Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Monday, 13 May 2019 3:49 PM

To:

Claims; Denise Tay (LKKAuto)

Cc:

SUR; (nora.khai@premiumauto.com.sg)

Subject:

RE: SMG 2967G & SMH 4819H ESTIMATE

Dear Kelvin,

SMH 4819H-Vehicle excess \$1600/-

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: Friday, 10 May 2019 7:15 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; claims@premiumauto.com.sg

Subject: RE: SMG 2967G & SMH 4819H ESTIMATE

Dear Denise,

Noted on authorise repair, kindly assist to follow up excess amount.

Thank you.

Best Regards,

Kelvin Khoo

Claims Advisor

Premium Automobiles Pte Ltd (Neg 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

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: Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]

Sent: Friday, 10 May, 2019 5:57 PM

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

Cc: SUR <sur@lkkauto.com>

Subject: SMG 2967G & SMH 4819H ESTIMATE

Dear All,

Enclosed estimate marking of the 2 vehicle

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID: Vehicle Details	8884H
Vehicle No.:	SMH4819H
Vehicle to be Exported:	No
Intended Deregistration Date:	10 May 2019
Vehicle Make:	AUDI
Vehicle Model:	A4 SEDAN 2.0 TFSI S TRONIC (NAV)
Primary Colour:	Brown
Manufacturing Year:	2018
Engine No.:	CVK070501
Chassis No.:	WAUZZZF49KN000562
Maximum Power Output:	140.0 kW (187 bhp)
Open Market Value:	\$33,752.00
Original Registration Date:	24 Jan 2019
First Registration Date:	24 Jan 2019
Transfer Count:	0
Actual ARF Paid: Intended PARF Rebate Details	\$39,253.00
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	23 Jan 2029
PARF Rebate Amount: Intended COE Rebate Details	\$29,439,00
COE Expiry Date:	23 Jan 2029
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$33,989.00
COE Rebate Amount:	\$32,974.00
Total Rebate Amount:	\$62,413.00

The information contained herein is correct as at 10 May 2019



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder

: RIANA RAMAHANDRIDONA

Period of Insurance

: 24 Jan 2019 To 23 Jan 2021

Engine No. Chassis No. : CVK070501

: WAUZZZF49KN000562

Vehicle No.

: SMH4819H

Policy No.

Endorsement No.

: 1900007178

Issued Date

: 29 Jan 2019

ABOUT THE COVER

Make/Model

: AUDI A4 Sedan 2.0 TFSI S tronic

Engine Capacity/Tonnage : 1,984.00 CC

Sum Insured : Market Value

First Year of Registration : 2019 Insuring with COE/PARF : Yes

Driver Restriction : NA Off Peak Car : No

a) The Policyholder

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

Person or Classes of Persons Entitled to Drive*:

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 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 fultion, driving test, racing, pece-making, reliability trial or speed-testing, the camage 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 95 of the Road Transport Act, 1967 (Malaysia), and not to be included under these headings.

EXCESS

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

Section 2

Property Damage - \$0

Windscreen: \$100

Named Driver and Excess (where applicable)

RIANA RAMAHANDRIDONA - \$1600 (Own Damage)

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

1. Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 408699 63662323

For other: Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 5200. 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: United Overseas Bank Limited

I/We hereby certify that the policy to which this Certificate of Insurance relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Cap. 189, Part IV of Party Risks) (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1859 (Malaysia).

0504125206

PREMIUM LEASING - SP

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

24-HOUR AIG AUTO HOTLINE: +65 6338 6200

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

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

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

What should I do in the event of an accident?

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

If no one is injured in the accident:

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

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

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

LOSS OF USE CAR REPLACEMENT BENEFIT

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

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

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

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

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

Activation Hotline: 67428888

501 Guillemard Road Singapore 399840

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

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

IMPORTANT NOTICE

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

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

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





IDENTITY CARD NO. S7588884H



RIANA RAMAHANDRIDONA

FRENCH Date of birth 25-01-1975 Country all Wirth

FRANCE

STATISTICS OF STREET

8192492

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

EFFECTIVE DATE

Motor Cars =< 3000kg with ==7 passengers, exclusive 06 Jul 2011 of the driver; and other motor vehicles =< 2500kg

NP 426A

== S7588884H

FRENCH 01-03-2013

78 BAYSHORE ROAD #06-22 SINGAPORE 488801

\$7588884H

Date: 08/10/2018

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

- Please report correctly the details of the accident to speed up the claims process.
- 2. This Form must be completed by the Policyholder and/or the Authorised Driver,
- Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or witholding of material facts may allow insurance companies to repudiate policy liability.
- 4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
- 5. Any false reporting may be referred to the Police for investigation.
- This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
- 7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available

aforesaid.	
	ACCIDENT STATEMENT
Date Of Report	30/04/2019 18:24
Date Of Accident	24/04/2019 20:45
Exact Location Of Accident	78 BAYSHORE RD PARKING LOT BASEMENT
Country/State of Loss	SINGAPORE
	DETAILS OF OWN VEHICLE
Vehicle Registration Number	SMH4819H
Insured/Policyholder	
Name Of Registered Owner	RIANA RAMAHANDRIDONA
NRIC No	S7588884H
Email Address	RIANA.RAMA@GMAIL.COM
Mobile Phone No	(LOCAL) +65-81896150
Alternative Phone No	OFFICE-91117109
Vehicle Particulars	
Manufacturer	AUDI
Model	A4 SEDAN 2.0 TFSI 8W
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR
Insurance Company	
Name of Insurance Company	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	1900007178
Cover Note Number	
Driver	
Name of Driver	RIANA RAMAHANDRIDONA
NRIC No	S7588884H

 Date Of Birth
 25/01/1975

 Occupation
 INDOOR

 Date Of Driving Pass
 08/07/2011

Driving Experience 7 YEARS AND 9 MONTHS

Gender MALE

Mobile Number (LOCAL) +65-81896150

Fax Number

Contact Number OFFICE-91117109

EMail Address RIANA.RAMA@GMAIL.COM

Address 78 BAYSHORE ROAD #06-22

Postcode 469991

Was driver an employee of the Insured's Company NO

If No. Relationship of the Driver with the Insured OWNER

Vehicle Registration Number of Driver's Own

Vehicle

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident COLLIDED INTO PROPERTY

1

NO

NO

1

NO

NO

Weather Conditions CLEAR Road Surface DRY

Other Information

Was any foreign vehicle involved in this accident? NO

Number of vehicles (including own vehicle)

involved in the accident

Was any body injured in the Accident? NO

Was any injured conveyed to hospital by

ambulance?

Was any other material or property damaged? NO

I have been approached by unknown person(s)

soliciting/offering accident claims assistance.

Number of Passengers (Including Driver)

Details of Police Action

Was the accident reported to the police?

If Yes, Please state which Police Station

Was notice of intended Prosecution given?

If Yes, against whom?

Circumstances of Accident

REVERSED TO PARK INTO A SLOT AT THE BASEMENT PARKING LOT. WRONGLY EVALUATED DISTANCE TO THE NEARBY PILLAR AND BUMPED THE REAR OF THE CAR INTO IT.

Attachment(s)

Are accident photos available for attachment? YES Was there any video captured by Car Camera? NO NO Was there any audio recorded?

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

- Please report correctly the details of the accident to speed up the claims process.
- This Form must be completed by the Policyholder and/or the Authorised Driver.
- Information provided must be as truthful and accurate as possible. Any within misrepresentation or withholding of material. facts may allow insurance companies to repudiate policy liability.
- 4. The issue and acceptance of this Form by insurance companies is not an admission of policy flability on the part of the insurance companies
- 5. Any false reporting may be referred to the Police for investigation
- 6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by
- By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforecald
- R. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, ugree and consent that

- (a) My insurer, my workshop and the General insurance Association of Singapore ("GIA") may fare permitted to collect, use disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all Insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be suitestively referred to as the "Insurers"), the insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (ii) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (b) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims. (collectively the "Purposes"
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third pany service providers or agents(including their lawyers/law firms), which may be shed outside of Singapore, for one or more of the above Purposes.
- my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, (d) investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - 18 to all mourers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (iii) for complying with requirements under any regulations, laws or court orders.

ologfalbe's Signature

Date & Toron

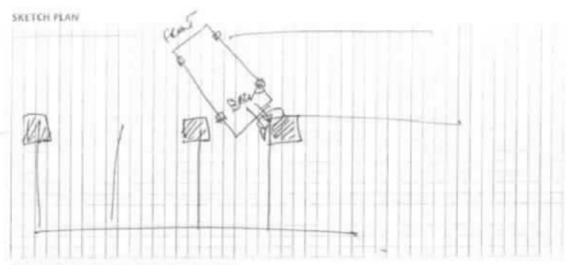
Driver's/Signature

(If dynamic not the policyholder) Digle & Time

Reporting Centre Personnel's Signature

NAMES STORM STATE WALL

Sketch Plan #2



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

REVELLE	TO PARK INTO A SLOT AT THE	
	INT PARKING LOT. WEOWAY EVALUATED	
	TO THE LEWBY DILLE AND BUH	
	ONR OF THE EAR INTO IT	
		_
		_

DECLARATION

I/We declare the fopeloing particulars are true in every respect

PolicyHotter's Signature

Driver is not the processider)

Date & Time

Reporting Sentre Personnel's Signature Name: Stiff Met. 51151 NAME/YOU NO. S.S. 102_60 L

Accident Photo



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/0569/2019/DY/TF

Date : 3-May-19

Vehicle NOT IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #07-16 AIG Building Singapore 079120

Attn: Motor Claims Dept

Tel: 65321818 - Fax: 6516 0904 Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr. Riana Ramahandridona

Address : 78 Bayshore Road

#06-22

Singapore 469991

Telephone : HP +65 81896150

Type of Claim : Own Damage Claims

Policy No. : 1900007178

Vehicle No : SMH 4819 H

Model Code : Audi A4 SEDAN 2.0 TFS1

Model / Year : 24/1/2019 Engine No : CVK 070501

Chassis No : WAUZZZF49KN000562

Mileage

Date In : Liability : -Excess Cost : -

Estimated By : Johnny Boo / Allan Wu

Accident Date : 24-Apr-19

Place of Accident : Basement Parking Lot, 78 Bayshore Rd

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

Telefax

Estimated Labour Charges for Accident Vehicle SMH 4819 H

S/n	Nature of Jobs			Estimated Charges	Surveyor's Recommendation
1	To remove and reinstall rear parking aid and rear lid kick sensor. Check function.	5/N	s	360.00 %	/ v
2	To dismantle and renew rear bumper. Re-organize rear crash management components. Reinstall all parts removed.		5	1,050.00	500.
3	To respray rear bumper.		s	900:00	550
4	To carry out diagnostic check.	S/N	\$	192.00	//
	TOTAL LABOUR CHARGES	:	\$	2,502.00	

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

Telefax

Material List for Accident Vehicle Regn No. SMH 4819 H

1993.80 4. 163.40 181.30
4. 163:40
163.40
KI.30
101.00
4
1 212
x
×
x
4.
X
x
X.
×
*
+
*
? ×

All charges are not inclusive of GST.

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

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

Telefax

LKK Auto Consultants hence notify the Repairer of the following:

- *To resurvey below/after spoor pointing
- . To display damaged part(s) during resurvey
- + Parts prices are subject to confirmation
- + Third party survey is on a "Wilnout Prejudice" basis
- . No illegal modification(s) is allowed.
- Supplementary dem(s) must be requirelyed god is subject to final approval from insurance Company

Acknowledged by Repairer

Signature:

Date:

Name

: Adria ha

Hure Fire.

Surveyed Date

Authorised Date

Excess Cost

Liability

Remarks

: Authorised ziris, 03 Drys.

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

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/0569/2019/DY/TF

Date : 3-May-19

Vehicle NOT IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #07-16 AIG Building Singapore 079120

Attn: Motor Claims Dept

Tel: 65321818 - Fax: 6516 0904 Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr. Riana Ramahandridona

Address : 78 Bayshore Road

#06-22

Policy No. : 1900007178

Vehicle No : SMH 4819 H

Model Code : Audi A4 SEDAN 2.0 TFSI

Model / Year : 24/1/2019 Engine No : CVK 070501

Chassis No : WAUZZZF49KN000562

Mileage

Date In :

Liability : Excess Cost : -

Estimated By : Johnny Boo / Allan Wu

Accident Date : 24-Apr-19

Place of Accident : Basement Parking Lot, 78 Bayshore Rd

HI Adrian

3 days - ok - jb - 17 Jun 19

Premium Automobiles 55 Ubi Road 1, Singapore 408699

Tel: 6366 2323 Fax: 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SMH 4819 H

S/n	Nature of Jobs			Estimated Charges	Surveyor's Recommendation	
1	To remove and reinstall rear parking aid and rear lid kick sensor. Check function.	S/N	\$	360.00	\$	360.00
2	To dismantle and renew rear bumper. Re-organize rear crash management components. Reinstall all parts removed.		\$	1,050.00	\$	500.00
3	To respray rear bumper.		\$	900.00	\$	550.00
4	To carry out diagnostic check.	S/N	\$	192.00	\$	192.00
	TOTAL LABOUR CHARGES	:	\$	2,502.00	\$	1,602.00

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

Telefax Material List for Accident Vehicle Regn No. SMH 4819 H

			Damaged Pa	rts &	Prices	
S/N	Parts Description			S/Nett	Remark	
1	REAR BUMPER		\$	2,491.00	s	1,992.80
2	REAR BUMPER FIXING PARTS		\$	416.00		
3	REAR BUMPER SECURING STRIP		\$	203.00	\$	162.40
4	REAR BUMPER SPOILER		\$	227.00	\$	181.20
5	REAR BUMPER SPOILER BLACK TRIM		\$	265.00	\$	212.00
6	REAR BUMPER BRACKET - RH		\$	106.00		
7	REAR BUMPER REFLECTOR - RH		\$	38.00		
8	REAR BUMPER CARRIER		\$	819.00		
9	REAR BUMPER CARRIER SEAL		\$	25.00		
10	REAR BUMPER TOP GUIDE SECTION - LH / RH		\$	40.00		
11	REAR BUMPER TOP GUIDE SECTION PIN	2	\$	5.00		
12	REAR BUMPER HOLDING STRAP		\$	76.00		
13	REAR BUMPER SENSOR	2	\$	462.00		
14	REAR BUMPER SENSOR SEAL RING	4	\$	12.00		
15	REAR BUMPER EXHAUST CHROME TRIM		\$	324.00		
16	CONTROL UNIT FOR BOOT LID OPENING		\$	381.00		
17	SUNDRIES		\$	400.00		
	TOTAL SPARE PARTS		\$	6,290.00	\$	2,548.40
	TOTAL LABOUR CHARGES	66	\$	2,502.00	\$	1,602.00
	GRAND TOTAL		\$	8,792.00	\$	4,150.40

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

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

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Monday, 17 June 2019 1:02 PM

To:

Boo seng yak; Chang Chee Sing; Carrine Leong; jiayee.yap@premiumauto.com.sg;

SUR

Subject:

RE: FINAL REVISION - SMH4819H - OD AIG - SURVEYED 10 MAY 19

Dear Mr Boo.

Confirm repair cost of \$4150.40 before excess \$1600 and GST @ 3 days.

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

From: Boo seng yak <boojohnny@gmail.com>

Sent: Monday, 17 June 2019 10:14 AM

To: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; SUR <sur@lkkauto.com>; Chang Chee Sing

<claims@premiumauto.com.sg>; Carrine Leong <carrine.leong@premiumauto.com.sg>;

jiayee.yap@premiumauto.com.sg

Subject: FINAL REVISION - SMH4819H - OD AIG - SURVEYED 10 MAY 19

Hi Adrian and all,

Revised estimate is attached.

Please confirm repair cost of \$4150.40 @ 3 days.

Your early closure is appreciated.

Best regards - jb

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #07-16 AIG Building Singapore 079120

Attn: Motor Claims Dept Yr Ref: SMH 4819 H Norah Khai 6768 9911 6841 1183

Nora.khai@premiumauto.com.sg Body & Paint Dept PA/OD/0569/2019/NK

02 July 2019

from

Telephone +65-Telefax +65-

EMail

Our department

Our Ref Your Ref

Your Re Date

Dear Sir.

RE: INSURANCE CLAIM FOR SMH 4819 H, Audi A4 SEDAN 2.0 TFSI Qu.

With reference to the above-mentioned vehicle, no. SMH 4819 H claimant, Mr.Riana Ramahandridona, please find the related document per attached.

- A copy of the Original invoice no. 85013985 S\$ 2,728.93.
- 2. A copy of the Discharge Voucher duly signed by client.

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 - SMH 4819 H total pages

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

Premium Automobiles Pte Ltd



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

Alexandra Service Centre 261 Alexandra Road Singapore 159938 Main Telephone 6388 2223 Main Telefax 6475 1023

Ubi Service Centre 55 Ubi Road 1 Singapore 408699 Main Telephone 6386 2323 Main Telefax 6841 1183

Customer Service Service Appointment 24-hour Breakdown Service 6366 2323 9828 1233 customer care@premiumauto.com.sg

INS TAX INVOICE

Page

1

11:31

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

Customer

AIG ASIA FACIFIC INSURANCE PTE LTD

MOTOR CLAIM DEPT

AIG BUILDING 78 SHENTON WAY

#07-16

SINGAPORE 079120 079120

Invoice: 85013985

Order: SMH4819H

Term : 30

Account: A0006

Date : 02/07/2019

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT

AIG BUILDING 78 SHENTON WAY

#07-16

SINGAPORE 079120

Regn No: SMH4819H

Model: A4 SEDAN 2.0 TFSI 8W2ADG

40480)

Regn Date: 24/01/2019

Mileage:

5087

WIP No.: 51944

Chassis: WAUZZZF49KN000562

Engine: CVE 070501

Dept: #

You have been assisted by :- UB-Siti Marsilla

1 137 1

	Details	Qty	Unit Price	Amount
EXC	M: 8888	-1600.00	1.00	-1,600.00
BODYWORK	Insurance Excess/Liability M: TO REMOVE AND REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR.CHECK FUNCTION	360.00	1.00	360.00
BODYWORK	TO DISMANTLE AND RENEW BEAR BUMPER.REORGANISE REAR CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	500.00	1.00	500.00
BODYWORK	TO RESPRAY REAR BUMPER	550.00	1.00	550.00
BODYWORK	TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.0
A8W5807067D GRU A8W0807521Q 9B9 A8W0807900D A8W5807833 9B9	COVER(LAST) SPOILER(LAST) STRIP Less 020% TRIM Less 020% Less 020%	1.00 1.00 1.00	2491.00 226.50 203.00 265.00	1,992.8 181.2 162.4 212.0

2,548.40 Parts 0.00 Labour Sublet Menus 0.00 Lubricant 0.00



Sub-Total 2,550.40 178.53 7% GST 2,728.93 **Grand Total**

Received by

For & on behalf of Premium Automobiles Pte Ltd

Telefax

to AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #07-16 AIG Building Singapore 079120 Motor Claims Dept Yr Ref: SMH 4819 H Norah Khai 6768 9828 6841 1183

from Telephone +65-Telefax +65-Mobile Our department

Body Repair

Your Claim Ref Our Ref Date

PA/OD/569/2019/SM 31 May 2019

total pages

Showroom

9 Leng Kee Road Singapore 159090

55 Ubi Road 1 Singapore 408699

Premium Automobiles Pte Ltd

Telephone (65) 6566 1111 Telefax (65) 6471 3733

Service & Parts Centres

Telephone (65) 6366 2323 Telefax (65) 6841 1183

CLAIM - OWNER'S SATISFACTION/DISCHARGE VOUCHER RE:

Make & Model

Audi A4 Sedan 2.0 TFSI

Vehicle Chassis No.

WAUZZZF49KN000562

Vehicle Regn No.

SMH 4819H

Vehicle Mileage

5087 KM

Vehicle Owner

Mr. Riana Ramahandridona

Certificate No

1900007178

Own Damage Excess :

\$1712.00 (Inclusive 7%GST)

Accident Date

24/04/2019

Place

78 Bayshore Rd Parking Lot Basement

Repair Cost

:

:

:

:

WIP No.

51944

\$2,728.93

Repairer's Name

Premium Automobiles Pte Ltd

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

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

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj	Submitted	Ins Auth'ed	Pending for Survey Report Cancel Case			
Main	06 May 2019		10 May 2019 16:12 Edit Adj Rpt	S\$4,150.40 Edit Estimates	B 17-17-2	1,150.40 ew Rpt					
10	Main	R	eference	Claim	etails		Docume	nts:	٦.	Show All	
CLAIM SU	BFOLDER DE	TAILS				[Created	by insurer]				
Insured:	RIANA RA	MAHANDRIDON	A. 10: S7588884	t, Tel: +658189	6150, 1	Email: RIANA	A.RAMA@GMAI	L.COM			
Vehicle Reg No.:	SMH4819H Date of Loss: 24/04/2019 20:00 - :59 [3 Months From LTA Reg Date (Man Yr)]										
Claim Type: OD / 3174598604SG Policy/Cover Note No.: 1900007178 (Comprehensive)											
				Exce	-	S\$1,600.00					
Repairer:		THE RESIDENCE OF THE PARTY OF T	Ltd (UBI) 55 Ubi	THE RESERVE OF THE PARTY OF THE		and and the first first of the last of the	and the second s				
Handling Insurer:		Pacific Insurance eetkaur.Mithoosin	e Pte. Ltd. (SG) - gh@aig.com	Tel: 65-6419-300) [Has	ndled by Mit	hoo Singh, A	ashwee	njeet Kaur]		
Adjuster:	LKK Auto	Consultants Pte	Ltd (HQ) - Tel: 62	56-3561 [Hand	iled by O	NG HWEE I	IE] [Final	Rpt d	ue 22/05/2	2019]	
Driver/Cust dian:	RIANA RAN	MAHANDRIDONA (44 / Male) , NRIC	: S7588884H, T	el: +656	31896150 En	naii: RIANA.RA	MARGM	AIL.COM		
ASSOCIAT	TED MAIL RE	CEIVED						View All	Compos	e Case Mail	
 AIG_SG 	(13/05/2019)	SMH4819H / 0	D / 24/04/2019	/ Coverage & Ex	cess up	date					
ALL ASSO	CIATED TAS	ks∃			- 31	View All 5	Search Tasks	Create	New Task	Complete	
Due Date	e Priority	Type Task	Group Subject	t Handler	Assign	ned By	Completed C	On	Created On	Done	

Claim Documents

*SMH4819H (3174598604SG) OD Apr 24 2019 8:45PM [RIANA RAMAHANDRIDONA] Premium Automobiles Pte Ltd

Up	load Documents Up	pload Photos Compose New Letter Upload Video Upload Audio	View	View in Brows	er v
Pho	otos/Images		3 per s	age 🗸	V
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	10/05/19 17:06	General View	0	Load JPG	V
2	10/05/19 17:06	General View	0	Load JPG	V
3	10/05/19 17:06	General View	0	Load JPG	V
4	10/05/19 17:06	General View	0	Load JPG	V
5	10/05/19 17:06	General View	0	Load JPG	V
6	10/05/19 17:06	General View	0	Load JPG	V
7	10/05/19 17:06	General View	0	Load JPG	V
Doc	cumentation		1 per p	age 🔽	V
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnall	Print
1	10/05/19 17:06	Driving License and NIRC	0	Load PDF	
2	10/05/19 17:06	Singapore Accident Statement	0	Load PDF	
3	10/05/19 17:06	Certificate of Insurance	0	Load PDF	
4	10/05/19 17:55	ESTIMATE	0	Load PDF	
5	24/07/19 15:05	Workshop Invoice	0	Load PDF	
6	24/07/19 15:05	Discharge Voucher	0	Load PDF	

Linked Accident Report Documents

	View		View in Brows	per V	
Ass	essment Reports		1 per p	age 🔻	V
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Emil Suttend	Thumbnail	Print
1	30/04/19 18:35	Accident Statement	0	Load HTM	
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No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	30/04/19 18:34	Accident Photo	0	Load JPG	V
2	30/04/19 18:34	Accident Photo	0	Load JPG	1
3	30/04/19 18:34	Accident Photo	0	Load JPG	V
4	30/04/19 18:34	Accident Photo	0	Load JPG	V
5	30/04/19 18:34	Accident Photo	0	Load JPG	2
6	30/04/19 18:34	Accident Photo	0	Load JPG	12
7	30/04/19 18:34	Accident Photo	0	Load JPG	Y
8	30/04/19 18:34	Accident Photo	0	Load JPG	V
9	30/04/19 18:34	Accident Photo	0	Load JPG	2
10	30/04/19 18:34	Accident Photo	0	Load JPG	3
11	30/04/19 18:34	Accident Photo	0	Load JPG	12
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1	30/04/19 18:29	Sketch Plan	0	Load JPG	~

Ass	ssessment Reports		1 per pe		2
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
2	30/04/19 18:29	Sketch Plan #2	0	Load JPG	V
3	30/04/19 18:30	UNDERTAKING LETTER	0	Load JPG	V
4	30/04/19 18:30	ACCIDENT INTERVIEW FORM	0	Load JPG	1

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/AIG19008343/JVD3E2

Date:

24/07/2019

REFERENCE

Insured/Claimant: Date of Loss:

RIANA RAMAHANDRIDONA

24/04/2019

Policy No:

Nature of Claim:

1900007178

OD

Claim No: 3174598604SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:

SMH4819H

Make & Model:

AUDI A4, 2.0 (A)

24/01/2019 (Man. Year: 2018)

Engine No:

CVK070501

Reg. Date:

Brown

Chassis No: Odometer:

WAUZZZF49KN000562 4540 km

Colour Engine Capacity:

1984 cc

Market Value/New Car Price: S\$165,000.00 Sum Insured (S\$):

Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY General Condition:

Steering (Serviceable): Yes Engine Modification:

Yes Footbrake (Serviceable):

Pre-accident Condition:

Yes

Handbrake (Serviceable):

CONDITION OF TYRES

Front Tyre Size: Front Left Side:

205/60 R16

Pirelli 6 mm

Rear Tyre Size: Rear Left Side: Rear Right Side:

No

205/60 R16 Pirelli 6 mm

Pirelli 6 mm

Front Right Side: Pirelli 6 mm The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,290.00	2,548.40	3,741.60	59.48
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,502.00	1,602.00	900.00	35.97
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	8,792.00	4,150.40	4,641.60	52.79
- Excess (S\$)	1,600.00	1,600.00	0.00	0.00
(S\$)	7,192.00	2,550.40	4,641.60	64.54
+ GST 7.00/7.00% (S\$)	503.44	178.53	324.91	64.54
Nett Amount (S\$)	7,695.44	2,728.93	4,966.51	64.54

INSPECTION

Date of Assignment:

10/05/2019

Date Inspected:

10/05/2019 Inspected At:

Premium Automobiles Pte Ltd (UBI)

55 Ubi Road 1 Singapore 408699

Estimated Period of Repair:

3.0 days

Adjuster: ONG HWEE JIE

Manager: VERON CHEN

https://singapore.merimen.com/claims/index.cfm?fusebox=MTRadjuster&fuseaction=gen ... 24/7/2019

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		*REAR BUMPER	Deformed	2,491.00FS	*1,992.80 FS
2	1		*REAR BUMPER FIXING PARTS	Not Necessary	416.00 FS	*-FS
3	1		*REAR BUMPER SECURING STRIP	Necessary	203.00 FS	*162.40FS
4	1		*REAR BUMPER SPOILER	Deformed	227.00 FS	*181.20FS
5	1		*REAR BUMPER SPOILER BLACK TRIM	Cracked	265.00 FS	*212.00 FS
6	1		*REAR BUMPER BRACKET - RH	Not Necessary	106.00 FS	*-FS
7	1		*REAR BUMPER REFLECTOR - RH	Not Necessary	38.00 FS	*-FS
8	1		*REAR BUMPER CARRIER	Not Necessary	819.00 FS	*-FS
9	1		*REAR BUMPER CARRIER SEAL	Not Necessary	25.00 FS	*-FS
10	2		*REAR BUMPER TOP GUIDE SECTION - LH / RH	Not Necessary	40.00FS	*-FS
11	2		*REAR BUMPER TOP GUIDE SECTION PIN	Not Necessary	5.00 FS	*-FS
12	1		*REAR BUMPER HOLDING STRAP	Not Necessary	76.00 FS	*-FS
13	2		*REAR BUMPER SENSOR	Not Necessary	462.00 FS	*-FS
14	4		*REAR BUMPER SENSOR SEAL RING	Not Necessary	12.00 FS	*-FS
15	1		*REAR BUMPER EXHAUST CHROME TRIM	Not Necessary	324.00 FS	*-FS
16	1		*CONTROL UNIT FOR BOOT LID OPENING	Not Necessary	381.00 FS	*-FS
17	1		*SUNDRIES	Not Necessary	400.00 FS	*-FS
F=Fra	enchise	part. S=Spc	Nett.	Total Parts (S\$)	6,290.00	2,548.40

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

IS MOVE AND REINSTALL REAR PARKING AID AND	ASS.		
MOVE AND DEINSTALL DEAD DARKING AID AND			
LID KICK SENSOR. CHECK FUNCTION	New	360.00	360.00
CRASH MANAGEMENT COMPONENTS, REINSTALL	New	1,050.00	500.00
SPRAY REAR BUMPER	New	900.00	550.00
RRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
Gross Labour	Cost (S\$)	2,502.00	1,602.00
	SMANTLE AND RENEW REAR BUMPER. RE-ORGANIZE CRASH MANAGEMENT COMPONENTS. REINSTALL ARTS REMOVED SPRAY REAR BUMPER ARRY OUT DIAGNOSTIC CHECK	SMANTLE AND RENEW REAR BUMPER, RE-ORGANIZE CRASH MANAGEMENT COMPONENTS, REINSTALL ARTS REMOVED SPRAY REAR BUMPER New	SMANTLE AND RENEW REAR BUMPER, RE-ORGANIZE CRASH MANAGEMENT COMPONENTS, REINSTALL ARTS REMOVED SPRAY REAR BUMPER RRY OUT DIAGNOSTIC CHECK New 192.00

< END OF ESTIMATES >