TO CARRY OUT DIAGNOSTIC CHECK.		192.00	192.00
			3,252.00	2,652.00
GRAND TOTAL			3,252.00	2,652.00
RECOMMENDED COST OF REPAIRS				2,652.00

Report Ref No. CC4/ASM19005597/T1pb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

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