

Adrian

ASSIGNMENT

From:

Date:

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MY

To inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No 1800114633

Claims No:

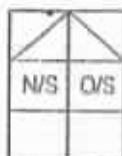
Sum Insured: Excess: 800

(Client's Record)

Make of Veh:

(Policy Condition)

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



Bal. or Market Value: 140K

IDAC Accident Rpt: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 11/3 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted: Vehicle: IN / OUT

Veh No: SME4139C Yr Regn: 2018 / Sept.

Type: M.Cat / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Audi A2 c.c. 1395

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

Sp. Reading: 7102 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WAK222GA3JA107665

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: 215/60R16

R: 215/60R16

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI / TOYO / YOKO or

Front

Rear

P/Bal. 06 mm R/Bal. 06 mm

L/Bal. 06 mm L/Bal. 06 mm

D.O.A. 15/11/19 D.O.I. 03/05/19

Survey held at: Perimeter

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

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

Date / Time Action / Instruction

08/11/19

SME 4139C - X

6/5/19 Informed Kelvin vehicle ex \$800 by email

6/6/19 Final fig \$ 3558.40 (Red 11,456.60, 76M) confirmed by email

RECEIVED 27 JUN 2019

Date/Time, File Pass to?

Date/Time, File Return to?

1) 27/6 - typist

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

200

11

211

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 6 June 2019 5:25 PM
To: Boo seng yak; Carrine Leong; Chang Chee Sing; jiayee.yap@premiumauto.com.sg;
SUR
Subject: RE: FINAL REVISION - SME4139C - OD AIG - SURVEYED 3 MAY

Dear Mr Boo,

Confirm repair cost of \$3,558.40 before excess \$800 and GST @ 3 days of repairs.

Kindly send us invoice and discharge voucher for us to close file.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

Blk S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Boo seng yak <boojohnny@gmail.com>
Sent: Thursday, 6 June 2019 9:01 AM
To: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; Chang Chee Sing <claims@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg
Subject: FINAL REVISION - SME4139C - OD AIG - SURVEYED 3 MAY

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$3558.40 @ 3 days of repairs.

Your early closure is appreciated.

Best regards - jb

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 9 May 2019 2:13 PM
To: Nadaraja, Deebanalnadaraja; Hor, Yinrul
Cc: claims@premiumauto.com.sg; SUR
Subject: RE: SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

Dear Deeban Nadaraja,

According to repairer, still pending reply from insured.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Nadaraja, Deebanalnadaraja <Deebanalnadaraja.Nadaraja@aig.com>
Sent: Thursday, 9 May 2019 12:16 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Hor, Yinrul <Yinrul.Hor@aig.com>
Cc: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

Dear Veron,

Is there any update as per below request.

Thanks & Regards,

Deeban Nadaraja

AIG

Claims Adjuster | Express Auto Claims

Singapore Claims | AIG Shared Services

Deebanalnadaraja.nadaraja@aig.com www.AIG.com

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, May 08, 2019 5:35 PM
To: Hor, Yinrul
Cc: Nadaraja, Deebanalnadaraja; claims@premiumauto.com.sg; SUR
Subject: [EXTERNAL] RE: SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

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

Dear Yin Rul,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Hor, Yinrul <Yinrul.Hor@aig.com>

Sent: Wednesday, 8 May 2019 5:08 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Nadaraja, Deebanalnadaraja <Deebanalnadaraja.Nadaraja@aig.com>; claims@premiumauto.com.sg

Subject: RE: SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.



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这是安全加密信息。如要阅读此信息，请开启附件。

นี่คือการรักษาความปลอดภัยของข้อมูลที่เข้ารหัสแล้ว เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을 읽으려면 첨부 파일을 엽니다.

Ini adalah pesan, aman terenkripsi. Untuk membacanya, membuka attachment.

[Click here](#) by 2019-05-15 17:09 +08 to read your message.
After that, open the attachment.

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Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 10 May 2019 8:32 AM
To: Claims; Nadaraja, Deebanalnadaraja; Hor, Yinrul
Cc: SUR
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Thank you for the email.

Kindly get insured to do addendum.

Dear Deeban Nadaraja,

Please refer below email from repairer.

Kindly assist amend DOA in merimen.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 9 May 2019 4:45 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Veron,

Have confirmed with owner accident date is on 15/4/2019.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 189902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg 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/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Sent: Thursday, 9 May, 2019 1:58 PM

To: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: FW: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Nora,

Kindly assist.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Wednesday, 8 May 2019 5:34 PM

To: SUR <sur@lkkauto.com>; Claims Dept <claims@premiumauto.com.sg>

Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Noted that TP D.O.A. is on 15/04/2019.

Kindly confirm with insured.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)

Sent: Monday, 6 May 2019 12:17 PM

To: SUR <sur@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

Subject: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Vehicle excess \$800/-

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

RE: SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

From: Hor, Yinrul
To: Veron Chen (LKKAuto) (veronchen@lkkauto.com)
Cc: Nadaraja, Deebanalnadaraja, claims@premiumauto.com.sg
Sent: 8/5/2019 5:08:14 PM

Dear LKK,

Kindly assist on this.
Noted that TP D.O.A. is on 15/04/2019.
Kindly confirm with insured.

Thanks & Regards,

Yin Rul, Hor (Viviane)

AIG

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto
Yinrul.Hor@aig.com | www.aig.sg

From: Hor, Yinrul
Sent: Wednesday, May 08, 2019 8:43 AM
To: claims@premiumauto.com.sg
Subject: RE: aigencrypt SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

Dear Sir/Madam,

May I have the updates for below?
Kindly assist on this urgently for our necessary action.

Thanks & Regards,

Yin Rul, Hor (Viviane)

AIG

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto
Yinrul.Hor@aig.com | www.aig.sg

From: Hor, Yinrul
Sent: Tuesday, May 07, 2019 9:11 AM
To: claims@premiumauto.com.sg
Subject: RE: aigencrypt SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

Dear Sir/Madam,

May I have the updates for below?
Kindly assist on this urgently for our necessary action.

Thanks & Regards,

Yin Rul, Hor (Viviane)

AIG

From: Hor, Yinrul
Sent: Monday, May 06, 2019 10:13 AM
To: 'claims@premiumauto.com.sg'
Subject: aigencrypt SMA5443M vs SME4139C (Our Insured) - Conflicting D.O.A.

Dear Sir/Madam,

We received an OD claim from our insured vehicle SME4139C and there's a TP claim claiming against our insured.

We noticed that insured reported D.O.A. is on 14/04/2019, which is conflicting to TP report on 15/04/2019.

Kindly assist to confirm the correct D.O.A. from our insured for our necessary action.

Apologize for any inconvenience caused and appreciate your kind assistance

Thanks & Regards,

Yin Rul, Hor (Viviane)
AIG

Claim Adjuster II, Singapore FNOL, Claims Operations – Auto
Yinrul.Hor@aig.com | www.aig.sg

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Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Monday, 6 May 2019 12:17 PM
To: SUR; 'Claims Dept'
Cc: (nora.khai@premiumauto.com.sg)
Subject: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Vehicle excess \$800/-

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Veron Chen (LKKAUTO)

From: Claims Dept <claims@premiumauto.com.sg>
Sent: Monday, 24 June 2019 8:13 AM
To: 'Nadaraja, Deebanalnadaraja'; Veron Chen (LKKAUTO); 'Hor, Yinrul'
Cc: SUR; 'Claims Dept'
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)
Attachments: SME 4139 C - 15042019 GIA ADDENDUM.PDF

Follow Up Flag: Follow up
Flag Status: Flagged

Dear All,

Attached is the GIA addendum for your kind reference.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, d. +65 67689911

e.mailto: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: Nadaraja, Deebanalnadaraja [mailto:Deebanalnadaraja.Nadaraja@aig.com]
Sent: Wednesday, 15 May 2019 12:29 PM
To: Veron Chen (LKKAUTO); Claims; Hor, Yinrul
Cc: SUR
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Veron,

Any update as per below request. We are still waiting for the addendum.

Thanks & Regards,

Deeban Nadaraja
AIG
Claims Adjuster | Express Auto Claims
Singapore Claims | AIG Shared Services

DeebanNadaraja.nadaraja@aig.com www.AIG.com

From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Friday, May 10, 2019 8:32 AM
To: Claims; Nadaraja, DeebanNadaraja; Hor, Yinrul
Cc: SUR
Subject: [EXTERNAL] RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

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

Dear Kelvin,

Thank you for the email.

Kindly get insured to do addendum.

Dear Deeban Nadaraja,

Please refer below email from repairer.

Kindly assist amend DOA in merimen.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 9 May 2019 4:45 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Veron,

Have confirmed with owner accident date is on 15/4/2019.

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 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: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, 9 May, 2019 1:58 PM

To: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: FW: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Nora,

Kindly assist.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAUTO)

Sent: Wednesday, 8 May 2019 5:34 PM

To: SUR <sur@lkkauto.com>; Claims Dept <claims@premiumauto.com.sg>

Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Noted that TP D.O.A. is on 15/04/2019.

Kindly confirm with insured.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Veron Chen (LKKAuto)

Sent: Monday, 6 May 2019 12:17 PM

To: SUR <sur@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>

Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>

Subject: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Vehicle excess \$800/-

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 15 May 2019 7:22 PM
To: 'Nadaraja, Deebanalnadaraja'; Veron Chen (LKKAUTO); 'Hor, Yinrul'
Cc: SUR
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)
Attachments: 2408_001.pdf

Dear All,

Attached is the addendum form for your kind reference.

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 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: Nadaraja, Deebanalnadaraja [mailto:Deebanalnadaraja.Nadaraja@aig.com]
Sent: Wednesday, 15 May, 2019 12:29 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Claims <claims@premiumauto.com.sg>; Hor, Yinrul <Yinrul.Hor@aig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Veron,

Any update as per below request. We are still waiting for the addendum.

Thanks & Regards,

Deeban Nadaraja
AIG
Claims Adjuster | Express Auto Claims
Singapore Claims | AIG Shared Services

Deebanalnadaraja.nadaraja@aig.com www.AIG.com

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, May 10, 2019 8:32 AM
To: Claims; Nadaraja, Deebanalnadaraja; Hor, Yinrul
Cc: SUR
Subject: [EXTERNAL] RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

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Dear Kelvin,

Thank you for the email.

Kindly get insured to do addendum.

Dear Deeban Nadaraja,

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Kindly assist amend DOA in merimen.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 9 May 2019 4:45 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Veron,

Have confirmed with owner accident date is on 15/4/2019.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

Sent: Thursday, 9 May, 2019 1:58 PM

To: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: FW: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Nora,

Kindly assist.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)
Sent: Wednesday, 8 May 2019 5:34 PM
To: SUR <sur@lkkauto.com>; Claims Dept <claims@premiumauto.com.sg>
Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>
Subject: RE: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Noted that TP D.O.A. is on 15/04/2019.

Kindly confirm with insured.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)
Sent: Monday, 6 May 2019 12:17 PM
To: SUR <sur@lkkauto.com>; 'Claims Dept' <claims@premiumauto.com.sg>
Cc: (nora.khai@premiumauto.com.sg) <nora.khai@premiumauto.com.sg>
Subject: SME 4139C-DOA: 14/4/2019 (AIG OD)

Dear Kelvin,

Vehicle excess \$800/-

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle**

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	8527I
Vehicle Details	
Vehicle No.:	SME4139C
Vehicle to be Exported:	No
Intended Deregistration Date:	03 May 2019
Vehicle Make:	AUDI
Vehicle Model:	Q2 1.4 TFSI COD 5 TRONIC
Primary Colour:	White
Manufacturing Year:	2018
Engine No.:	CZE814630
Chassis No.:	WAUZZZGA3JA107665
Maximum Power Output:	110.0 kW (147 bhp)
Open Market Value:	\$28,725.00
Original Registration Date:	28 Sep 2018
First Registration Date:	28 Sep 2018
Transfer Count:	0
Actual ARF Paid:	\$32,215.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Sep 2028
PARF Rebate Amount:	\$24,161.00
Intended COE Rebate Details	
COE Expiry Date:	27 Sep 2028
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$31,307.00
COE Rebate Amount:	\$29,428.00
Total Rebate Amount:	\$53,589.00

The information contained herein is correct as at 03 May 2019

OK

Addendum Sheet



GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE
4 Raffles Quay #18-00 Singapore 048580
Tel (65) 6224 0010 Fax (65) 6224 0050
Operating Hours: Monday to Friday, 09:00 - 17:00
SEN: 544508220 / GST Reg. No.: S908817138

IMPORTANT NOTE: Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM

(A) PARTICULARS OF PERSON MAKING THE AMENDMENTS:

Original Report No : MPA119056629 Vehicle Registration No: SME 4139 C
Name (as shown in NRIC) : SEOW SHIH HUEY TERRI NRIC/FIN/Passport No : S74285271
[*Vehicle Driver / Vehicle Owner] [*] Please delete as appropriate.
Address : 66 Bayshore Road #14-02 Singapore (469986)
Contact (Tel) : _____ Mobile No. : 90710198
Email Address : _____
Date of Accident : 14/4/2019 Time of Accident : 07:30
Place of Accident : Slip Rd Tampines Ave 9 To Tampines Ave 10
Insurance Company : AIG ASIA PACIFIC INSURANCE PTE. LTD.

(B) ADDITIONAL INFORMATION / AMENDMENTS:

I have made a report on the above mentioned accident and would like to include additional information or make the following amendments:

Change accident date 14/4/2019 to 15/4/2019

Policyholder / Driver's Signature
Date: _____

Reporting Centre Personnel's Signature
Name: Kelvin Khoo
NRIC/FIN No.: G8768902L
Date: 10/5/2019

IMPORTANT NOTE: Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM

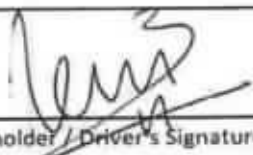
(A) PARTICULARS OF PERSON MAKING THE AMENDMENTS:

Original Report No : MPA119056829 Vehicle Registration No: SME 4139 C
Name (as shown in NRIC) : SEOW SHIH HUEY TERRI NRIC/FIN/Passport No : S7428527I
(* Vehicle Driver / Vehicle Owner) (*) Please delete as appropriate
Address : 68 Bayshore Road #14-02 Singapore (469986)
Contact (Tel) : _____ Mobile No. : 90710198
Email Address : _____
Date of Accident : 14/4/2019 Time of Accident : 07:30
Place of Accident : Slip Rd Tampines Ave 9 To Tampines Ave 10
Insurance Company : AIG ASIA PACIFIC INSURANCE PTE. LTD.

(B) ADDITIONAL INFORMATION / AMENDMENTS:

I have made a report on the above mentioned accident and would like to include additional information or make the following amendments:

Change accident date 14/4/2019 to 15/4/2019


Policyholder / Driver's Signature
Date: _____

 
Reporting Centre Personnel's Signature
Name: Kelvin Khoo
NRIC/FIN No.: G8768902L
Date: 10/5/2019



COVER NOTE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

The following risk described on this Cover Note is hereby HELD COVERED on the terms and conditions of the policy issued to the Policyholder

Name of Policyholder ✓ SEOW SHIH HUEY TERRI ✓
 Period of Insurance ✓ 28 Sep 2018 to 27 Sep 2019 ✓
 Engine No. ✓ CZE814630 ✓
 Chassis No. ✓ WAUZZZGA3JA107665 ✓

Premium LEASING
 Cover Note No. ✓ SME 4139 C
 Endorsement No. ✓ 1800114633 ✓
 Issued Date ✓ 24 Sep 2018

ABOUT THE COVER

Make/Model ✓ AUDI Q2/ Q2 Sport 1.4 TFSI COD S tronic ✓
 Engine Capacity/Tonnage ✓ 1,395.00 CC ✓ Sum Insured : Market Value First Year of Registration ✓ 2018
 Driver Restriction : NA Off Peak Car ✓ No Insuring with COE/PAFF ✓ Yes
 Person or Classes of Persons Entitled to Drive* :

a) The Policyholder
 b) Any other person who is driving on the Policyholder's order or with his/her permission.
 This Policy will indemnify the Policyholder or any authorised driver only if he/she meets the specified age condition.

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 23 and/or has less than 2 years' driving experience.

Age Condition : All Age Condition

Limitation as to use*

Use only for social, domestic and pleasure purposes and for the Policyholder's business.
 This Policy does not cover use for hire or reward, driving tuition, driving test, racing, pace-making, reliability trial or speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with Motor Trade.

Loss of Use 1800cc - 2000cc Optional

* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189) and Section 35 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

EXCESS

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

Section 2
 Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)
 SEOW SHIH HUEY TERRI - \$800 (Own Damage)

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

1. Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 406099 03602322

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 8200. 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.

IMPORTANT NOTES

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

If you do not receive your Certificate of Insurance and policy documents within 30 days from the inception date stated on this cover note, please contact us immediately.
 We hereby certify that this Cover Note 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, 1959 (Malaysia). For Corporate Policies, this Cover Note is valid for 60 days from the commencement date of the period of insurance.

0504125266

PREMIUM LEASING - YCL

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 Ching Ching Choe

REPUBLIC OF SINGAPORE DRIVING LICENCE

Identity Card No. S74285271



SEOW SHIH HUEY
(XIAO SHIHUI)

Birth Date: 13 Sep 1974
Issue Date: 16 Aug 2003



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S74285271



Name

SEOW SHIH HUEY TERRI

籍 诗 惠

Race

CHINESE

Date of birth

13-09-1974

Country of birth

SINGAPORE

Sex

F

S74285271

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

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

PASS DATE

22 Sep 1993



License No: S74285271

NP 428A



4183470

NRIC No. S74285271



Date of issue

08-03-2008

88 BAYSHORE ROAD #14-02
SINGAPORE 489988

NRIC No: S74285271

Date: 07/08/2018

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Email: Nora.khai@premiumauto.com.sg / claims@premiumauto.com.sg

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/0564/2019/DY/TF
Date : 2-May-19

Vehicle IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms. Seow Shih Huey Terri
Address : 68 Bayshore Road
#14-02
Singapore 469986
Telephone : HP +65 90710198
Type of Claim : Own Damage Claims
Policy No. : 1800114633
Vehicle No : **SME 4139 C** ✓
Model Code : Q2 1.4 TFSI COD S TR
Model / Year : Sep-18
Engine No : CZE 814630
Chassis No : WAUZZZGA3JA107665
Mileage : 7102
Date In : 2-May-19
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 14-Apr-19
Place of Accident : Slip Rd Tampines Ave 9 to Tampines-

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SME 4139 C

S/n	Nature of Jobs	Estimated Charges
1	To remove and transfer front wire harness for headlights, horns, outside temperature sensor and headlight washer assy.	S/N \$ 360.00 ✓ ✓
2	To dismantle and renew front bumper and lhs headlight. Re-organize crash management components. Reinstall all parts removed.	\$ 1,600.00 500 ✓
3	To respray front bumper.	\$ 1,200.00 550 ✓
4	To carry out diagnostic check.	S/N \$ 192.00 ✓ ✓
TOTAL LABOUR CHARGES		: \$ <u>3,352.00</u>

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SME 4139 C.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	
1	FRONT BUMPER <i>schd</i>	\$ 1,706.00	✓ 1364
2	FRONT BUMPER FIXING PARTS <i>new</i>	\$ 314.00	X
3	FRONT BUMPER GRILLE - LOWER CENTER <i>new</i>	\$ 179.00	X
4	FRONT BUMPER AIR GUIDE GRILLE - LH <i>ent</i>	\$ 154.00	✓ 122.80
5	FRONT BUMPER AIR GUIDE END CAP - LH <i>new</i>	\$ 31.00	X
6	FRONT BUMPER SPOILER <i>new</i>	\$ 273.00	X
7	FRONT BUMPER CLOSING ELEMENT <i>new</i>	\$ 142.00	X
8	FRONT WHEEL SPOILER - LH <i>new</i>	\$ 31.00	X
9	FRONT WHEEL SPOILER TRIM - LH <i>new</i>	\$ 32.00	X
10	RADIATOR GRILLE	\$ 1,301.00	X
11	RADIATOR GRILLE INNER COVER	\$ 114.00	X
12	FOAM FILLER PIECE	\$ 71.00	X
13	FRONT BUMPER CARRIER	\$ 625.00	X
14	FRONT BUMPER TOP COVER	\$ 91.00	X
15	FRONT BUMPER GUIDE SECTION - LH	\$ 32.00	X
16	CAUTION STICKER	\$ 13.00	X
17	A/C STICKER	\$ 7.00	X
18	HORN - LOW TONE	\$ 262.00	X
19	HORN BRACKET	\$ 29.00	X
20	HEADLIGHT MOUNTING - LH	\$ 107.00	X
SUB - TOTAL SPARE PARTS CHARGES		\$ 5,514.00	

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

Material List for Accident Vehicle Regn No. SME 4139 C.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	
21	HEADLIGHT - LH	\$	4,491.00 ✓
22	HEADLIGHT LIFT CYLINDER - LH	\$	128.00 ✓
23	WATER RESERVIOR	\$	156.00 ✓
24	FRONT BUMPER AIR GUIDE - LH	\$	27.00 ? X
25	FRONT BUMPER AIR GUIDE - UPPER CENTRE	\$	19.00 ? X
26	FRONT WHEEL ARCH TRIM - LH / RH	\$	588.00 ✓ 469.60
27	FRONT NO. PLATE	\$	40.00 ✓
28	SUNDRIES	\$	700.00 ? X
TOTAL SPARE PARTS CHARGES		\$	11,663.00
TOTAL LABOUR CHARGES		\$	3,352.00
GRAND TOTAL		\$	15,015.00

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 Ling
Surveyed Date : 03/05/19
Authorised Date :
Excess Cost :
Liability :
Remarks : Authorised Repairs, 03 Days.

LKK Auto Consultants hereby notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Please Note : This estimate is based on visual inspection of the affected vehicle.
Should we require further labour charges and spare parts in the progress of repair, we shall inform you accordingly.
For inspection of vehicle, please refer to Ms Norah Khai at
Tel: 6768 9828 for appointment.

Yours faithfully,

Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Email: Nora.khai@premiumauto.com.sg / claims@premiumauto.com.sg

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/0564/2019/DY/TF
Date : 2-May-19

Vehicle IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way
#07-16 AIG Building
Singapore 079120

Hi Adrian

3 days - ok - jb - 6 Jun 19

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms. Seow Shih Huey Terri
Address : 68 Bayshore Road
#14-02
Singapore 469986
Telephone : HP +65 90710198
Type of Claim : Own Damage Claims
Policy No. : 1800114633
Vehicle No : **SME 4139 C**
Model Code : Q2 1.4 TFSI COD S TR
Model / Year : Sep-18
Engine No : CZE 814630
Chassis No : WAUZZZGA3JA107665
Mileage : 7102
Date In : 2-May-19
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 14-Apr-19
Place of Accident : Slip Rd Tampines Ave 9 to Tampines-

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SME 4139 C

S/n	Nature of Jobs	Estimated Charges	
1	To remove and transfer front wire harness for headlights, horns, outside temperature sensor and headlight washer assy.	S/N \$ 360.00	\$ 360.00
2	To dismantle and renew front bumper and lhs headlight. Re-organize crash management components. Reinstall all parts removed.	\$ 1,600.00	\$ 500.00
3	To respray front bumper.	\$ 1,200.00	\$ 550.00
4	To carry out diagnostic check.	S/N \$ 192.00	\$ 192.00
TOTAL LABOUR CHARGES		: \$ 3,352.00	\$ 1,602.00

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SME 4139 C.

S/N	Parts Description	<u>Damaged Parts & Prices</u>	
		S/Nett	
1	FRONT BUMPER	\$ 1,706.00	\$ 1,364.00
2	FRONT BUMPER FIXING PARTS	\$ 314.00	
3	FRONT BUMPER GRILLE - LOWER CENTER	\$ 179.00	
4	FRONT BUMPER AIR GUIDE GRILLE - LH	\$ 154.00	\$ 122.80
5	FRONT BUMPER AIR GUIDE END CAP - LH	\$ 31.00	
6	FRONT BUMPER SPOILER	\$ 273.00	
7	FRONT BUMPER CLOSING ELEMENT	\$ 142.00	
8	FRONT WHEEL SPOILER - LH	\$ 31.00	
9	FRONT WHEEL SPOILER TRIM - LH	\$ 32.00	
10	RADIATOR GRILLE	\$ 1,301.00	
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12	FOAM FILLER PIECE	\$ 71.00	
13	FRONT BUMPER CARRIER	\$ 625.00	
14	FRONT BUMPER TOP COVER	\$ 91.00	
15	FRONT BUMPER GUIDE SECTION - LH	\$ 32.00	
16	CAUTION STICKER	\$ 13.00	
17	A/C STICKER	\$ 7.00	
18	HORN - LOW TONE	\$ 262.00	
19	HORN BRACKET	\$ 29.00	
20	HEADLIGHT MOUNTING - LH	\$ 107.00	
SUB - TOTAL SPARE PARTS CHARGES		\$ 5,514.00	\$ 1,486.80

All charges are not inclusive of GST.

Legend : Remarks (OK) = Approved, Remarks (X) = Not approved
Spare parts are Special Nett.

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SME 4139 C.

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	
		<i>c/f</i>	\$ 1,486.80
21	HEADLIGHT - LH	\$ 4,491.00	
22	HEADLIGHT LIFT CYLINDER - LH	\$ 128.00	
23	WATER RESERVIOR	\$ 156.00	
24	FRONT BUMPER AIR GUIDE - LH	\$ 27.00	
25	FRONT BUMPER AIR GUIDE - UPPER CENTRE	\$ 19.00	
26	FRONT WHEEL ARCH TRIM - LH / RH	\$ 588.00	\$ 469.60
27	FRONT NO. PLATE	\$ 40.00	
28	SUNDRIES	\$ 700.00	
	TOTAL SPARE PARTS CHARGES	\$ 11,663.00	\$ 1,956.40
	TOTAL LABOUR CHARGES	\$ 3,352.00	\$ 1,602.00
	GRAND TOTAL	\$ 15,015.00	\$ 3,558.40

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 :
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

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: SME 4139 C

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/0564/2019/KS

21 June 2019

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

Dear Sir,

1

total pages

RE: INSURANCE CLAIM FOR SME 4139 C, Audi Q2 1.4 TFSI

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

With reference to the above-mentioned vehicle, no. **SME 4139 C** claimant,
Ms Soew Shih Huey Terri, please find the related document per attached.

1. A copy of the Original invoice no. 85013943 – S\$2,951.49
2. A copy of the Discharge Voucher duly signed by client.

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

Encl
AIG – SME 4139 C

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 6386 2323
Main Telefax 6541 1153

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

INS TAX INVOICE

Page 1 10:36

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

Customer

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice: 85013943 Date: 20/06/2019 Order: SME4139C Term: 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
---	--	--

Regn No: SME4139C (V 39096)	Regn Date: 28/09/2018	Mileage: 7102	WIP No.: 52094
Model: Q2 1.4 TFSI COD S TRONIC GABAC	Chassis: WAUZZZGA3JA107665	Engine: CZE 814630	Dept: U
You have been assisted by :- UB-Kelvin Khoo (138)			

		Details	Qty	Unit Price	Amount
Q	EXC	M: 8888 Insurance Excess/Liability	-800.00	1.00	-800.00
S	BODYWORK	M: TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS, HORNS, OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER	550.00	1.00	550.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A81A807107 GRU	COVER(LAST)	Less 020%	1.00	785.50
X	A81A807108 GRU	COVER(LAST)	Less 020%	1.00	785.50
X	A81A853718 4W3	COVER(LAST)	Less 020%	1.00	293.50
X	A81A807663 GRU	CONN PIECE(LAST)	Less 020%	1.00	134.00
X	A81A807671 4W3	GRILL(LAST)	Less 020%	1.00	153.50
X	A81A853717 4W3	COVER(LAST)	Less 020%	1.00	293.50

Parts 1,956.40
Labour 0.00
Sublet 1,602.00
Menus 0.00
Lubricant 0.00



Sub-Total	2,758.40
7% GST	193.09
Grand Total	2,951.49

Received by

For & on behalf of
Premium Automobiles Pte Ltd

Premium Automobiles

Telefax

to AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Motor Claims Dept
Yr Ref: SME 4139 C

Norah Khai
6768 9828
6841 1183

Body Repair

PA/OD/0564/2019/KK
6TH May 2019

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

1

total pages

RE: CLAIM – OWNER'S SATISFACTION/DISCHARGE VOUCHER

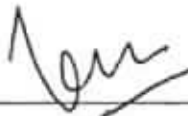
Make & Model : Audi Q2 1.4 TFSI COD S TR
Vehicle Chassis No. : WAUZZZGA3JA107665
Vehicle Regn No. : SME 4139 C
Vehicle Mileage : 7102 KM
Vehicle Owner : MS. Soew Shih Huey Terri
Certificate No : 1800114633
Own Damage Excess : \$856.00 (Inclusive 7% GST)
Accident Date : 15/4/2019
Place : Slip Rd Tampines Ave 9 To Tampines Ave 10
Repair Cost : \$2,951.49
WIP No. : 52094
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 :

9/5

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	03 May 2019		03 May 2019 11:02 Edit Adj Rpt	S\$3,558.40 Edit Estimates	S\$3,558.40 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	SEOW SHIH HUEY TERRI, ID: S7428527I, Tel: +6590710198, Email: NOEMAIL								
Vehicle Reg. No.:	SME4139C	Date of Loss:	15/04/2019 07:00 - :59 [6 Months and 18 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 4883062061SG	Policy/Cover Note No.:	1800114633 (Comprehensive) Coverage: 28/09/2018 - 27/09/2019						
		Excess:	S\$800.00						
Repairer:	Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Nadaraja, Deeban] Deeban@nadaraja.nadaraja@aig.com								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 14/05/2019]								
Driver/Custodian:	SEOW SHIH HUEY TERRI (44 / Female), NRIC: S7428527I, Tel: +6590710198 Email: NOEMAIL								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• AIG_SG (06/05/2019): SME4139C / OD / 14/04/2019 / Coverage & Excess update									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SME4139C (4883062061SG)
OD
Apr 15 2019 7:00AM
[SEOW SHIH HUEY TERRI]
Premium Automobiles Pte Ltd

Upload Documents		Upload Photos	Compose New Letter	Upload Video	Upload Audio	View	Use Viewer
Photos/Images						3 per page	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	06/05/19 07:46	General View			Load JPG		
2	06/05/19 07:46	General View			Load JPG		
3	06/05/19 07:46	General View			Load JPG		
4	06/05/19 07:46	General View			Load JPG		
5	06/05/19 07:46	General View			Load JPG		
6	06/05/19 07:46	General View			Load JPG		
7	06/05/19 07:46	General View			Load JPG		
8	06/05/19 07:46	General View			Load JPG		
9	06/05/19 07:46	General View			Load JPG		
10	06/05/19 07:46	General View			Load JPG		
11	06/05/19 07:46	General View			Load JPG		
12	06/05/19 07:46	General View			Load JPG		
13	06/05/19 07:46	General View			Load JPG		
14	06/05/19 07:46	General View			Load JPG		
15	06/05/19 07:46	General View			Load JPG		
16	06/05/19 07:46	General View			Load JPG		
17	06/05/19 07:46	General View			Load JPG		
18	06/05/19 07:46	General View			Load JPG		
19	06/05/19 07:46	General View			Load JPG		
Documentation						1 per page	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	03/05/19 12:04	Singapore Accident Statement			Load PDF		
2	03/05/19 12:04	Certificate of Insurance			Load PDF		
3	03/05/19 12:05	Insured's Driving License			Load PDF		
4	03/05/19 12:05	MARK ESTIMATE			Load PDF		
5	16/05/19 10:10	ADDENDUM			Load PDF		
6	24/06/19 08:27	ADDENDUM GIA REPORT			Load PDF		
7	28/06/19 10:43	WORKSHOP INVOICE			Load PDF		
8	28/06/19 10:43	DISCHARGE VOUCHER			Load PDF		

Linked Accident Report Documents

			View	Use Viewer
Assessment Reports			1 per page	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	02/05/19 17:52	Accident Statement	Load HTM	
2	22/06/19 10:25	Addendum Sheet	Load JPG	
3	22/06/19 10:25	Accident Statement Addm. #1	Load HTM	
Photos/Images			3 per page	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	02/05/19 17:49	Accident Photo	Load JPG	
2	02/05/19 17:49	Accident Photo	Load JPG	
3	02/05/19 17:49	Accident Photo	Load JPG	
4	02/05/19 17:49	Accident Photo	Load JPG	
5	02/05/19 17:49	Accident Photo	Load JPG	

6	02/05/19 17:49	Accident Photo		Load JPG	☒
7	02/05/19 17:49	Accident Photo		Load JPG	☒
8	02/05/19 17:49	Accident Photo		Load JPG	☒
9	02/05/19 17:49	Accident Photo		Load JPG	☒
10	02/05/19 17:49	Accident Photo		Load JPG	☒
Documentation				1 per page	☒
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	02/05/19 17:45	Sketch Plan		Load JPG	☒
2	02/05/19 17:45	Sketch Plan #2		Load JPG	☒

Documents Checklist

DOCUMENTS CHECKLIST		Reset	Save	Print
There are no document checklists configured.				
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)				
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.				

