

Premium Automobiles

LKK

KCN

ERGO Insurance Pte Ltd
5 Temasek Boulevard
#04-01 Suntec Tower Five
Singapore 038985
Attn: Motor Claims Dept
Yr Ref: SJQ 5681 T

Norah Khai
6768 9927
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0513/2019/KS

08 Aug 2019

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

Dear Sir,

1

total pages

RE: INSURANCE CLAIM FOR SME 2015 P, Audi A4 Sedan 2.0 TFSI S-Tro

With reference to the above-mentioned vehicle, no. **SME 2015 P**, claimant, **Mr. Ramasamy Silvam**, please find the related document as per attached.

1. A copy of the Original invoice no. 85014092 – S\$1,874.64
2. A copy of Discharge Voucher duly signed by client
3. A copy of the Letter of Authorisation duly signed by client
4. Rental Bill - \$450.00 (\$150.00 X 3 working days)
5. GIA Search fee - \$2.00

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 9927.

Regards

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

Norah Khai
Claims Department.

Encls

ERGO – SME 2015 P

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) 6366 2323
Telefax (65) 684 11183

Your Ref: SJQ 5681 T

PA/TP/0513/2019/GW

17th May 2019

Mr. Ramasamy Silvam
Blk 359 Admiralty Drive
Singapore 750359

Ergo Insurance Pte Ltd
Motor Claims Dept
5 Temasek Boulevard
#04-01 Suntec Tower 5
Singapore 038985
Attn: Motor Claims Dept
Tel: 6829 9199

Dear Sir / Mdm,

RE: LETTER OF AUTHORISATION

**ACCIDENT INVOLVING VEHICLES SME 2015 P/ SJQ 5681 T
PIE (CHANGI) BEFORE LORNIE EXIT ON 18ST APRIL 2019.**

I am the registered owner of SME 2015 P.

I confirm that I will be claiming for Rental Charges / Loss of Use / Repair Costs 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,



Mr. Ramasamy Silvam

Copy to Norah Khai, Premium Automobiles Pte Ltd

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6836 2223
Main Telefax 6471 3733

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

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

Customer Service
Service Appointment 6386 2323
24-hour Breakdown Service 9628 1233
Email customer.care@premiumauto.com.sg

C

INS TAX INVOICE

Page 1 16:00

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

ERGO INSURANCE PTE LTD
MOTOR CLAIMS DEPT
5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
SINGAPORE 038985
038985
ATTN: MS LILY

Invoice: 85014092

Account: F0002 (T 0)

Date : 07/08/2019

ERGO INSURANCE PTE LTD
MOTOR CLAIMS DEPT
5 TEMASEK BOULEVARD
#04-01 SUNTEC TOWER FIVE
SINGAPORE 038985

Order : SME2015P

Term : 30

Regn No: SME2015P (V 39549)

Regn Date: 21/09/2018

Mileage: 14570

WIP No.: 50622

Model: A4 SEDAN 2.0 TFSI 8W2ADG (NAV, Chassis: WAUZZZF46JA232963

Engine: CVK 068899

Dept: 0

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

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND TRANSFER 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 AND REPAIR REAR BUMPER.REORGANISE REAR CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	600.00	1.00	600.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER	600.00	1.00	600.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
Parts 0.00					Sub-Total 1,752.00
Labour 0.00					7% GST 122.64
Sublet 1,752.00					Grand Total 1,874.64
Menus 0.00					
Lubricant 0.00					



Received by

For & on behalf of
Premium Automobiles Pte Ltd

Premium Automobiles

Telefax

to **Ergo Insurance Pte Ltd**
5 Temasek Boulevard
#04-01 Suntec Tower 5
Singapore 038985
Attn: Motor Claims Dept
Your Ref: SJQ5681T

Norah Khai
6768 9828
6841 1183

Body Repair

PA/TP/0513/2019/GW
17TH 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 2.0 TFSI
Vehicle Chassis No. : WAUZZZF46JA232963
Vehicle Regn No. : SME 2015 P
Vehicle Mileage : 11401 KM
Vehicle Owner : Mr. Ramasamy Silvam
Liability Clearance : **Direct Settlement by Steve Lim from ERG0 via email dated 23/04/2019 with LOU/LOR.**
Accident Date : 18/04/2019
Place : PIE (Changi)Before Lornie Exit
Repair Cost : \$ 1,874.64
WIP No. : 50622
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 :

10-28

Date :

17/5/19

REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number: **S0232249H**

Name: **RAMASAMY SILVAM**

Birth Date: **24 May 1954**

Issue Date: **04 Jul 2003**

000024564D

REPUBLIC OF SINGAPORE



IDENTITY CARD NO. **S0232249H**

Name: **RAMASAMY SILVAM**

Religion: **INDIAN**

Date of Birth: **24-05-1954** Sex: **M**

Country of Birth: **SINGAPORE**

SME 201SP


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

Class 3 Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms

Valid Until: **25 Jul 1979**

Licence No: **S0232249H**

NP 429A



1983130

S0232249H

Blood Group: **AB+** Date of issue: **07-05-1994**

Address: **APT BLK 359 ADMIRALTY DRIVE #12-192 SINGAPORE 750359**

NRIC No: **S0232249H** Date: **29-05-2000** No: **3716262**




24-HOUR AIG AUTO HOTLINE: +65 6338 6200

IMPORTANT: KEEP THIS DOCUMENT IN YOUR CAR AT ALL TIMES.

What can the 24-hour AIG Auto Emergency Hotline provide for you?

- Immediate assistance after an accident
- Emergency breakdown service
- Towing service (accident or non-accident related)
- Advice on Motor Claims procedures
- Medical Referral Assistance

If no one is injured in the accident:

- You are not required to make any police report.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s).
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.

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

- Report the accident to the police, providing full details of the circumstances of the accident.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s), if applicable.
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.

What should I do in the event of an accident?

- Keep calm and move your car to a safe place.
- Do not admit or discuss fault or blame with the other party(ies).
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.
- Submit Writ/Summons/Correspondences from third party(ies) to AIG immediately.

LOSS OF USE CAR REPLACEMENT BENEFIT

Applicable only if this benefit is included in your motor insurance. Please refer to your Policy Schedule for details. Policy terms and conditions apply. Please call our customer service hotline number **(65) 6419-3000** for assistance.

The Certificate of Insurance (CI) should be produced without demand when collecting the Rental Car and the Rental Car Company reserves the right to verify the identity of the holder. The CI is the property of AIG and its use is subject to the terms and conditions contained in the Loss of Use Endorsement under the policy issued to the policyholder.

Steps to activate Loss of Use Car Replacement Benefit and Important Information

1. To activate your loss of use car replacement, please contact the Rental Car Company (listed below) after filing/reporting your accident claim.
2. Your rental car will be made available within **5** working hours of activation with the Rental Car Company.
3. At the time of collection of the Rental Car, the **original** insurance policy and schedule issued by AIG, a copy of the Accident Report from **Audi Customer Service Centre** must be produced.
4. The number of days is based on the period your vehicle is in the repair workshop unless the number of days of loss of use entitlement is stated in the Policy.
5. Rental cars are strictly for use in Singapore only.
6. Extension of rental beyond repair period approved by AIG surveyor will be chargeable by the Rental Car Company on per day basis.
7. Upgrade of Rental Car is available upon request subject to additional charges by the Rental Car Company.

Rental Car Company: Popular Rent A Car Pte. Ltd.

Activation Hotline: 67428888

501 Guillemard Road Singapore 399840

Operation Hours: Monday to Friday: 9am to 6pm Saturday (Half Day): 9am to 4pm

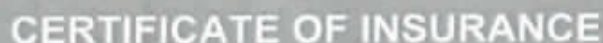
*The Rental Car Company's Terms & Conditions apply (i.e., refundable security deposit, excess liability for the Rental Car, Collision Damage Waiver, etc.)

IMPORTANT NOTICE

If you sell your motor vehicle, this Notice is **IMPORTANT** and **MUST** be complied with. Policyholders are hereby warned that under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.99), it shall be unlawful for any person to use or cause or permit any other person to use a motor vehicle without a valid policy of insurance under the Act.

The Policyholder is further warned that on the sale of a motor vehicle, they must surrender the Certificate of Insurance and the Policy to the insurance company. If the Certificate of Insurance has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.88).

This Policy will cease to be valid once the motor vehicle has been sold to another person unless the transfer of interest has been duly notified to and agreed to by the insurance company concerned. If the insurance company agrees to cover the new owner, they will issue a new Certificate of Insurance in the new owner's name. The premium chargeable may vary according to the new owner's profile.



Name of Policyholder : RAMASAMY SILVAM
Period of Insurance : 21 Sep 2018 To 20 Sep 2019
Engine No. : CVK068899
Chassis No. : WALI2ZZF46JA232963

Vehicle No. : SME2015P
Policy No. : 1800109904
Endorsement No. :
Issued Date : 02 Oct 2018

Make/Model	AUDI A4 Sedan 2.0 TFSI S tronic		
Engine Capacity/Tonnage	1,984.00 CC	Sum Insured	: Market Value
Driver Restriction	: NA	Off Peak Car	: No
Person or Classes of Persons Entitled to Drive*		Insuring with COE/PARF	: Yes

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 23 and/or has less than 3 years' driving experience.

This Policy does not cover use for hire or reward, driving tuition, driving test, racing, pace-making, reliability trial or speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with Motor Trade.

* Limitations rendered imperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 158) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

Section 1
Fire - \$0 Own Damage - \$1600 Theft - \$0 Flood Cover - \$0

Section 2
Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)
RAMASAMY SILVAM - \$1600 (Own Damage)

1 Audi Customer Service Center, Add: 35 Ubi Road 1 Singapore 408698 63962123

For other Approved Reporting Centres/AIG Authorized Repairers, please contact our 24-hour accident emergency hotline at +65 6336 6206. Alternatively, you may refer to AIG website www.aig.com.sg or AIG SG Mobile App. Simply search and download 'AIG SG' from iTunes or Google Play.

Hire Purchase Company/Employer's Loan: DBS BANK LTD

I/We hereby certify that the policy to which this Certificate of Insurance relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Cap. 189), Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1955 (Malaysia).

0504125217

PREMIUM LEASING - EF
281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
SINGAPORE 159938
Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte. Ltd.
AUTHORISED REPRESENTATIVE

Cheng Cheng Chen

RENTAL AGREEMENT

201905-0106

Hirer's Name Ramasamy Silvam		Date of Birth 24/5/54	Passport/ Nric No. S0232249/H	Nationality
Address B/K 359 Admiralty Drive		Occupation	Driving Licence No. As Above	Date of Expiry Life
#12-192	Postal Code 750359	Contact No	Mobile Phone No. 97500908	
Joint Hirer's / Guarantor's Name		Date of Birth	Passport/ Nric No.	Nationality
Address		Occupation	Driving Licence No	Date of Expiry
	Postal Code	Contact No	Mobile Phone No.	

CHECK OUT

Date 14-5-19	Time 8:30am	Mileage KM	E 1/4 1/2 3/4 F
Date 17-5-19	Time 12:30pm	Mileage KM	Remarks

IMPORTANT NOTES:-

- ❑ Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- ❑ No refund will be given for vehicle that returns early.
- ❑ Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- ❑ Third Party Liability - First \$2000 for any Third Party Accident Claim.
- ❑ Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- ❑ Hirer is responsible for all parking fines & traffic summons.
- ❑ Extension:- One day's advance notice is required otherwise no extension will be allowed.
- ❑ Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- ❑ Vehicle returned after office hour will be charged to the next working day.
- ❑ Hourly extension is charged at 1/5 of the daily rate.
- ❑ As preventive maintenance, please check water & engine oil daily.
- ❑ 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.
- ❑ 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.
- ❑ Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT		RATE (\$)	TOTAL (\$)
RATE	3	@	150	450
DISCOUNT				
GST @ 7%				
TOTAL				450
EXTENSION				m 101721
				201905-0106
Audi/G				
SME2015P				
DEPOSIT (refundable) S\$				
CHANGED OVER FROM VEH.			DATE	

i/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.
i/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.

SMD 81334

MODEL

FROM

RETURN

*Estimate Date. For actual return see CHECK IN

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**RAMASAMY SILVAM**

BLK 359 #12-192
ADMIRALTY DRIVE
SINGAPORE 750359

ATTN : RAMASAMY SILVAM

INVOICE : AR1905-0221
DATE : 17/05/2019
TERMS : C.O.D
STAFF ID : AMIRA
AGREEMENT NO. : HA201905-0106

DESCRIPTION	AMOUNT (SGD)
-------------	--------------

Vehicle Reg No : SMD8133Y 420.56
Make / Model :
Rental Dates : Rental Billing From 14/05/2019 To 17/05/2019
Period : 3 days
Rental Rate : S\$ 150.00 Per Day (Including GST)
Reference No : SME2015P

AMOUNT : S\$
FOUR HUNDRED FIFTY DOLLARS ONLY

NON-TAXABLE VALUE : 0.00
TAXABLE VALUE : 420.56
GST 7% : 29.44

TOTAL S\$: 450.00

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



For Official Use Only

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

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:

RAMASAMY SILVAM

OFFICIAL RECEIPT

DESCRIPTION		AMOUNT (SGD)	
Official Receipt No	: 201905-0121		
Account of	: RAMASAMY SILVAM		
Date Issued	: 17/05/2019		
Vehicle Reg No.	: SMD8133Y		
Rental Dates	: 14/05/2019		
Amount Received	: S\$ 450.00		
Payment Type:	: MASTER	M101721	S\$ 450.00
Payment for Invoice	: AR1905-0221		
Comments	:		
TOTAL AMOUNT RECEIVED		S\$	450.00

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



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-19-061261

Date of Request: 18/04/2019

Your Ref No: Online Purchase

Premium Automobiles Pte Ltd
55 Ubi Road 1
Singapore 408699

Dear Sir/Madam,

Enquiry Date 18/04/2019

Enquiry By Tony Foong Chin Fong

TP Vehicle No. SJQ5681T

Accident Date 18/04/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJQ5681T	ERGO Insurance Pte. Ltd.	05/02/2018-17/05/2019	6829 9199

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.

This is a computer generated document and requires no signature.



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-19-061261

Date of Request: 18/04/2019

Your Ref No: Online Purchase

Premium Automobiles Pte Ltd
55 Ubi Road 1
Singapore 408699

Dear Sir/Madam,

Enquiry Date 18/04/2019
Enquiry By Tony Foong Chin Fong
TP Vehicle No. SJQ5681T
Accident Date 18/04/2019

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

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque