

PERSON

INSURANCE OWNER

CCU AXA 1900

7042, 6168/9

LKK  
IDAC

Surveyor:

DOL

ASSIGNMENT

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.

Name of Insured

Insured Tel No.

Excess Sec II : \$5

Is driver the owner?

5KE 531C

GATES MAZIE ELIZABETH

HP:

D.O.A:

( YES / NO )

Nature of Accident:

Claim No.

Policy No.

Make / Model :

Place of Accident

5160205E/114010

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

5160205E



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

premium



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time

12/05/19

5KE 531C

STAGE

DATE / PIC

Non-Reporting 1st (1st)

Non-Reporting 1st (2nd)

Non-Reporting 1st (Final)

Notification 1st (if non-pickup)

Call Of:

After call 1st to OI

Documentation Check List: Handler Typist

Notification 1st (if non-pickup)

After call 1st 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:

22/05/19 @ 10:00 PM

of simulation.  
- OI RVR, sent out 21/5/19  
OI caused in. COMPREHENSIVE ACCIDENT  
BEING. OI PAID ONLY MINOR ACCIDENT.  
SHE WANTS TO BE UPDATED ON CAR  
& CLAIM. SHE IS AWARE OF TP CLAIM

23/05/19

- BUILT LIABILITY CLERE  
- SEND LETTER TO OI.

21/7/2020

- File - MC to CLK

PRELIMINARY ADVICE

Date/Time: 06/08/19

Sent By: b3

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$5

( days ) Reduction:

%

Email

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed)

BOLA S/N No.:

22

If NO or B 28, Ass. Lia:

Repair Cost:

\$5

14255-61

COI HIT PAPERED TO

Loss of Rental (LOR):

\$5

( days )

Loss of Use (LOU):

\$5

180-00 (5 60 3 days)

Loss of Income (LOI):

\$5

( days )

LOR only [ ] LOU only [ ]

[ ]

LOR + LOU [ ]

[ ]

(Tick only one)

GIA/LTA Search

\$5

Medical

\$5

Disbursement

\$5

(e.g. Tow/ Independent)

Legal Cost

\$5

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

\$5

14432.61

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

14432.61

Name 1:

Premium Automobiles Pte Ltd

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT  
21/7/2020

ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
 OD ☒ TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: \_\_\_\_\_  
 at Workshop m/s Premium Auto  
 of \_\_\_\_\_  
 Insured: \_\_\_\_\_  
 Policy No. \_\_\_\_\_  
 Claims No. \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess \_\_\_\_\_  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_

(Policy Condition)

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

Bal. on Market Value: \$113K.  
 IDAC Accident Rpt.: \_\_\_\_\_ Consistent? Yes or No  
 GIA / PR Seen: \_\_\_\_\_ Consistent? Yes or No  
 Est. Repairs: 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: SLQ 2547U Yr Regn: 30 Jun 2017  
 Type: ☒ M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or  
 Make: Audi Q3 C.C. 1395  
 Colour: Green A/C: Insured / Std / NI / NA  
 Sp. Reading: 11891 T/Radio: Insured / Std / NI / NA  
 Eng/No: \_\_\_\_\_  
 C/No: WA4888 8U4HR091641  
 Gen. Cond: ☒ Good / Fair / Poor / Burnt  
 Steering: ☒ In order / Jammed / Leaked / Burnt or  
 Brake: ☒ In order / Jammed / Leaked / Burnt or  
 Modi: Nil / SiRim / STD / Rim or  
 Tyre Size: F: 235/55 R17  
 R: 11  
☒ BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or

| Front  |             | Rear   |                 |
|--------|-------------|--------|-----------------|
| R/Bal. | <u>6</u> mm | R/Bal. | <u>6</u> mm     |
| L/Bal. | <u>6</u> mm | L/Bal. | <u>6</u> mm     |
| D.O.A. |             | D.O.I. | <u>03-05-19</u> |

Survey held at w/s 5:30pm  
 Des. of Damages ☒ Frt / Rear / O/S / N/S / U/C / Rooftop or

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

Date / Time Action / Instruction

PP #13323.w (Reel \$ 5119 / 287.1)

Date/Time, File Pass to?

☐ : Preli. Report  
☐ : Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Phones

Others

TOTAL

Report Format :

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

Add Fee: ☐ Site Insp (\$ \_\_\_\_\_)

☐ Interview (\$ \_\_\_\_\_)

☐ Tech. Invs (\$ \_\_\_\_\_)

☐ Weeknd (\$ \_\_\_\_\_)

# 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/0565/2019/DY/TF  
Date : 2-May-19

Vehicle IN workshop. Kindly arrange for survey.

Your insured vehicle no. : **SKE 531 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. Xiao Liwen Karyn  
Address : 114A Arthur Road  
#06-05  
Singapore 439826  
Telephone : (HP)+65 81239973  
Type of Claim : Third Party Claims  
Policy No. : 1700020525-01  
Vehicle No : **SLQ 2547 U**  
Model Code : Q3 1.4 TFSI S TRONIC  
Model / Year : Jun-17  
Engine No : CZD 808131  
Chassis No : WAUZZZ8U0HR091641  
Mileage :  
Date In : 2-May-19  
Liability : -  
Excess Cost : -  
Estimated By : Johnny Boo / Allan Wu  
Accident Date : 29-Apr-19  
Place of Accident : ManuLife Tower Carpark

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

## Estimated Labour Charges for Accident Vehicle. SLQ 2547 U

| S/n                  | Nature of Jobs                                                                                                                            | Estimated Charges                 |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1                    | To remove and transfer front wire harness for headlights, horns, outside temperature sensor, headlight washer assy and front parking aid. | S/N \$ 480.00 /                   |
| 2                    | To dismantle and renew front bumper and lhs headlight. Re-organize crash management components. Reinstall all parts removed.              | \$ 1,600.00 <del>800</del> 1200 / |
| 3                    | To respray front bumper.                                                                                                                  | \$ 1,200.00 800 /                 |
| 4                    | To carry out diagnostic check.                                                                                                            | S/N \$ 192.00 /                   |
| TOTAL LABOUR CHARGES |                                                                                                                                           | : \$ 3,472.00                     |

# Premium Automobiles

55 Ubi Road 1, Singapore 408699  
Tel : 6386 2323 Fax : 6841 1183

Telefax

## Material List for Accident Vehicle Regn No. SLQ 2547 U

| S/N Parts Description            |                                                   | Damaged Parts & Prices<br>S/Nett |                 |
|----------------------------------|---------------------------------------------------|----------------------------------|-----------------|
| 1                                | FRONT BUMPER / cut.                               | \$                               | 1,888.00 ✓      |
| 2                                | FRONT BUMPER FIXING PARTS ? NN                    | \$                               | 99.00           |
| 3                                | FRONT BUMPER AIR GUIDE GRILLE X NN                | \$                               | 163.00          |
| 4                                | FRONT BUMPER SENSOR BRACKET ? X NN 2              | \$                               | 48.00           |
| 5                                | FRONT BUMPER GRILLE - LOWER CENTER X              | \$                               | 197.00          |
| 6                                | FRONT BUMPER CLOSING ELEMENT X } NN               | \$                               | 160.00          |
| 7                                | FRONT BUMPER SPOILER X                            | \$                               | 349.00          |
| 8                                | RADIATOR GRILLE / cut.                            | \$                               | 1,164.00 ✓      |
| 9                                | RADIATOR GRILLE SUPPORT ?                         | \$                               | 111.00          |
| 10                               | FRONT BUMPER REINFORCEMENT ?                      | \$                               | 770.00          |
| 11                               | FOAM FILLER PIECE ?                               | \$                               | 93.00           |
| 12                               | FRONT BUMPER REINFORCEMENT COVER ?                | \$                               | 59.00           |
| 13                               | FRONT BUMPER TOP COVER ?                          | \$                               | 112.00          |
| 14                               | CAUTION STICKER X NN                              | \$                               | 13.00           |
| 15                               | FRONT BUMPER SENSOR ?                             | 2 \$                             | 462.00          |
| 16                               | FRONT BUMPER SENSOR SEAL RING / <del>Not</del> NN | \$                               | 5.00            |
| 17                               | HORN - LOW TONE ?                                 | \$                               | 182.00          |
| 18                               | HEADLIGHT MOUNTING ?                              | \$                               | 107.00          |
| 19                               | FRONT BUMPER SUPPORT - LH / RH ?                  | \$                               | 46.00           |
| 20                               | FRONT BUMPER RETAINING PLATE ?                    | \$                               | 79.00           |
| SUB- TOTAL SPARE PARTS CHARGES : |                                                   | \$                               | <u>6,107.00</u> |

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. SLQ 2547 U

| S/N                         | Parts Description                                      | Damaged Parts & Prices |            |
|-----------------------------|--------------------------------------------------------|------------------------|------------|
|                             |                                                        | S/Nett                 |            |
| 21                          | HEADLIGHT - LH / <i>Aut.</i>                           | \$                     | 7,087.00 ✓ |
| 22                          | HEADLIGHT LIFT CYLINDER - LH ? <i>1 XNN</i>            | \$                     | 192.00     |
| 23                          | WATER RESERVOIR ?                                      | \$                     | 200.00     |
| 24                          | FRONT WHEEL HOUSING LINER - LH X                       | \$                     | 223.00     |
| 25                          | FRONT WHEEL HOUSING LINER ATTACHMENT PARTS X <i>mm</i> | \$                     | 139.00     |
| 26                          | FRONT WHEEL SPOILER - LH X <i>NN</i>                   | \$                     | 66.00      |
| 27                          | FRONT WHEEL ARCH TRIM - LH / RH / <i>ML</i>            | \$                     | 472.00 ✓   |
| 28                          | FRONT BUMPER AIR GUIDE - LH ?                          | \$                     | 23.00      |
| 29                          | FRONT BUMPER SEALING STRIP - CENTER ? <i>2 XNN</i>     | \$                     | 21.00      |
| 30                          | FRONT NO. PLATE / <i>Aut.</i>                          | \$                     | 40.00 ✓    |
| 31                          | SUNDRIES ? <i>XNN</i>                                  | \$                     | 400.00     |
| TOTAL SPARE PARTS CHARGES : |                                                        | \$                     | 14,970.00  |
| TOTAL LABOUR CHARGES        |                                                        | \$                     | 3,472.00   |
| GRAND TOTAL                 |                                                        | \$                     | 18,442.00  |

All charges are not inclusive of GST.

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Spare parts are Special Nett.

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

## Telefax

Name : Quo Qiao - 82880282  
Surveyed Date : 03/5/19.  
Authorised Date :  
Excess Cost : 3 Days.  
Liability :  
Remarks : before paint photos.

**Please Note** : This estimate is based on visual inspection of the affected vehicle. Should we require further labour charges and spare parts in 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

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:

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/TP/0565/2019/DY/TF  
Date : 2-May-19

Vehicle IN workshop. Kindly arrange for survey.

Your insured vehicle no. : **SKE 531 C**

## AXA Insurance Singapore Pte Ltd

8 Shenton Way

#27-01 AXA Tower

Singapore 068811

*Hi Guo Qiang*

*3 days - ok - jb - 19 Sep 19*

Attn: Motor Claims Dept

Tel: 6880 4602 - Fax 6880 4838

Owner's Name : Ms. Xiao Liwen Karyn  
Address : 114A Arthur Road  
#06-05  
Singapore 439826  
Telephone : (HP)+65 81239973  
Type of Claim : Third Party Claims  
Policy No. : 1700020525-01  
Vehicle No : **SLQ 2547 U**  
Model Code : Q3 1.4 TFSI S TRONIC  
Model / Year : Jun-17  
Engine No : CZD 808131  
Chassis No : WAUZZZ8U0HR091641  
Mileage :  
Date In : 2-May-19  
Liability : -  
Excess Cost : -  
Estimated By : Johnny Boo / Allan Wu  
Accident Date : 29-Apr-19  
Place of Accident : ManuLife Tower Carpark

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

## Estimated Labour Charges for Accident Vehicle. SLQ 2547 U

| S/n                  | Nature of Jobs                                                                                                                            | Estimated Charges |    |          |             |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----|----------|-------------|
| 1                    | To remove and transfer front wire harness for headlights, horns, outside temperature sensor, headlight washer assy and front parking aid. | S/N               | \$ | 480.00   | \$ 480.00   |
| 2                    | To dismantle and renew front bumper and lhs headlight. Re-organize crash management components. Reinstall all parts removed.              |                   | \$ | 1,600.00 | \$ 1,200.00 |
| 3                    | To respray front bumper.                                                                                                                  |                   | \$ | 1,200.00 | \$ 800.00   |
| 4                    | To carry out diagnostic check.                                                                                                            | S/N               | \$ | 192.00   | \$ 192.00   |
| TOTAL LABOUR CHARGES |                                                                                                                                           | :                 | \$ | 3,472.00 | \$ 2,672.00 |

# Premium Automobiles

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

Telefax

## Material List for Accident Vehicle Regn No. SLQ 2547 U

| S/N                                   | Parts Description                  | Damaged Parts & Prices |                    |
|---------------------------------------|------------------------------------|------------------------|--------------------|
|                                       |                                    | S/Nett                 |                    |
| 1                                     | FRONT BUMPER                       | \$ 1,888.00            | \$ 1,888.00        |
| 2                                     | FRONT BUMPER FIXING PARTS          | \$ 99.00               |                    |
| 3                                     | FRONT BUMPER AIR GUIDE GRILLE      | \$ 163.00              |                    |
| 4                                     | FRONT BUMPER SENSOR BRACKET        | 2 \$ 48.00             |                    |
| 5                                     | FRONT BUMPER GRILLE - LOWER CENTER | \$ 197.00              |                    |
| 6                                     | FRONT BUMPER CLOSING ELEMENT       | \$ 160.00              |                    |
| 7                                     | FRONT BUMPER SPOILER               | \$ 349.00              |                    |
| 8                                     | RADIATOR GRILLE                    | \$ 1,164.00            | \$ 1,164.00        |
| 9                                     | RADIATOR GRILLE SUPPORT            | \$ 111.00              |                    |
| 10                                    | FRONT BUMPER REINFORCEMENT         | \$ 770.00              |                    |
| 11                                    | FOAM FILLER PIECE                  | \$ 93.00               |                    |
| 12                                    | FRONT BUMPER REINFORCEMENT COVER   | \$ 59.00               |                    |
| 13                                    | FRONT BUMPER TOP COVER             | \$ 112.00              |                    |
| 14                                    | CAUTION STICKER                    | \$ 13.00               |                    |
| 15                                    | FRONT BUMPER SENSOR                | 2 \$ 462.00            |                    |
| 16                                    | FRONT BUMPER SENSOR SEAL RING      | \$ 5.00                |                    |
| 17                                    | HORN - LOW TONE                    | \$ 182.00              |                    |
| 18                                    | HEADLIGHT MOUNTING                 | \$ 107.00              |                    |
| 19                                    | FRONT BUMPER SUPPORT - LH / RH     | \$ 46.00               |                    |
| 20                                    | FRONT BUMPER RETAINING PLATE       | \$ 79.00               |                    |
| <b>SUB- TOTAL SPARE PARTS CHARGES</b> |                                    | <b>\$ 6,107.00</b>     | <b>\$ 3,052.00</b> |

All charges are not inclusive of GST.

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

# Premium Automobiles

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

Telefax

## Material List for Accident Vehicle Regn No. SLQ 2547 U

| S/N                       | Parts Description                          | c/f    |           | <u>Damaged Parts &amp; Prices</u> |           |
|---------------------------|--------------------------------------------|--------|-----------|-----------------------------------|-----------|
|                           |                                            | S/Nett |           |                                   |           |
|                           |                                            |        |           | \$                                | 3,052.00  |
| 21                        | HEADLIGHT - LH                             | \$     | 7,087.00  | \$                                | 7,087.00  |
| 22                        | HEADLIGHT LIFT CYLINDER - LH               | \$     | 192.00    |                                   |           |
| 23                        | WATER RESERVOIR                            | \$     | 200.00    |                                   |           |
| 24                        | FRONT WHEEL HOUSING LINER - LH             | \$     | 223.00    |                                   |           |
| 25                        | FRONT WHEEL HOUSING LINER ATTACHMENT PARTS | \$     | 139.00    |                                   |           |
| 26                        | FRONT WHEEL SPOILER - LH                   | \$     | 66.00     |                                   |           |
| 27                        | FRONT WHEEL ARCH TRIM - LH / RH            | \$     | 472.00    | \$                                | 472.00    |
| 28                        | FRONT BUMPER AIR GUIDE - LH                | \$     | 23.00     |                                   |           |
| 29                        | FRONT BUMPER SEALING STRIP - CENTER        | \$     | 21.00     |                                   |           |
| 30                        | FRONT NO. PLATE                            | \$     | 40.00     | \$                                | 40.00     |
| 31                        | SUNDRIES                                   | \$     | 400.00    |                                   |           |
| TOTAL SPARE PARTS CHARGES |                                            | \$     | 14,970.00 | \$                                | 10,651.00 |
| TOTAL LABOUR CHARGES      |                                            | \$     | 3,472.00  | \$                                | 2,672.00  |
| GRAND TOTAL               |                                            | \$     | 18,442.00 | \$                                | 13,323.00 |

All charges are not inclusive of GST.

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

## Hsiao Tong (LKKAuto)

---

**From:** Carrine Leong <carrine.leong@premiumauto.com.sg>  
**Sent:** Thursday, 12 December 2019 2:22 PM  
**To:** Guo Qiang (LKKAuto); CS A Team; Admin A  
**Cc:** jiayee.yap@premiumauto.com.sg; 'Chang Chee Sing'  
**Subject:** RE: FINALR EVISION - SLQ2547U - TP AXA - SURVEYED 3 MAY 19  
**Attachments:** PA05652019 - SLQ 2547 U - Q3 1.4 TFSI S TRONIC - FRONT LHS - TP (AXA).xls;  
WhatsApp Image 2019-07-10 at 10.01.30 AM.JPG; WhatsApp Image 2019-07-10 at 10.01.35 AM.JPG; WhatsApp Image 2019-07-10 at 10.01.34 AM.JPG

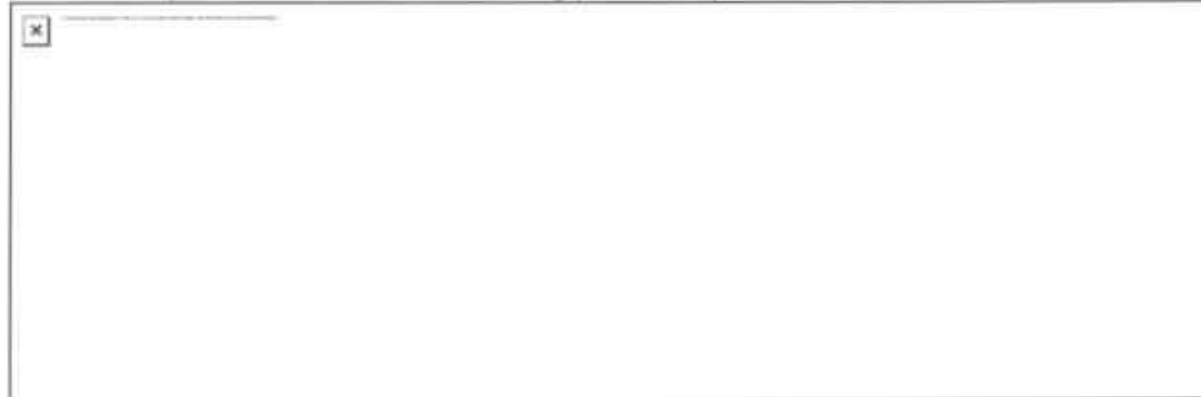
Hi Guo Qiang,

### Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.  
Revised estimate was mailed to you 19 Sep 2019.  
We sincerely appreciate your early closure.

**Thanks & Best Regard**  
Carrine Leong  
Claims Administrator

**Premium Automobiles Pte Ltd** (Reg No 199902271W)  
55 Ubi Road 1 Road Singapore 408699  
p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183  
e. carrine.leong@premiumauto.com.sg w. www.audi.com.sg  
**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 p. +65 6836 2223



#### Email Disclaimer

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**From:** Boo seng yak [mailto:boojohnny@gmail.com]  
**Sent:** Thursday, 19 September, 2019 3:37 PM  
**To:** Guo Qiang (LKK Auto) <guoqiang@lkkauto.com>; cs-a@lkkauto.com; admin-a@lkkauto.com; Carrine Leong <carrine.leong@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg; Chang Chee Sing <claims@premiumauto.com.sg>  
**Subject:** FINALR EVISION - SLQ2547U - TP AXA - SURVEYED 3 MAY 19

Hi Guo Qiang

Revised estimate and photographs is attached.

Please confirm repair cost of \$13,323.00 @ 3 days.

Your early closure is well appreciated.

Best regards - jb

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

| Vehicle Owner Particulars     |                                       |
|-------------------------------|---------------------------------------|
| Owner ID Type:                | Singapore NRIC                        |
| Owner ID:                     | 6307I                                 |
| Vehicle Details               |                                       |
| Vehicle No.:                  | SLQ2547U                              |
| Vehicle to be Exported:       | No                                    |
| Intended Deregistration Date: | 06 May 2019                           |
| Vehicle Make:                 | AUDI                                  |
| Vehicle Model:                | Q3 1.4 TFSI S TRONIC (NAV)            |
| Primary Colour:               | Green                                 |
| Manufacturing Year:           | 2017                                  |
| Engine No.:                   | CZD808131                             |
| Chassis No.:                  | WAUZZZ8U0HR091641                     |
| Maximum Power Output:         | 110.0 kW (147 bhp)                    |
| Open Market Value:            | \$31,931.00                           |
| Original Registration Date:   | 30 Jun 2017                           |
| First Registration Date:      | 30 Jun 2017                           |
| Transfer Count:               | 0                                     |
| Actual ARF Paid:              | \$36,704.00                           |
| Intended PARF Rebate Details  |                                       |
| PARF Eligibility:             | Yes                                   |
| PARF Eligibility Expiry Date: | 29 Jun 2027                           |
| PARF Rebate Amount:           | \$27,528.00                           |
| Intended COE Rebate Details   |                                       |
| COE Expiry Date:              | 29 Jun 2027                           |
| COE Category:                 | B - Car above 1600cc or 97kW (130bhp) |
| COE Period(Years):            | 10                                    |
| QP Paid:                      | \$50,110.00                           |
| COE Rebate Amount:            | \$40,825.00                           |
| <b>Total Rebate Amount:</b>   | <b>\$68,353.00</b>                    |

The information contained herein is correct as at 06 May 2019

OK

## ► Audi Q3 Used Vehicle List (12 vehicles)

| Car Model                                                                                                                                                                                                   | Price            | Depreciation        | Reg Date           | Eng Cap         | Mileage          | Company                              | Availabl        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------------|--------------------|-----------------|------------------|--------------------------------------|-----------------|
| <b>Audi Q3 1.4A TFSI S-tronic</b>                                                                                                                                                                           | <b>\$138,999</b> | <b>\$13,040 /yr</b> | <b>14-Sep-2018</b> | <b>1,395 cc</b> | <b>11,100 km</b> | <b>Premium Automobiles</b>           | <b>Availabl</b> |
| Super Low Mileage Agent Maintained, 5 Agent Warranty Till 2023. 100% Accident Free, 360 Point Checks By Premium Automobiles. Car As Good As Brand New. Exclusive Interest Rates 2.48%. Please Call For V... |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 68365223<br>Elaine Soon - 94237896                                                                                                                                                             |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI S-tronic</b>                                                                                                                                                                           | <b>\$101,000</b> | <b>\$12,060 /yr</b> | <b>29-Apr-2016</b> | <b>1,395 cc</b> | <b>37,000 km</b> | <b>Car Buyers Automotive Pte Ltd</b> | <b>Availabl</b> |
| Probably The Best Compact SUV And It Is Worth Looking, Rare Premium Hainan Blue Exterior With Black Nappa Interior, Very Well Kept And Full Service And Warranty Done By Premium Automobiles, Accident F... |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 68481200<br>Sean Chia - 81637414   Gin Lim - 96870081                                                                                                                                          |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI</b>                                                                                                                                                                                    | <b>\$101,800</b> | <b>\$12,170 /yr</b> | <b>28-Apr-2016</b> | <b>1,395 cc</b> | <b>48,923 km</b> | <b>GOwheeler Pte Ltd</b>             | <b>Availabl</b> |
| Low Interest Rate. 1 Year Warranty. Balloon Scheme, In-House Financing Options Available. Buy With A Peace Of Mind. Low Mileage. 100% Genuine Mileage. No Chassis/Structural Damage. Immaculate Conditi...  |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 69311212<br>Eric Sng - 92971329   Ivan Gan - 81813725   Lawrence Loh - 88083507   Vivien Ong - 91761416                                                                                        |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI S-tronic</b>                                                                                                                                                                           | <b>\$95,800</b>  | <b>\$11,570 /yr</b> | <b>01-Mar-2016</b> | <b>1,395 cc</b> | <b>79,000 km</b> | <b>Auto Empire Pte Ltd</b>           | <b>Availabl</b> |
| Selling Old Price Only This Weekend. Beautiful Condition. Special Int Rate. 90% Loan Of The Car Price Available. Free Grooming Package, Servicing Package And Warranty. Call Now For Viewing.               |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 69700168<br>Bebe Leong - 88769680   George - 93837397                                                                                                                                          |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI S-tronic</b>                                                                                                                                                                           | <b>\$96,800</b>  | <b>\$12,000 /yr</b> | <b>31-Dec-2015</b> | <b>1,395 cc</b> | <b>47,339 km</b> | <b>Motor-East Pte Ltd</b>            | <b>Availabl</b> |
| Easy And Flexible In-House Loan And Balloon Scheme Available, No Gimmicks! Full Audi Service Record, 100% Accident Free, 1 Owner, Audi Drive Select, Auto HID Lights, Keyless Entry/Start, Serviced/Main... |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 67772200<br>Vincent Lim - 86872202   Jing Jing - 98467878   Alvin Neo - 81886100   John Toh - 92717577                                                                                         |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI</b>                                                                                                                                                                                    | <b>\$104,800</b> | <b>\$13,200 /yr</b> | <b>31-Dec-2015</b> | <b>1,395 cc</b> | <b>35,000 km</b> | <b>Car Search</b>                    | <b>Availabl</b> |
| Consignment Unit, Call To Arrange A Test Drive Today!                                                                                                                                                       |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 62620728<br>Ken - 93388994   Jack - 91416611   Rachel - 91126538   Justin - 91827511                                                                                                           |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI S-tronic</b>                                                                                                                                                                           | <b>\$91,800</b>  | <b>\$11,930 /yr</b> | <b>17-Aug-2015</b> | <b>1,395 cc</b> | <b>58,794 km</b> | <b>VMG Auto Pte Ltd</b>              | <b>Availabl</b> |
| Exclusive Deals! 2 Years Warranty Upon Purchase With 1 Year Free Service. Low Mileage Done At 58794KM. Very Sporty White Q3 On Black Interior. Very Well Maintained By Its Previous Owner. Trade In Most... |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 66942456<br>Joey Joey - 96733333                                                                                                                                                               |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 2.0A TFSI Quattro</b>                                                                                                                                                                            | <b>\$99,999</b>  | <b>\$13,650 /yr</b> | <b>30-Mar-2015</b> | <b>1,984 cc</b> | <b>48,000 km</b> | <b>Premium Automobiles</b>           | <b>Availabl</b> |
| Newest Arrival 1 Owner Beautiful Unit See To Believe, Low Mileage Low Depre. Certified Premium Preowned 110 Points Check. Flexible Financing And Trade In Are Available, Special 2.48% Bank Rates, Call/... |                  |                     |                    |                 |                  |                                      |                 |
| Office No. - 68366223<br>Kelvin Neo - 91818000                                                                                                                                                              |                  |                     |                    |                 |                  |                                      |                 |
| <b>Audi Q3 1.4A TFSI</b>                                                                                                                                                                                    | <b>\$83,888</b>  | <b>\$12,750 /yr</b> | <b>08-Dec-2014</b> | <b>1,395 cc</b> | <b>53,000 km</b> | <b>Car Buddy Pte Ltd</b>             | <b>Availabl</b> |
| Extremely Low Mileage Unit! Owned By A Car Enthusiastic. Bidded Number To Go Along. Responsive Yet Fuel Efficient. Irresistible To Its Sup Condition. Perfectly Well Balanced Between Power & Comfort...    |                  |                     |                    |                 |                  |                                      |                 |



Auto  
Consultants  
Pte Ltd

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

07 May, 2019

**GATES MARIE ELIZABETH BERNADETTE  
54 LIMAU GARDEN, BEDOK PARK,  
Singapore 467913**

Dear Sir,

**OUR REF : CC4/ASM19007942/Ghb3  
YOUR REF : SKE 531C  
ACCIDENT INVOLVING SKE 531C & SLQ 2547U ON 29/04/2019 ALONG/AT  
MANULIFE TOWER CARPARK**

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

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

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

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting>.

Your full co-operation is required. Kindly submit the following when lodging the report which list 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)
- 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 our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to [vicalph@lkkauto.com](mailto:vicalph@lkkauto.com) or deliver it by hand to 51 Ubi Avenue 1, #01-25 Pava Ubi Ind. Park S(408933).

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven (7) days from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

Kindly contact us at 6841 2096 if you have any further enquiries.

Yours sincerely,  
Vic alph  
Claim Department

This is a computer generated letter and no signature is required.

CC : AXA INSURANCE PTE LTD  
Motor Claim Department



## <TP - Mandate IA> - S9M01M5E [ACCIDENT INVOLVING SKE 531C(OI) & SLQ 2547U(TP) ON 29/04/2019]

Type

Question

Message

Liability: 100%. Insured collided onto third party parked vehicle. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$14,503.06(if claim LOU) -\$14,691.06(if claim LOR). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 12-Dec-19

Reply



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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: 12/12/2019

### Survey Details:

|                     |                             |
|---------------------|-----------------------------|
| Date of loss        | 29-Apr-19                   |
| Date of appointment | 6-May-19                    |
| Date of survey      | 3-May-19                    |
| Location of survey  | PREMIUM AUTOMOBILES PTE LTD |

### Vehicle Details:

|                      |             |
|----------------------|-------------|
| Claim Type:          | Third party |
| Vehicle number       | SLQ 2547U   |
| Make and Model       | AUDI Q3 1.4 |
| Date of registration | 30/6/2017   |
| Excess               |             |
| Market Value         | \$113,000   |
| Parf Rebate          | \$68,353    |
| Nett Loss            | \$44,647    |

### Repair details:

|                  |              |
|------------------|--------------|
| Initial Estimate | \$ 18,442.00 |
|------------------|--------------|

### Proposed/Revised repair cost:

|                         |                     |
|-------------------------|---------------------|
| Parts                   | \$ 10,651.00        |
| Check items (estimate)  | NIL                 |
| Labour                  | \$ 2,672.00         |
| <b>Total</b>            | <b>\$ 13,323.00</b> |
| Lump Sum(if applicable) | \$ -                |

|                           |   |
|---------------------------|---|
| Number of days for repair | 3 |
|---------------------------|---|



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

**Remarks:**

(100%B22) OI hit parked TP

**Mandate:**

| Liability(TP)                         | 100%                |                     |
|---------------------------------------|---------------------|---------------------|
| Proposed repair cost (w/GST)          | \$ 14,255.61        | \$ 14,255.61        |
| Loss of use (4days x\$60.00)          | \$ 240.00           | NIL                 |
| Loss of rental (4days x \$100)(w/GST) | NIL                 | \$ 428.00           |
| Loss of income                        | NIL                 | NIL                 |
| LTA search fees                       | \$ 7.45             | \$ 7.45             |
| Others                                | NIL                 | NIL                 |
| <b>Proposed Total</b>                 | <b>\$ 14,503.06</b> | <b>\$ 14,691.06</b> |



Re:<TP - Mandate IA> - S9M01M5E [ACCIDENT INVOLVING SKE 531C(OI) & SLQ 2547U(TP) ON 29/04/2019]

Type

🔗 Question

Message

Pls proceed.

Reply

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 6 January 2020 11:32 AM  
**To:** Carrine Leong  
**Cc:** jiajee.yap@premiumauto.com.sg; 'Chang Chee Sing'; Guo Qiang (LKKAuto); CS A Team; Admin A  
**Subject:** RE: FINALR EVISION - SLQ2547U - TP AXA - SURVEYED 3 MAY 19 //LKK REF: CC4/ASM19007942/Gpb3

Without Prejudice

Dear Sirs/Mdm,

Thank you for your patience.

For COR, recommended amount at **P/P \$13,323.00**(before GST) with **3** repair days.

**\*\*Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.**

Please note that all the finalisation subject to insurer approval.

"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."

*"Wishing you a Happiness and Prosperity New Year"*

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Carrine Leong <carrine.leong@premiumauto.com.sg>  
**Sent:** Thursday, 12 December 2019 2:22 PM  
**To:** Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Cc:** jiajee.yap@premiumauto.com.sg; 'Chang Chee Sing' <claims@premiumauto.com.sg>  
**Subject:** RE: FINALR EVISION - SLQ2547U - TP AXA - SURVEYED 3 MAY 19

Hi Guo Qiang,

### Reminder

We have yet receive your confirmation of repair cost and days of repair for above vehicle.

Revised estimate was mailed to you 19 Sep 2019.

We sincerely appreciate your early closure.

Thanks & Best Regard  
Carrine Leong  
Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9925 f. +65 6841 1183

e. carrine.leong@premiumauto.com.sg w. www.audi.com.sg

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



**Email Disclaimer**

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

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

**From:** Boo seng yak (<mailto:boojohnny@gmail.com>)

**Sent:** Thursday, 19 September, 2019 3:37 PM

**To:** Guo Qiang (LKK Auto) <[guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)>; [cs-a@lkkauto.com](mailto:cs-a@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Carrine Leong <[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>; [jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg); Chang Chee Sing <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** FINALR EVISION - SLQ2547U - TP AXA - SURVEYED 3 MAY 19

Hi Guo Qiang

Revised estimate and photographs is attached.

Please confirm repair cost of \$13,323.00 @ 3 days.

Your early closure is well appreciated.

Best regards - jb

AIG

## CERTIFICATE OF INSURANCE

## AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : XIAO LIWEN, KARYN  
 Period of Insurance : 30 Jun 2018 To 29 Jun 2019  
 Engine No. : CZD 808131  
 Chassis No. : WAUZZZ8U0HR091641

Vehicle No. : SLQ2547U  
 Policy No. : 1700020525-01  
 Endorsement No. :  
 Issued Date : 25 Jun 2018

## ABOUT THE COVER

Make/Model : AUDI Q3 1.4 TFSI (150BHP) DESIGN  
 Engine Capacity/Tonnage : 1,395.00 CC Sum Insured : Market Value First Year of Registration : 2017  
 Driver Restriction : NA Off Peak Car : No Insuring with COE/PARF : Yes

## Person or Classes of Persons Entitled to Drive\*

a) The Policyholder

b) Any other person who is driving on the Policyholder's order or with his/her permission.

This Policy will indemnify the Policyholder or any authorised driver only if he/she meets the specified age condition.

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 22 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 imperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 188) and Section 95 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)

LIWEN KARYN XIAO - \$800 (Own Damage)

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

1. Audi Customer Service Centre Add: 55 Ubi Road 1 Singapore 408699 62662222

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6328 6200. Alternatively, you may refer to AIG website [www.aig.com.sg](http://www.aig.com.sg) or AIG SG Mobile App. Simply search and download "AIG SG" from iTunes or Google Play.

## IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: 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. 188), Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1958 (Malaysia).

0604125200

PREMIUM LEASING - AP

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

SAP/ENC

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 21 February 2020 9:56 AM  
**To:** Claims; Nora Khai  
**Cc:** Admin A  
**Subject:** Your Ref: SLQ2547U \*Our Ref: CC4/ASM19007942/Gpb3 [ACCIDENT INVOLVING SKE 531C(AXA) AND SLQ 2547U ON 29/04/2019]

Your Ref: **SLQ2547U**

Our Ref: CC4/ASM19007942/Gpb3

**Without Prejudice**

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SKE 531C(AXA) AND SLQ 2547U ON 29/04/2019**

We refer to the above matter & your LOD dated 17 Feb 2020.

We confirm settlement as follows: -

|                                  |                     |
|----------------------------------|---------------------|
| 1. Cost of Repair (w/GST)        | \$ 14,255.61        |
| 2. Loss of Use (3days x \$60.00) | \$ 180.00           |
| 3. LTA/GIA Search Fee            | \$ 2.00             |
| <b>Total</b>                     | <b>\$ 14,437.61</b> |

We will proceed to close file. Thank you.

"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 (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

# Premium Automobiles

## Telefax

to AXA Insurance Singapore Pte Ltd  
8 Shenton Way  
#27-01 AXA Tower  
Singapore 068811  
Attn: Motor Claims Dept  
Your Ref: CC4/ASM19007942/Ghb3

Norah Khai  
6768 9828  
6841 1183

Body Repair

PA/TP/0565/2019/GW  
12 July 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 Q3 1.4 TFSI S Tronic  
**Vehicle Chassis No.** : WAUZZZ8U0R091641  
**Vehicle Regn No.** : SLQ 2547 U  
**Vehicle Mileage** : 13528 KM  
**Vehicle Owner** : Ms. Xiao Liwen, Karyn  
**Liability Clearance** : Direct Settlement by Vic Alpeh from  
LKK Auto Consultants Pte Ltd via email dated  
30/05/2019 with LOU.  
**Accident Date** : 29 April 2019  
**Place** : Manulife Tower Car Park  
**Repair Cost** : \$ 14255 - 61  
**WIP No.** : 52063  
**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** : 12/7/19  
**Date** : 1840

# Premium Automobiles

CUT

**AXA Insurance Pte Ltd**  
No 8 Shenton Way  
#27-01 AXA Tower  
Singapore 068811  
**Attn: Motor Claims Dept**  
**Yr Ref: CC4/ASM19007942/GHB3**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0565/2019/NH

17<sup>th</sup> February 2020

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

Dear Sir,

total pages

## **RE: INSURANCE CLAIM FOR SLQ 2547 U, Audi Q3 1.4 TFSI S-TRONIC.**

With reference to the above-mentioned vehicle, no. **SLQ 2547 U**, claimant, **Ms. Xiao Liwen, Karyn**, please find the related document as per attached.

1. A copy of the Original invoice no. 85014844 – S\$ 14,255.61.
2. A copy of Authorization to Act duly signed by client
3. A copy of the Release Voucher attached
4. Loss of Use – S\$ 180.00 (S\$ 60.00 x 3 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 – SLQ 2547 U

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

|                   |                     |        |         |
|-------------------|---------------------|--------|---------|
| Vehicle No:       | SKE 531C (Insd veh) | Model: | AUDI Q3 |
|                   | SLQ 2547U (TP veh)  |        |         |
| Date of Accident: | 29/04/2019          |        |         |

|                       |                              |                                        |
|-----------------------|------------------------------|----------------------------------------|
| Global Sum Settlement | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Repair Estimate       | \$                           | 19,732.94                              |
| Final Repair Cost     | \$                           | 14,255.61                              |
| Loss of Use           | \$                           | 180.00                                 |
| Rental (if any)       | \$                           | 3days at \$60.00 per day               |
| LTA / GIA Search Fee  | \$                           | 2.00                                   |

|         |    |      |
|---------|----|------|
| Others: | \$ | 0.00 |
|---------|----|------|

|                      |    |           |
|----------------------|----|-----------|
|                      | \$ |           |
| Final Settlement Sum | \$ | 14,437.61 |

|                                                                                                                                     |                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below) |                                                   |
| A) For Non GIA Registered Workshop:                                                                                                 | Agreed Liability _____ (%)                        |
| B) For GIA Registered Workshop:                                                                                                     | BOLA Applicable: Yes/ No- BOLA Scenario No: _____ |
|                                                                                                                                     | 22                                                |
| BOLA Liability: _____ 100 _____ (%)                                                                                                 | Assessed Liability (*): _____ (%)                 |
| * Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.                                |                                                   |
| Remarks<br>_____<br>_____                                                                                                           |                                                   |

| Payment Instruction: Payee's Breakdown |                             |              |
|----------------------------------------|-----------------------------|--------------|
| 1)                                     | PREMIUM AUTOMOBILES PTE LTD | \$ 14,437.61 |

\_\_\_\_\_  
JOANNE LEE KHANG MIN  
LKK Auto Consultants Pte Ltd

\_\_\_\_\_  
26/02/2020  
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/ASM19007942/Gpa3q2 |                                                                                     |
| 8 SHENTON WAY #24-01<br>AXA TOWERSINGAPORE 068811<br>ATTN:STACEY NG                                                                    |                                                                   |                 | Date : 26-02-2020            |  |
|                                                                                                                                        |                                                                   |                 | Code : ASM                   |                                                                                     |
| <b>1. Policy Particulars :- THIRD PARTY CLAIM</b>                                                                                      |                                                                   |                 |                              |                                                                                     |
| Insured Veh.                                                                                                                           | SKE 531C                                                          | Veh. Inspected  | SLQ 2547U                    |                                                                                     |
| Policy No.                                                                                                                             | GA113583                                                          | Coverage (\$)   | 0.00                         |                                                                                     |
| Claim No.                                                                                                                              | S9M01M5E                                                          | Excess (\$)     | 0.00                         |                                                                                     |
| Assign From                                                                                                                            |                                                                   | Assign Date     | 03/05/2019                   |                                                                                     |
| <b>2. Vehicle Particulars &amp; Condition</b>                                                                                          |                                                                   |                 |                              |                                                                                     |
| Make & Model                                                                                                                           | AUDI Q3                                                           | c.c             | 1395                         |                                                                                     |
| Engine No.                                                                                                                             | HIDDEN                                                            | Year of Reg.    | 2017                         |                                                                                     |
| Chassis No.                                                                                                                            | WAUZZZ8U0HR091641                                                 | Colour          | GREEN                        |                                                                                     |
| Odometer                                                                                                                               | 11891                                                             | Steering        | IN ORDER                     |                                                                                     |
| Brakes                                                                                                                                 | IN ORDER                                                          | Modification    | STANDARD ALLOY RIM           |                                                                                     |
| General                                                                                                                                | GOOD                                                              |                 |                              |                                                                                     |
| <b>3. Conditions of Tyres</b>                                                                                                          |                                                                   |                 |                              |                                                                                     |
|                                                                                                                                        | Size                                                              | Make            | Balance                      |                                                                                     |
| R/H Front Tyre                                                                                                                         | 235/55 R17                                                        | BRIDGESTONE     | 6 mm                         |                                                                                     |
| L/H Front Tyre                                                                                                                         | 235/55 R17                                                        | BRIDGESTONE     | 6 mm                         |                                                                                     |
| R/H Rear Tyre                                                                                                                          | 235/55 R17                                                        | BRIDGESTONE     | 6 mm                         |                                                                                     |
| L/H Rear Tyre                                                                                                                          | 235/55 R17                                                        | BRIDGESTONE     | 6 mm                         |                                                                                     |
| <b>4. Description of Damages</b>                                                                                                       |                                                                   |                 |                              |                                                                                     |
| THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION.<br>DAMAGES SEE DETAILS.                                                            |                                                                   |                 |                              |                                                                                     |
| <b>5. General Information</b>                                                                                                          |                                                                   |                 |                              |                                                                                     |
| Accident Date                                                                                                                          | 29/04/2019                                                        | Inspection Date | 03/05/2019                   |                                                                                     |
| Survey held at                                                                                                                         | PREMIUM AUTOMOBILES PTE LTD<br>55 UBI ROAD 1.<br>SINGAPORE 408699 |                 |                              |                                                                                     |
| <b>5a. Remarks</b>                                                                                                                     |                                                                   |                 |                              |                                                                                     |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.<br>B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. |                                                                   |                 |                              |                                                                                     |
| <b>5b. Estimate Days of Repair</b>                                                                                                     |                                                                   |                 |                              |                                                                                     |
| ESTIMATED NORMAL PERIOD FOR REPAIR:                                                                                                    |                                                                   | 3 Working Days  |                              |                                                                                     |



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## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLQ 2547U

| Qty                         | Description of Parts                                         | Condition     | Estimate By Workshop (\$) | Our Adjusted (\$) |
|-----------------------------|--------------------------------------------------------------|---------------|---------------------------|-------------------|
| <b>REPLACEMENT OF PARTS</b> |                                                              |               |                           |                   |
| 1                           | FRONT BUMPER (SN) (CONSISTENT)                               | CUT           | 1,888.00                  | 1,888.00          |
| 1                           | FRONT BUMPER FIXING PARTS (SN) (CONSISTENT)                  | NOT NECESSARY | 99.00                     | -                 |
| 1                           | FRONT BUMPER AIR GUIDE GRILLE (SN) (CONSISTENT)              | NOT NECESSARY | 163.00                    | -                 |
| 2                           | FRONT BUMPER SENSOR BRACKET (SN) (CONSISTENT)                | NOT NECESSARY | 48.00                     | -                 |
| 1                           | FRONT BUMPER GRILLE -LOWER CENTER (SN) (CONSISTENT)          | NOT NECESSARY | 197.00                    | -                 |
| 1                           | FRONT BUMPER CLOSING ELEMENT (SN) (CONSISTENT)               | NOT NECESSARY | 160.00                    | -                 |
| 1                           | FRONT BUMPER SPOILER (SN) (CONSISTENT)                       | NOT NECESSARY | 349.00                    | -                 |
| 1                           | RADIATOR GRILLE (SN) (CONSISTENT)                            | CUT           | 1,164.00                  | 1,164.00          |
| 1                           | RADIATOR GRILLE SUPPORT (SN) (CONSISTENT)                    | NOT NECESSARY | 111.00                    | -                 |
| 1                           | FRONT BUMPER REINFORCEMENT (SN) (CONSISTENT)                 | NOT NECESSARY | 770.00                    | -                 |
| 1                           | FOAM FILLER PIECE (SN) (CONSISTENT)                          | NOT NECESSARY | 93.00                     | -                 |
| 1                           | FRONT BUMPER REINFORCEMENT COVER (SN) (CONSISTENT)           | NOT NECESSARY | 59.00                     | -                 |
| 1                           | FRONT BUMPER TOP COVER (SN) (CONSISTENT)                     | NOT NECESSARY | 112.00                    | -                 |
| 1                           | CAUTION STICKER (SN) (CONSISTENT)                            | NOT NECESSARY | 13.00                     | -                 |
| 2                           | FRONT BUMPER SENSOR (SN) (CONSISTENT)                        | NOT NECESSARY | 462.00                    | -                 |
| 1                           | FRONT BUMPER SENSOR SEAL RING (SN) (CONSISTENT)              | NOT NECESSARY | 5.00                      | -                 |
| 1                           | HORN-LOW TONE (SN) (CONSISTENT)                              | NOT NECESSARY | 182.00                    | -                 |
| 1                           | HEADLIGHT MOUNTING (SN) (CONSISTENT)                         | NOT NECESSARY | 107.00                    | -                 |
| 2                           | FRONT BUMPER SUPPORT -LH/RH (SN) (CONSISTENT)                | NOT NECESSARY | 46.00                     | -                 |
| 1                           | FRONT BUMPER RETAINING PLATE (SN) (CONSISTENT)               | NOT NECESSARY | 79.00                     | -                 |
| 1                           | HEADLIGHT -LH (SN) (CONSISTENT)                              | CUT           | 7,087.00                  | 7,087.00          |
| 1                           | HEADLIGHT LIFT CYLINDER -LH (SN) (CONSISTENT)                | NOT NECESSARY | 192.00                    | -                 |
| 1                           | WATER RESERVOIR (SN) (CONSISTENT)                            | NOT NECESSARY | 200.00                    | -                 |
| 1                           | FRONT WHEEL HOUSING LINER -LH (SN) (CONSISTENT)              | NOT NECESSARY | 223.00                    | -                 |
| 1                           | FRONT WHEEL HOUSING LINER ATTACHMENT PARTS (SN) (CONSISTENT) | NOT NECESSARY | 139.00                    | -                 |
| 1                           | FRONT WHEEL SPOILER -LH (SN) (CONSISTENT)                    | NOT NECESSARY | 66.00                     | -                 |
| 2                           | FRONT WHEEL ARCH TRIM -LH/RH (SN) (CONSISTENT)               | NECESSARY     | 472.00                    | 472.00            |
| 1                           | FRONT BUMPER AIR GUIDE -LH (SN) (CONSISTENT)                 | NOT NECESSARY | 23.00                     | -                 |

Report Ref No. CC4/ASM19007942/Gpa3q2



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| Qty                                | Description of Parts                                                                                                                     | Condition     | Estimate By Workshop (\$) | Our Adjusted (\$) |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------|-------------------|
| 1                                  | FRONT BUMPER SEALING STRIP -CENTER (SN) (CONSISTENT)                                                                                     | NOT NECESSARY | 21.00                     | -                 |
| 1                                  | FRONT NO.PLATE (SN) (CONSISTENT)                                                                                                         | CUT           | 40.00                     | 40.00             |
| 1                                  | SUNDRIES (SN) (CONSISTENT)                                                                                                               | NOT NECESSARY | 400.00                    | -                 |
|                                    |                                                                                                                                          |               | 14,970.00                 | 10,651.00         |
|                                    | <b>LABOUR</b>                                                                                                                            |               |                           |                   |
|                                    | TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS ,HORNS ,OUTSIDE TEMPERATURE SENSOR,HEADLIGHT WASHER ASSY AND FRONT PARKING AID. |               | 480.00                    | 480.00            |
|                                    | TO DISMANTLE AND RENEW FRONT BUMPER AND LHS HEADLIGHT .RE-ORGANIZE CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED .            |               | 1,600.00                  | 1,200.00          |
|                                    | TO RESPRAY FRONT BUMPER .                                                                                                                |               | 1,200.00                  | 800.00            |
|                                    | TO CARRY OUT DIAGNOSTIC CHECK.                                                                                                           |               | 192.00                    | 192.00            |
|                                    |                                                                                                                                          |               | 3,472.00                  | 2,672.00          |
| <b>GRAND TOTAL</b>                 |                                                                                                                                          |               | <b>18,442.00</b>          | <b>13,323.00</b>  |
| <b>RECOMMENDED COST OF REPAIRS</b> |                                                                                                                                          |               |                           | <b>13,323.00</b>  |

Report Ref No. CC4/ASM19007942/Gpa3q2

XING GUO QIANG

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

Service Request Details

Claim

59M01M5E

Reference

CCA/ASM19007942/Cpa3a2

Loss Date

29 April 2019

Report Date

2 May 2019 12:54:23 PM

Request Date

30 May 2019

Due Date

Vendor Name

L&K AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #

SLQ2547U

Make

TPVD AUDI

Model

Q3 1.4 TFSI

Service Address

...

Primary Contact/Insured

GATES MARIE ELIZABETH BERNADETTE

54 LIMAU GARDEN, BEDOK PARK, 467913, Singapore

Claim Handler

KHOR Saw Theng

6568804754

sawtheng.khor@axa.com.sg

Actions

Next Step

Wait for: Approven invoice

Add Invoice

Additional Instructions

IMSD GIA NOT REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

Document Type

Document SubType

Upload Documents

| NAME                                                                                                      | TYPE    | SUB-TYPE                   | AUTHOR                            | DATE<br>UPLOADED |
|-----------------------------------------------------------------------------------------------------------|---------|----------------------------|-----------------------------------|------------------|
|  L&KInvoice1 (3).pdf | Invoice | Surveyor/ Assessor expense | L&K AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |

| NAME                          | TYPE                       | SUB-TYPE                         | AUTHOR                            | DATE<br>UPLOADED |
|-------------------------------|----------------------------|----------------------------------|-----------------------------------|------------------|
| WORKSHOP INVOICE.pdf          | Invoice                    | Repairer                         | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| PAYMENT BREAKDOWN_LKK.pdf     | Forms / Claim Documents    | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| LOD.pdf                       | Forms / Claim Documents    | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| LKKInspection.pdf             | Forms / Claim Documents    | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| LKKAdjustment1.a.pdf          | Forms / Claim Documents    | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| GIA SEARCH.pdf                | Forms / Claim Documents    | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| DISCHARGE VOUCHER.pdf         | Forms / Claim Documents    | Satisfaction / Discharge Voucher | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| AUTHORIZATION TO ACT FORM.pdf | Forms / Claim Documents    | POA / Authority Letter           | LKK AUTO CONSULTANTS PTE LTD (TP) | 3 March 2020     |
| TP-MANDATE 1A dtd 121219.pdf  | Forms / Claim Documents    | Assessment                       | LKK AUTO CONSULTANTS PTE LTD (TP) | 12 December 2019 |
| TP ESTIMATE_MARKED(FINAL).pdf | Reports & Statement        | Estimate / Quotation             | LKK AUTO CONSULTANTS PTE LTD (TP) | 12 December 2019 |
| LKK Resurvey Photos.pdf       | Reports & Statement        | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 12 December 2019 |
| LKK Survey Photos.pdf         | Reports & Statement        | Others                           | LKK AUTO CONSULTANTS PTE LTD (TP) | 12 December 2019 |
| LETTER TO OI.pdf              | Letters and Correspondence | Policy Holders / Insured         | LKK AUTO CONSULTANTS PTE LTD (TP) | 23 May 2019      |
| OI GIA REPORT.PDF             | Reports & Statement        | Accident statement               | LKK AUTO CONSULTANTS PTE LTD (TP) | 23 May 2019      |

| NAME                                                                                                                         | TYPE                       | SUB-TYPE                 | AUTHOR                            | DATE<br>UPLOADED |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------------------------|-----------------------------------|------------------|
|  OI Status of Driving Licence.pdf         | Forms / Claim Documents    | Driver's License / IDP   | LKK AUTO CONSULTANTS PTE LTD (TP) | 23 May 2019      |
|  OI POLICE REPORT.pdf                     | Reports & Statement        | Police Report            | LKK AUTO CONSULTANTS PTE LTD (TP) | 22 May 2019      |
|  Email from OI dd 220519.pdf              | Letters and Correspondence | Policy Holders / Insured | LKK AUTO CONSULTANTS PTE LTD (TP) | 22 May 2019      |
|  IA-2547.pdf                              | Reports & Statement        | Others                   | LKK AUTO CONSULTANTS PTE LTD (TP) | 7 May 2019       |
|  TP PRI FROM WORKSHOP WITH CAI REPORT.png | Letters and Correspondence | Workshop                 | DHAKAL Raghav                     | 2 May 2019       |