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

AIG Asia Pacific Insurance Pte. Ltd.
AIG Building, 78 Shenton Way #08-16
Singapore 079120

Our File No: CC3/AIG19007781/AVD3N2

Date: 28/06/2019

REFERENCE

Insured/Claimant: SEOW SHIH HUEY TERRI Policy No: 1800114633
Date of Loss: 15/04/2019 Nature of Claim: OD Claim No: 4883062061SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SME4139C
Make & Model: AUDI Q3, 1.4 TFSI (A) Engine No: CZE814630
Reg. Date: 28/09/2018 (Man. Year: 2018) Chassis No: WAUZZZGA3JA107665
Colour: White Odometer: 7102 km
Engine Capacity: 1395 cc
Market Value/New Car Price: S\$140,000.00
Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 215/60R16 Rear Tyre Size: 215/60R16
Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm
Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS

	Repairer's	Adjuster's	Difference	Diff %
Parts	11,663.00	1,956.40	9,706.60	83.23
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,352.00	1,602.00	1,750.00	52.21
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	15,015.00	3,558.40	11,456.60	76.30
- Excess (S\$)	800.00	800.00	0.00	0.00
(S\$)	14,215.00	2,758.40	11,456.60	80.60
+ GST 7.00/7.00% (S\$)	995.05	193.09	801.96	80.59
Nett Amount (S\$)	15,210.05	2,951.49	12,258.56	80.60

INSPECTION

Date of Assignment: 03/05/2019
Date Inspected: 14/04/2019 Inspected At: Premium Automobiles Pte Ltd (UBI)
55 Ubi Road 1
Singapore 408699
Estimated Period of Repair: 3.0 days

Adjuster: ADRIAN LING

Manager: VERON CHEN

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Deformed	1,706.00 FS	*1,364.00 FS
2	1		*FRONT BUMPER FIXING PARTS	Not Necessary	314.00 FS	*-FS
3	1		*FRONT BUMPER GRILLE-LOWER CENTER	Not Necessary	179.00 FS	*-FS
4	1		*FRONT BUMPER AIR GUIDE GRILLE-LH	Cut	154.00 FS	*122.80 FS
5	1		*FRONT BUMPER AIR GUIDE END CAP-LH	Not Necessary	31.00 FS	*-FS
6	1		*FRONT BUMPER SPOILER	Not Necessary	273.00 FS	*-FS
7	1		*FRONT BUMPER CLOSING ELEMENT	Not Necessary	142.00 FS	*-FS
8	1		*RADIATOR GRILLE	Not Necessary	1,301.00 FS	*-FS
9	1		*RADIATOR GRILLE INNER COVER	Not Necessary	114.00 FS	*-FS
10	1		*FOAM FILLER PIECE	Not Necessary	71.00 FS	*-FS
11	1		*FRONT WHEEL SPOILER-LH	Not Necessary	31.00 FS	*-FS
12	1		*FRONT WHEEL SPOILER TRIM-LH	Not Necessary	32.00 FS	*-FS
13	1		*FRONT BUMPER CARRIER	Not Necessary	625.00 F	*-F
14	1		*FRONT BUMPER TOP COVER	Not Necessary	91.00 F	*-F
15	1		*FRONT BUMPER GUIDE SECTION-LH	Not Necessary	32.00 F	*-F
16	1		*CAUTION STICKER	Not Necessary	13.00 F	*-F
17	1		*A/C STICKER	Not Necessary	7.00 F	*-F
18	1		*HORN-LOW TONE	Not Necessary	262.00 F	*-F
19	1		*HORN BRACKET	Not Necessary	29.00 F	*-F
20	1		*HEADLIGHT MOUNTING-LH	Not Necessary	107.00 F	*-F
21	1		*HEADLIGHT-LH	Not Necessary	4,491.00 F	*-F
22	1		*HEADLIGHT LIFT CYLINDER-LH	Not Necessary	128.00 F	*-F
23	1		*WATER RESERVOIR	Not Necessary	156.00 F	*-F
24	1		*FRONT BUMPER AIR GUIDE-LH	Not Necessary	27.00 F	*-F
25	1		*FRONT BUMPER AIR GUIDE-UPPER CENTRE	Not Necessary	19.00 F	*-F
26	2		*FRONT WHEEL ARCH TRIM-LH/RH	Necessary	588.00 F	*469.60 F
27	1		*FRONT NO PLATE	Not Necessary	40.00 F	*-F
28	1		*SUNDRIES	Not Necessary	700.00 F	*-F

F=Franchise part. S=SpcNett.

Total Parts (\$\$) 11,663.00 1,956.40

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS,HORNS,OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	New	360.00	360.00
2	TO DISMANTLE AND RENEW FRONT BUMPER AND LHS HEADLIGHT.RE-ORGANIZE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	New	1,600.00	500.00
3	TO RESPRAY FRONT BUMPER	New	1,200.00	550.00
4	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
Gross Labour Cost (S\$)			3,352.00	1,602.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >