

Adrian Munmen

ASSIGNMENT

From: _____ Date: _____

Estimated Cost: _____

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

To Inspect Vehicle No: _____

at Workshop m/s _____

of _____

Insured _____

Policy No. _____

Claims No. _____

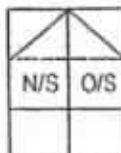
Sum Insured: _____ Excess: 1000 31/5/19

(Client's Record)

Make of Veh: _____

(Police Condition)

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



Bal. or Market Value: 130K

IDAC Accident Rpt: _____ Consistent?: Yes or No

GIA / PR Seen: _____ Consistent?: Yes or No

Est. Repairs: 10 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: SLC9990A Yr Regn: 2016, March

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

Truck / Trailer or

Make: Audi Q5 c.c. 1984

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

Sp. Reading: 5/3312 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WAU228R86A073297

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size: F: 225/45R20

R: 225/45R20

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

Front

Rear

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

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

D.O.A. _____ D.O.I. 24/05/19

Survey held at Premium

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
	OD ALB
	SLC 9990A - X
21/5/19 @ 4.55pm	Vehicle to Victor via Munmen.
21/5/19 @ 5.15pm	Victor informed C/A via Munmen.
	mv:
	PV:
	Nett:
21/5/19 @ 5.27pm	Informed Kevin C/A 5 exs @ 1000 by email.

RECEIVED 06 MAR 2020

Date/Time, File Pass to?	Date/Time, File Return to?	Part Prices Check:	Survey Fee:	Date:
1) GB Typist	2)	IN	Basic & Add.	200
3)	4)	OUT	S + RS, SI	
5)	6)		Photos	11
Pref. Report			Others	
Final Report			TOTAL	211

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	21 May 2019 16:53	Cim Veh Model Changed		[] Merimen Administrator
2	21 May 2019 16:53	Cim Created	Reg No: SLC9990A, Policy No: 2100458555-03, Acct Date: 2019/05/20, Claim Type: SC, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), Ins.Status => Notification, Created from SAS:MPA119065607	[I] Merimen Administrator
3	24 May 2019 15:45	Cim Registration Modified	Setl.Type:3->0, Claim Type:SC->OD,	[] LEE SU THING
4	24 May 2019 15:45	Adj Cim Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)	[] LEE SU THING
5	24 May 2019 15:45	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] LEE SU THING
6	24 May 2019 15:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/04	[A] LEE SU THING
7	24 May 2019 15:45	Adj Mandate Set	Approved:8000.00,Reinsp:Adj decides,	[A] LEE SU THING
8	24 May 2019 15:45	Cim Registration Modified	Rep:1137->200611,	[A] LEE SU THING
9	24 May 2019 15:45	Cim Veh Model Changed	(201613) AUDI Q5 2.0 TFSI Quattro (A).	[A] LEE SU THING
10	24 May 2019 15:45	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] LEE SU THING
11	24 May 2019 16:45	Adj Rpt Initiated		[A] SHIAU CHAN
12	24 May 2019 16:45	Cim Dtl Modified	JPJ Reg. Date: -> 2016/03/31,	[A] SHIAU CHAN
13	24 May 2019 16:45	Cim Details Notified		[A] SHIAU CHAN
14	24 May 2019 16:57	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/06/04	[A] SHIAU CHAN
15	24 May 2019 16:58	Adj Mandate Request	Cur.Req:23824.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR,	[A] SHIAU CHAN
16	27 May 2019 09:45	Cim Registration Modified	Init.Est.->5,000 - 6,000,	[I] Gan, Hunchung
17	27 May 2019 14:42	Cim Registration Modified	Excess: -> 1000.00, 2F Remarks: -> Not Applicable. GST: -> 7.00,	[I] Gan, Hunchung
18	27 May 2019 14:42	Label Added	(20226):Coverage Confirmed.	[A] Merimen Administrator
19	27 May 2019 16:17	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/04, Mandate Remarks: Refer to email send,	[I] Koh, Victor-CK
20	27 May 2019 16:17	Adj Mandate Set	Maintained:Refer to email send,	[I] Koh, Victor-CK
21	28 May 2019 10:21	Adj Mandate Request	Cur.Req:23824.00:According to our surveyor, he was unable to verify the manufacturing year of the four tyres as the owner is still driving the vehicle,	[A] SHIAU CHAN
22	28 May 2019 11:21	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/06/04, Mandate Remarks: Pending required documents,	[I] Koh, Victor-CK
23	28 May 2019 11:21	Adj Mandate Set	Maintained:Pending required documents,	[I] Koh, Victor-CK
24	31 May 2019 09:49	Adj Mandate Request	Cur.Req:23824.00:Please be informed that the tires photos are uploaded.	[A] SHIAU CHAN
25	31 May 2019 17:15	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/06/04, Mandate Remarks: Re-inspection to be done for damage check and supplementary items / labour.	[I] Koh, Victor-CK
26	31 May 2019 17:15	Adj Mandate Set	Approved:22485.00:Re-inspection to be done for damage check and supplementary items / labour.	[I] Koh, Victor-CK

Date From



Date To



Audit Type None

Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2155977	24/05/2019 16:45	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLC9990A		10.70

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 31 May 2019 5:22 PM
To: claims@premiumauto.com.sg; SUR
Subject: RE: OD CLAIM FOR SLC 9990 A

Dear Kelvin,

As instructed by our client , please proceed to repair the insured vehicle SLC 9990A (Excess \$1,000/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd

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

From: Shiau Chan (LKKAUTO)
Sent: Friday, 31 May 2019 2:51 PM
To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SLC 9990 A

Dear Kelvin,

We are awaiting for insurance's further instruction.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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, 31 May 2019 2:39 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SLC 9990 A

Dear Shiau Chan,

Kindly expedite on repair approval.

Thank you.

Shiau Chan (LKKAUTO)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Friday, 31 May 2019 5:16 PM
To: Shiau Chan (LKKAUTO)
Subject: RE: SLC9990A/OD / 7509997458SG

Done

From: Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]
Sent: Friday, May 31, 2019 2:50 PM
To: Koh, Victor-CK; SUR
Cc: Fong, Andy-SY
Subject: [EXTERNAL] RE: SLC9990A/OD / 7509997458SG
Importance: High

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

Dear Victor,

Kindly advise on the authorisation as the photos of tyres are already uploaded in Merimen System.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Tuesday, 28 May 2019 10:24 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: RE: SLC9990A/OD / 7509997458SG

Hi Shiau Chan,

Kindly arrange with Insured for him to drive in to Premium or at his office to take photos of the manufacturing date of the four tyres and a copy of the purchase invoice. I believe the process does not take longer than 5 mins to be done.

Thanks & Regards

Victor Koh

AIG

Claims Technical Controller

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +65 6419 1785 | Fax +65 68357416

Victor-ck.koh@aig.com | www.aig.com

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 28 May 2019 10:44 AM
To: claims@premiumauto.com.sg
Subject: FW: SLC9990A/OD / 7509997458SG

Dear Kelvin,

Kindly assist as below email and contact our surveyor once confirm appointment with insured.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Tuesday, 28 May 2019 10:24 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: RE: SLC9990A/OD / 7509997458SG

Hi Shiau Chan,

Kindly arrange with Insured for him to drive in to Premium or at his office to take photos of the manufacturing date of the four tyres and a copy of the purchase invoice. I believe the process does not take longer than 5 mins to be done.

Thanks & Regards

Victor Koh
AIG
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Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +65 6419 1785 | Fax +65 68357416
Victor-ck.koh@aig.com | www.aig.com

From: Shiau Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]
Sent: Tuesday, May 28, 2019 9:58 AM
To: Koh, Victor-CK; SUR
Cc: Fong, Andy-SY
Subject: [EXTERNAL] RE: SLC9990A/OD / 7509997458SG

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

Dear Victor,

According to our surveyor, he was unable to verify the manufacturing year of the four tyres as the owner is still driving the vehicle..

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 28 May 2019 9:58 AM
To: Koh, Victor-CK; SUR
Cc: Fong, Andy-SY
Subject: RE: SLC9990A/OD / 7509997458SG

Dear Victor,

According to our surveyor, he was unable to verify the manufacturing year of the four tyres as the owner is still driving the vehicle..

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Monday, 27 May 2019 4:17 PM
To: SUR <sur@lkkauto.com>
Cc: Fong, Andy-SY <Andy-SY.Fong@aig.com>
Subject: SLC9990A/OD / 7509997458SG

Hi LKK,

For the above case, kindly ask the surveyor to come to us on the manufacturing year of the four tyres. It is noted that the rim is aftermarket kindly request for the purchase invoice of the rim and tyre as well.

Thanks & Regards

Victor Koh
AIG
Claims Technical Controller
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +65 6419 1785 | Fax +65 68357416
Victor-ck.koh@aig.com | www.aig.com

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Shiau Chan (LKKAuto)

To: Koh, Victor-CK; SUR
Cc: Fong, Andy-SY
Subject: RE: SLC9990A/OD / 7509997458SG

Dear Victor,

According to our surveyor, he was unable to *verify* the manufacturing year of the four tyres due to the vehicle still on road by owner. *as the owner is still driving the vehicle*

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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Shiau Chan (LKKAuto)

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Monday, 27 May 2019 4:17 PM
To: SUR
Cc: Fong, Andy-SY
Subject: SLC9990A/OD / 7509997458SG

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For the above case, kindly ask the surveyor to come to us on the manufacturing year of the four tyres. It is noted that the rim is aftermarket kindly request for the purchase invoice of the rim and tyre as well.

Thanks & Regards

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Claims | AIG Asia Pacific Insurance Pte. Ltd

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Note: This document has not been finalised.**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

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

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn:

Date: 24 May 2019

Preliminary Advice

Vehicle No	: SLC9990A	Accident Date	: 20/05/2019
Make	: AUDI Q5	Policy No.	: 2100458555-03
Assignment Date	: 24/05/2019	Excess	: S\$0.00
Date of Inspection	: 24/05/2019	Est. Duration of Repair	: 10.00
Inspection At	: PREMIUM AUTOMOBILES PTE LTD (UBI) 55 UBI ROAD 1 SINGAPORE 408699		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages o/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	43,345.00
Revised Amount	:S\$	22,485.00
Check Items (Estimated)	:S\$	1,339.00
Total	:S\$	23,824.00
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	130,000.00
COE / PARF Rebate	:S\$	70,665.00
Salvage Value	:S\$	
Margin for Repair	:S\$	59,335.00

Remarks

- (X) The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- () The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- () Other comments :

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Foreign Identification Number
Owner ID:	2149M
Vehicle Details	
Vehicle No.:	SLC9990A
Vehicle to be Exported:	No
Intended Deregistration Date:	24 May 2019
Vehicle Make:	AUDI
Vehicle Model:	Q5 2.0 TFSI QU (230 BHP)
Primary Colour:	Grey
Manufacturing Year:	2015
Engine No.:	CNC148283
Chassis No.:	WAUZZZ8R8GA073297
Maximum Power Output:	169.0 kW (226 bhp)
Open Market Value:	\$41,961.00
Original Registration Date:	31 Mar 2016
First Registration Date:	31 Mar 2016
Transfer Count:	0
Actual ARF Paid:	\$50,746.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	30 Mar 2026
PARF Rebate Amount:	\$38,059.00
Intended COE Rebate Details	
COE Expiry Date:	30 Mar 2026
COE Category:	E - Open Category
COE Period(Years):	10
QP Paid:	\$48,002.00
COE Rebate Amount:	\$32,606.00
Total Rebate Amount:	\$70,665.00

The information contained herein is correct as at 24 May 2019

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. 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.
3. Information provided must be as truthful and accurate as possible. Any wilful 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 liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. 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	21/05/2019 16:37
Date Of Accident	20/05/2019 01:55
Exact Location Of Accident	AYE BEFORE 7A EXIT
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLC9990A
Insured/Policyholder	
Name Of Registered Owner	GUAN QING
Passport No/FIN	G3212149M
Email Address	GQZNG990@GMAIL.COM
Mobile Phone No	(LOCAL) +65-92955520
Alternative Phone No	OTHERS-92955520

Vehicle Particulars

Manufacturer	AUDI
Model	Q5 2.0 TFSI QU
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	2100458555-03
Cover Note Number	

Driver

Name of Driver	GUAN QING
Passport No/FIN	G3212149M
Date Of Birth	16/03/1987
Occupation	INDOOR
Date Of Driving Pass	02/01/2016
Driving Experience	3 YEARS AND 4 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-92955520
Fax Number	
Contact Number	OTHERS-92955520
EMail Address	GQZNG990@GMAIL.COM

Address	80 WEST COAST ROAD #02-16
Postcode	126816
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	NO COLLISION
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	1
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

DRIVING ON AYE, A CAR IN MIDDLE LINE. SO I CHANGE TO THE RIGHT FAST LINE. HEARD A SUDDEN SOUND, THE STEER TURN RIGHT SUDDENLY, THEN I PUSH THE BRAKE AND TURN LEFT. BUT CAR HEAD (RIGHT SIDE) ALREADY TOUCH THE EDGE. THEN I CHANGE TO EMERGENCY LINE, CALL LTA AND AUDI 24 HRS FOR ASSISTANT.

Attachment(s)

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

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. 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.
3. Information provided must be as truthful and accurate as possible. Any wilful 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 liability 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 interested parties.
7. 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 aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are 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 collectively 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:
 - (i) 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;
 - (iv) 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
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes;
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims;
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulator, law enforcement and government agencies as reasonably required for the purposes stated; or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature
Date & Time

Driver's Signature
(If driver is not the policyholder)
Date & Time

Reporting Centre Personnel's Signature
Name: Wahin Maw
Add/Ref No.: 1281159020

Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

i Driving on AYE, a car in the middle lane, so I change to the right fast lane. ~~about 20~~
 Heard sudden sound, ~~maybe~~ the driver turn right suddenly, then I ~~push the~~ brake and turn left. But car head (right side) already touch the edge.
 Then I change to Emergency lane, call LTA and Audi 24 hrs assistant.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature
 Date & Time:

Driver's Signature
 (If driver is not the policyholder)
 Date & Time:

Reporting Centre Personnel's Signature
 Name: *Wahin Wong*
 ID No./PIN No: *58262901*



Accident Photo



AIG

CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : GUAN QING
 Period of Insurance : 31 Mar 2019 To 30 Mar 2020
 Engine No. : CHC148283
 Chassis No. : WAUZZZ8R8GA073297

Vehicle No. : SL C999DA
 Policy No. : 2100458555-03
 Endorsement No. :
 Issued Date : 11 Mar 2019

ABOUT THE COVER

Make/Model : AUDI Q5 2.0 TFSI QU (FACELIFT) (DYNAMIC STEERING)

Engine Capacity/Tonnage : 1,984.00 CC

Sum Insured : Market Value

First Year of Registration : 2018

Driver Restriction : NA

Off Peak Car : No

Insuring with COE/PARE : 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

The Policy will indemnify the Policyholder in any subsequent third party claims made on specified up to condition

The Insured shall have a limit of \$2,000 for "Loss of Vehicle Insurance" (VIL) if the car is not insured for a period of 30 days or more from the first year of registration.

Age Cond'Yor : All Age Cond'Yor

Limitation as to use* :

The car is for daily, private and business purposes and for the Policyholder's business. This Policy does not cover use for hire or reward, driving while intoxicated, racing, driving on closed roads, the carriage of goods other than passengers, in connection with a trade or business or for any purpose in connection with Motor Trade.

(Limit of Use: 100km - 200km Optional)

* Limitations imposed respectively by Section 2 of the Motor Vehicle (Third Party Liability and Compensation) Act (Cap. 189) and Section 84 of the Road Transport Act, 1987 (Malaysia). The car will be insured under these conditions.

EXCESS

Section 1

Fire - \$0; Own Damage - \$1000; Theft - \$0; Third Party - \$0

Section 2

Property Damage - \$0

Windscreen - \$100

Named Driver and Excess (where applicable)

GUAN QING - \$1000 (Own Damage)

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

1. Audi Singapore Service Center, Unit 41, Ulu Road 1, Singapore 408643 (0674330725)

For other Approved Reporting Centres/Authorised Repairers, please contact our 24-hour emergency helpline at +65 6338 6200. Alternatively, you may refer to AIG website for a list of approved reporting centres and authorised repairers.

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: NA

We hereby certify that the policy is in full compliance with the provisions of the Motor Vehicle (Third Party Liability and Compensation) Act (Cap. 189) Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicle (Third Party Liability) Rules, 1989 (Malaysia).

090170700

PREMIUM LEADING - NP

2ND ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE

SINGAPORE 189338

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORIZED REPRESENTATIVE

100, Riverside Drive, #10-01, Singapore 117601 (T: +65 6338 6200, www.aig.com.sg)

100, Riverside Drive, #10-01, Singapore 117601

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 Helpline provide for you?

- Immediate assistance after an accident
- Emergency breakdown services
- Towing service (within or near accident location)
- Advice on Third Party Claims procedures
- Referral to Medical Assistance

If someone is injured in the accident:

- You must not hesitate to make any police report
- Report all injuries, name and address, insurance details, and police details to the police department authorities

What should I do in the event of an accident?

- Stop your car and move your car to a safe place.
- Do not edit or change your car's data or delete any data.
- Report the accident to your police station within 24 hours of the accident.
- Report the accident to your insurance company within 24 hours of the accident.
- Submit your claim to the AIG Claims Department Form (AIG) within 30 days.

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 their Claims procedure
- Vehicle Return Assistance

If no one is injured in the accident:

- You are not required to make any police report.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and witnesses.
- Record date, time, address and contact numbers of witnesses and/or by taking photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting system or authorized agents within 48 hours of 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 cases:

- 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 witnesses, if applicable.
- Record date, time, address and contact numbers of witnesses and/or by taking photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting system or authorized agents within 48 hours of the next working day of the accident.

What should I do in the event of an accident?

- Stop your car and move your car to a safe place.
- Do not admit or discuss fault or blame with the other party.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting system or authorized agents within 48 hours of the next working day of the accident.
- Submit valid documents/proofs from third party(s) to AIG immediately.

LOSS OF USE CAR REPLACEMENT BENEFIT

Applicable only if this benefit is included in your motor insurance. Please refer to your Policy Schedule for details. Policy terms and conditions apply. Please call our customer service hotline number (65) 6415-3000 for assistance.

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

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

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

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

Activation Hotline: 67428888

501 Guillemard Road Singapore 399643

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

(The Rental Car Company's Terms & Conditions apply, i.e. include liability, subject to the Rental Car Company's Damage Waiver, etc.)

IMPORTANT NOTICE

If you sell your motor vehicle, this notice is **IMPORTANT** and **MUST** be complied with. Policyholders are hereby warned that under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.96), 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.96).

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 and agreed to by the insurance company. If the insurance company agrees to transfer 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.

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

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

Telefax

Estimate	:	Accident Repairs
Workshop	:	Ubi Road 1
Contact No	:	6366 2323
Fax No	:	6841 1183
Reference	:	PA/OD/0655/2019/DY/TF
Date	:	23-May-19

Vehicle NOT IN workshop. Kindly arrange survey

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name	:	Mr. Guan Qing
Address	:	80 West Coast Road #02-16 Singapore 126816
Telephone	:	(HP) +65 92955520
Type of Claim	:	Own Damage Claims
Policy No.	:	2100458555-03
Vehicle No	:	SLC 9990 A
Model Code	:	Q5 2.0 TFSI QU 8RB01
Model / Year	:	31/3/2016
Engine No	:	CNC 148283
Chassis No	:	WAUZZZ8R8GA073297
Mileage	:	-
Date In	:	-
Liability	:	-
Excess Cost	:	-
Estimated By	:	Johnny Boo / Allan Wu
Accident Date	:	20-May-19
Place of Accident	:	AYE before 7A Exit

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SLC 9990 A

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
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 remove and transfer rear parking aid. Check function and renew according to damage.	S/N \$ 280.00	✓
3	To remove and transfer rhs front door and rhs rear door's multi-lock system and power window devices. Inspect for damages.	S/N \$ 560.00	✓
4	To dismantle and renew front bumper, rhs headlight, rhs front fender, rhs front door, rhs wing mirror assy, rhs rear door and rear bumper. To repair rhs rear fender. Re-organise crash management components. Reinstall all parts removed.	\$ 6,000.00	3000 ✓
5	To respray front bumper, front lower spoiler, rhs front fender, rhs front door, rhs rear door, rhs rear fender, rear bumper, rear lower spoiler, rhs wing mirror cover, door handles, fuel filler cap and door covers.	\$ 8,700.00	3850 ✓ 6 x 550 = 3300 door covers x 2 = 200 x 2 = 400 Mirror : 150
SUB-TOTAL LABOUR CHARGES		\$ 16,020.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SLC 9990 A

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
	To renew rhs front rim, rhs rear rim and rhs rear tyre.		
6	To carry out wheel alignment. To inspect rhs front and rear suspension.	S/N \$ 320.00	✓
7	To carry out diagnostic check.	S/N \$ 192.00	✓
TOTAL LABOUR CHARGES		: \$ 16,532.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SLC 9990 A**

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	FRONT BUMPER <i>Replaced</i>	\$ 2,353.00 ✓	1882.40
2	FRONT BUMPER FIXING PARTS <i>new</i>	\$ 249.00 +	
3	FRONT BUMPER SPOILER <i>Cracked</i>	\$ 569.00 ✓	454.80
4	FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE <i>new</i>	\$ 191.00 +	
5	FOAM FILLER PIECE <i>new</i>	\$ 103.00 +	
6	FRONT BUMPER PULL STRAP <i>new</i>	\$ 187.00 +	
7	FRONT BUMPER SECURING STRIP <i>3mgs</i>	\$ 34.00 ✓	26.48
8	FRONT BUMPER TOP COVER <i>new</i>	\$ 116.00 +	
9	FRONT BUMPER AIR GUIDE GRILLE - RH <i>missing</i>	\$ 319.00 ✓	255.20
10	FRONT BUMPER REINFORCEMENT <i>3mgs</i>	\$ 598.00 +	
11	FRONT BUMPER REINFORCEMENT COVER <i>3mgs</i>	\$ 59.00 +	
12	FRONT BUMPER GUIDE SECTION - RH <i>Cracked</i>	\$ 34.00 ?	27.12
13	FRONT BUMPER SUPPORT - LH / RH <i>new</i>	\$ 54.00 +	
14	FRONT BUMPER SENSOR <i>2</i>	2 \$ 462.00 +	
15	FRONT BUMPER SENSOR SEAL RING <i>4</i>	4 \$ 5.00 +	
16	HORN - LOW TONE <i>new</i>	\$ 184.00 +	
17	HORN BRACKET	\$ 23.00 +	
18	FRONT FENDER - RH <i>Replaced</i>	\$ 913.00 ✓	730
19	FRONT FENDER ATTACHMENT PARTS <i>Not New</i>	\$ 61.00 ? X	
20	FRONT FENDER BRACKET <i>Not New</i>	3 \$ 139.00 ? X	

SUB TOTAL SPARE PARTS: **\$ 6,653.00**

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SLC 9990 A**

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
21	FRONT FENDER RIVET - RH <i>new</i>	\$ 18.00	✓ 14.40
22	FRONT FENDER BRACE - RH <i>But</i>	\$ 79.00	✓ 62.64
23	FRONT FENDER CLOSING ELEMENT - RH <i>new</i>	\$ 95.00	+
24	FRONT FENDER SEAL <i>new</i>	\$ 29.00	+
25	FRONT WHEEL HOUSING LINER - RH <i>to new</i>	\$ 246.00	✓ 196.40
26	FRONT WHEEL HOUSING LINER ATTACHMENT PARTS <i>Not New</i>	\$ 94.00	+
27	FRONT WHEEL SPOILER - RH <i>new</i>	\$ 60.00	+
28	FRONT FENDER LOWER COVER - RH <i>Damaged</i>	\$ 174.00	✓ 139.20
29	HEADLIGHT MOUNTING - RH <i>new</i>	\$ 107.00	+
30	HEADLIGHT - RH <i>cut</i>	\$ 2,501.00	✓ 2000.80
31	HEADLIGHT RETAINING PLATE - RH <i>new</i>	\$ 71.00	+
32	HEADLIGHT LIFT CYLINDER - RH <i>new</i>	\$ 181.00	+
33	FRONT DOOR - RH <i>Dented</i>	\$ 2,829.00	✓ 2263.20
34	FRONT DOOR OUTER SEAL - RH <i>new</i>	\$ 185.00	✓ 147.60
35	BONDING AGENT <i>new</i>	\$ 45.00	✓ 35.92
36	CLEANING SOLUTION <i>new</i>	\$ 65.00	✓ 51.68
37	APPLICATOR <i>new</i>	\$ 7.00	?
38	FRONT DOOR ATTACHMENT PARTS <i>new</i>	\$ 117.00	+
39	FRONT DOOR CATCH - RH <i>Damaged</i>	\$ 132.00	✓ 105.60
40	WIND MIRROR MOUNTING - RH <i>new</i>	\$ 1,121.00	+
SUB SPARE PARTS		\$ 8,156.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SLC 9990 A

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
41	WIND MIRROR CAP - RH <i>Reg</i>	\$ 382.00	+
42	WIND MIRROR GLASS - RH <i>Reg</i>	\$ 1,553.00	+
43	WIND MIRROR TURN SIGNAL - RH <i>cut</i>	\$ 149.00	✓ 119.20
44	WIND MIRROR LIGHT - RH <i>Reg</i>	\$ 196.00	+
45	FRONT DOOR HANDLE - RH <i>cut</i>	\$ 236.00	✓ 178.40
46	FRONT DOOR HANDLE CAP - RH <i>Not Nec</i>	\$ 36.00	+
47	FRONT DOOR HANDLE CAP CHROME COVER - RH <i>Not Nec</i>	\$ 53.00	+
48	FRONT DOOR HANDLE CHROME COVER - RH <i>cut</i>	\$ 117.00	✓ 93.20
49	FRONT DOOR HANDLE SENSOR - RH <i>Not Nec</i>	\$ 237.00	+
50	FRONT DOOR HANDLE MOUNTING - RH <i>Not Nec</i>	\$ 286.00	+
51	ROOF CHROME MOLDING - RH <i>Reg</i>	\$ 574.00	+
52	FRONT DOOR WINDOW SLOT SEAL CHROME - RH <i>Reg</i>	\$ 285.00	+
53	REAR DOOR - RH <i>Defect</i>	\$ 2,829.00	✓ 2263.20
54	REAR DOOR OUTER SEAL - RH <i>Reg</i>	\$ 193.00	✓ 154
55	BONDING AGENT <i>Not Nec</i>	\$ 45.00	✓ 35.92
56	CLEANING SOLUTION <i>Not Nec</i>	\$ 65.00	?
57	APPLICATOR <i>Not Nec</i>	\$ 7.00	?
58	REAR DOOR PROTECTION FILM - RH <i>Not Nec</i>	\$ 71.00	✓ 56.48
59	REAR DOOR ATTACHMENT PARTS <i>Reg</i>	\$ 112.00	+
60	SILL PANEL SEAL - RH <i>Reg</i>	\$ 201.00	+
SUB-TOTAL SPARE PARTS		\$ 7,627.00	

All charges are not inclusive of GST.

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

Spare parts are Special Netl.

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SLC 9990 A**

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
61	REAR DOOR CATCH - RH <i>Damaged</i>	\$ 132.00	+ ✓ 105.60
62	FRONT DOOR LOWER COVER - RH <i>Neu</i>	\$ 467.00	✓ 373.60
63	REAR DOOR LOWER COVER - RH <i>Neu</i>	\$ 374.00	✓ 297.80
64	REAR BUMPER <i>Repair</i>	\$ 1,513.00	+
65	REAR BUMPER FIXING PARTS	\$ 150.00	+
66	REAR BUMPER GUIDE SECTION - RH <i>Neu</i>	\$ 49.00	+
67	REAR BUMPER SPOILER	\$ 788.00	✓
68	REAR WHEEL HOUSING LINER - RH	\$ 246.00	+
69	REAR WHEEL HOUSING LINER ATTACHMENT PARTS <i>3 x 1</i>	\$ 94.00	+
70	RUBBER VALVE <i>Neu</i>	4 \$ 13.00	+
71	DATA PALTE FOR TYRE PRESSURE <i>Neu</i>	\$ 25.00	✓ 19.28
72	FRONT BUMPER FOG LAMP - RH <i>Neu</i>	\$ 238.00	+
73	TYRE RIM - RH - FRONT / REAR <i>lit</i>	TBC	✓
74	TYRE - RH REAR <i>Purchased</i>	TBC	✓ 350
75	SUNDRIES <i>Neu</i>	\$ 800.00	? ✓ 55.20
TOTAL SPARE PARTS		\$ 27,325.00	
TOTAL LABOUR CHARGES		\$ 16,020.00	
GRAND TOTAL		\$ 43,345.00	

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

44207

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Name : Adrian Ling
Surveyed Date : 24/05/19.
Authorised Date :
Excess Cost :
Liability :
Remarks : Not Authorised, 10 Days

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

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

Yours faithfully,
Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

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

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/0655/2019/DY/TF
Date : 23-May-19

Vehicle NOT IN workshop. Kindly arrange survey

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Hi Adrian

10 days - ok - jb - 11 Oct 19

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr. Guan Qing
Address : 80 West Coast Road
#02-16
Singapore 126816
Telephone : (HP) +65 92955520
Type of Claim : Own Damage Claims
Policy No. : 2100458555-03
Vehicle No : **SLC 9990 A**
Model Code : Q5 2.0 TFSI QU 8RB01
Model / Year : 31/3/2016
Engine No : CNC 148283
Chassis No : WAUZZZ8R8GA073297
Mileage :
Date In : -
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 20-May-19
Place of Accident : AYE before 7A Exit

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SLC 9990 A

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendation
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 remove and transfer rear parking aid. Check function and renew according to damage.	S/N \$	280.00	\$ 280.00
3	To remove and transfer rhs front door and rhs rear door's multi-lock system and power window devices. Inspect for damages.	S/N \$	560.00	\$ 560.00
4	To dismantle and renew front bumper, rhs headlight, rhs front fender, rhs front door, rhs wing mirror assy, rhs rear door and rear bumper. To repair rhs rear fender. Re-organise crash management components. Reinstall all parts removed.	\$	6,000.00	\$ 3,000.00
5	To respray front bumper, front lower spoiler, rhs front fender, rhs front door, rhs rear door, rhs rear fender, rear bumper, rear lower spoiler, rhs wing mirror cover, door handles, fuel filler cap and door covers.	\$	8,700.00	\$ 3,850.00
SUB-TOTAL LABOUR CHARGES		:	<u>\$ 16,020.00</u>	<u>\$ 8,170.00</u>

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SLC 9990 A

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendation
		<i>c/f</i>		\$ 8,170.00
6	To renew rhs front rim, rhs rear rim and rhs rear tyre. To carry out wheel alignment. To inspect rhs front and rear suspension.	S/N	\$ 320.00	\$ 320.00
7	To carry out diagnostic check.	S/N	\$ 192.00	\$ 192.00
TOTAL LABOUR CHARGES		:	<u>\$ 16,532.00</u>	<u>\$ 8,682.00</u>

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SLC 9990 A**

S/N	Parts Description	<u>Damaged Parts & Prices</u>	
		<u>S/Nett</u>	<u>Remark</u>
1	FRONT BUMPER	\$ 2,353.00	\$ 1,882.40
2	FRONT BUMPER FIXING PARTS	\$ 249.00	
3	FRONT BUMPER SPOILER	\$ 569.00	\$ 454.80
4	FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE	\$ 191.00	
5	FOAM FILLER PIECE	\$ 103.00	
6	FRONT BUMPER PULL STRAP	\$ 187.00	
7	FRONT BUMPER SECURING STRIP	\$ 34.00	\$ 26.48
8	FRONT BUMPER TOP COVER	\$ 116.00	
9	FRONT BUMPER AIR GUIDE GRILLE - RH	\$ 319.00	\$ 255.20
10	FRONT BUMPER REINFORCEMENT	\$ 598.00	
11	FRONT BUMPER REINFORCEMENT COVER	\$ 59.00	
12	FRONT BUMPER GUIDE SECTION - RH	\$ 34.00	\$ 27.12
13	FRONT BUMPER SUPPORT - LH / RH	\$ 54.00	
14	FRONT BUMPER SENSOR	2 \$ 462.00	
15	FRONT BUMPER SENSOR SEAL RING	4 \$ 5.00	
16	HORN - LOW TONE	\$ 184.00	
17	HORN BRACKET	\$ 23.00	
18	FRONT FENDER - RH	\$ 913.00	\$ 730.00
19	FRONT FENDER ATTACHMENT PARTS	\$ 61.00	
20	FRONT FENDER BRACKET	3 \$ 139.00	
SUB TOTAL SPARE PARTS		\$ 6,653.00	\$ 3,376.00

All charges are not inclusive of GST.

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

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SLC 9990 A**

S/N	Parts Description	Damaged Parts & Prices		
		S/Nett	Remark	
			\$	3,376.00
		c/f		
21	FRONT FENDER RIVET - RH	\$ 18.00	\$	14.40
22	FRONT FENDER BRACE - RH	\$ 79.00	\$	62.64
23	FRONT FENDER CLOSING ELEMENT - RH	\$ 95.00		
24	FRONT FENDER SEAL	\$ 29.00		
25	FRONT WHEEL HOUSING LINER - RH	\$ 246.00	\$	196.40
26	FRONT WHEEL HOUSING LINER ATTACHMENT PARTS	\$ 94.00		
27	FRONT WHEEL SPOILER - RH	\$ 60.00		
28	FRONT FENDER LOWER COVER - RH	\$ 174.00	\$	139.20
29	HEADLIGHT MOUNTING - RH	\$ 107.00		
30	HEADLIGHT - RH	\$ 2,501.00	\$	2,000.80
31	HEADLIGHT RETAINING PLATE - RH	\$ 71.00		
32	HEADLIGHT LIFT CYLINDER -RH	\$ 181.00		
33	FRONT DOOR - RH	\$ 2,829.00	\$	2,263.20
34	FRONT DOOR OUTER SEAL - RH	\$ 185.00	\$	147.60
35	BONDING AGENT	\$ 45.00	\$	35.92
36	CLEANING SOLUTION	\$ 65.00	\$	51.68
37	APPLICATOR	\$ 7.00		
38	FRONT DOOR ATTACHMENT PARTS	\$ 117.00		
39	FRONT DOOR CATCH - RH	\$ 132.00	\$	105.60
40	WIND MIRROER MOUNTING - RH	\$ 1,121.00		
SUB SPARE PARTS		\$ 8,156.00	\$	8,393.44

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax**Material List for Accident Vehicle Regn No. SLC 9990 A**

S/N	Parts Description		Damaged Parts & Prices	
			S/Nett	Remark
		<i>c/f</i>		\$ 8,393.44
41	WIND MIRROR CAP - RH	\$	382.00	
42	WIND MIRROR GLASS - RH	\$	1,553.00	
43	WIND MIRROR TURN SIGNAL - RH	\$	149.00	\$ 119.20
44	WIND MIRROR LIGHT - RH	\$	196.00	
45	FRONT DOOR HANDLE - RH	\$	236.00	\$ 188.40
46	FRONT DOOR HANDLE CAP - RH	\$	36.00	
47	FRONT DOOR HANDLE CAP CHROME COVER - RH	\$	53.00	
48	FRONT DOOR HANDLE CHROME COVER- RH	\$	117.00	\$ 93.20
49	FRONT DOOR HANDLE SENSOR - RH	\$	237.00	
50	FRONT DOOR HANDLE MOUNTING - RH	\$	286.00	
51	ROOF CHROME MOLDING - RH	\$	574.00	
52	FRONT DOOR WINDOW SLOT SEAL CHROME - RH	\$	285.00	
53	REAR DOOR - RH	\$	2,829.00	\$ 2,263.20
54	REAR DOOR OUTER SEAL - RH	\$	193.00	\$ 154.00
55	BONDING AGENT	\$	45.00	\$ 35.92
56	CLEANING SOLUTION	\$	65.00	
57	APPLICATOR	\$	7.00	
58	REAR DOOR PROTECTION FILM - RH	\$	71.00	\$ 56.48
59	REAR DOOR ATTACHMENT PARTS	\$	112.00	
60	SILL PANEL SEAL - RH	\$	201.00	
SUB-TOTAL SPARE PARTS		:	\$ 7,627.00	\$ 11,303.84

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. SLC 9990 A**

S/N	Parts Description	<u>Damaged Parts & Prices</u>	
		<u>S/Nett</u>	<u>Remark</u>
			\$ 11,303.84
61	REAR DOOR CATCH - RH	\$ 132.00	\$ 105.60
62	FRONT DOOR LOWER COVER - RH	\$ 467.00	\$ 373.60
63	REAR DOOR LOWER COVER - RH	\$ 374.00	\$ 298.80
64	REAR BUMPER	\$ 1,513.00	
65	REAR BUMPER FIXING PARTS	\$ 150.00	
66	REAR BUMPER GUIDE SECTION - RH	\$ 49.00	
67	REAR BUMPER SPOILER	\$ 788.00	
68	REAR WHEEL HOUSING LINER - RH	\$ 246.00	
69	REAR WHEEL HOUSING LINER ATTACHMENT PARTS	\$ 94.00	
70	RUBBER VALVE	4 \$ 13.00	
71	DATA PALTE FOR TYRE PRESSURE	\$ 25.00	\$ 19.28
72	FRONT BUMPER FOG LAMP - RH	\$ 238.00	
73	TYRE RIM - RH - FRONT / REAR	TBC	
74	TYRE - RH (SUPPLIED BY OWNER)	\$ 350.00	\$ 350.00 (W)
75	SUNDRIES	\$ 800.00	\$ 55.20
TOTAL SPARE PARTS		\$ 27,675.00	\$ 12,506.32
TOTAL LABOUR CHARGES		\$ 16,020.00	\$ 8,682.00
GRAND TOTAL		\$ 43,695.00	\$ 21,188.32

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Name :
Surveyed Date :
Authorised Date :
Excess Cost :
Liability :
Remarks :

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

Yours faithfully,
Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: SLC 9990 A

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/0655/2019/NH

4th March 2020

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

Dear Sir,

total pages

RE: INSURANCE CLAIM FOR SLC 9990 A, Audi Q5 2.0 TFSI QU.

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

With reference to the above-mentioned vehicle, no. **SLC 9990 A**, claimant, **Mr. Guan Qing**, please find the related document per attached.

1. A copy of the Original invoice no. 85014940 – S\$ 21,601.50.
2. A copy of the Discharge Voucher duly signed by client.

Service & Parts Centres
55 Ubi Rd 1
Singapore 408699
Telephone (65) 6336 2323
Telefax (65) 684 11183

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

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

Regards

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

Norah Khai
Claims Dept

Encl
AIG – SLC 9990 A

Premium Automobiles Pte Ltd



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

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

Ubi Service Centre
55 Ubi Road 1
Singapore 408695
Main Telephone 6388 2323
Main Telefax 6841 1183

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

INS TAX INVOICE

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

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120		Invoice No: 85014940	Account: A0006 (T 0)
		Date : 03/03/2020	AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
		Order : SLC9990A	
		Term : 30	
Regn No: SLC9990A (V 28451)		Regn Date: 31/03/2016	Mileage: 54814 WIP No.: 54117
Model: Q5 2.0 TFSI QU 8RB01A (230 bhp		Chassis: WAUZZZ8R8GA073297	Engine: CNC 148283 Dept: U
You have been assisted by :- UB-Helvin Khoo (138)			

		Details	Qty	Unit Price	Amount
Q	EXC	M: 8888 Insurance Excess/Liability	-1000.00	1.00	-1,000.00
S	BODYWORK	M: TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHT, HORNS, OUTSIDE TEMPERATURE SENSOR, HEADLIGHT WASHER ASSY AND FRONT PARKING AID.	480.00	1.00	480.00
S	BODYWORK	M: TO REMOVE AND TRANSFER REAR PARKING AID. CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE	280.00	1.00	280.00
S	BODYWORK	M: TO REMOVE AND TRANSFER RHS FRONT DOOR AND RHS REAR DOOR'S MULTI LOCK SYSTEM AND POWER WINDOW DEVICES. INSPECT FOR DAMAGE	560.00	1.00	560.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER, RHS HEADLIGHT, RHS FRONT FENDER, RHS FRONT DOOR AND RHS REAR DOOR. TO REPAIR RHS REAR FENDER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	3000.00	1.00	3,000.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER, FRONT LOWER SPOILER, RHS FRONT FENDER, RHS FRONT DOOR, RHS REAR DOOR, RHS REAR FENDER, RHS REAR BUMPER, RHS WING MIRROR COVER AND DOOR COVER	3850.00	1.00	3,850.00
S	BODYWORK	M: TO CARRY OUT WHEEL ALIGNMENT.	320.00	1.00	320.00
S	BODYWORK	M: TO INSPECT RHS FRONT AND REAR SUSPENSION.	192.00	1.00	192.00
Q	OTHERS	M: TO CARRY OUT DIAGNOSTIC CHECK	350.00	1.00	350.00
X	ASR0807065C GRU	M: TO SUPPLY TYRE (BY OWNER) (A) (SE) COVER 6/6/19	1.00	2353.00	1,882.40
Less 020%					

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6386 2223
Main Telefax 6471 3733

Alexandra Service Centre
281 Alexandra Road
Singapore 159938
Main Telephone 6386 2223
Main Telefax 6475 1023

Ubi Service Centre
55 Ubi Road 1
Singapore 408699
Main Telephone 6388 2323
Main Telefax 6641 1183

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

INS TAX INVOICE

Page 2 13:46

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

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice No: 85014940 Date : 03/03/2020 Order : SLC9990A Term : 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
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Regn No: SLC9990A (V 28451) Regn Date: 31/03/2016 Mileage: 54814 WIP No.: 54117

Model: Q5 2.0 TFSI QU 8RB01A (230 bhp) Chassis: WAUZZZ8R8GA073297 Engine: CNC 148283 Dept: U

You have been assisted by :- UB-Kelvin Khoo (138)

		Details	Qty	Unit Price	Amount
X	ASR0807061F GRU	(SK) FR. SPOILER (LAST)	Less 020%	1.00	568.50
X	ASR0807278C	STRIP	Less 020%	1.00	33.10
X	ASR0807682J BJI	GRILL (LAST)	Less 020%	1.00	319.00
X	ASR0807284C	GUIDE	Less 020%	1.00	33.90
X	ASR0821106A	FENDER (LAST)	Less 020%	1.00	912.50
X	AM 0161857	POP-RIVET	Less 020%	6.00	3.00
X	ASR0821136	SUPPORT	Less 020%	1.00	78.30
X	ASR0821172K	WHEEL HOUS (LAST)	Less 020%	1.00	245.50
X	ASR0854960G GRU	007288/ (V) (SK) LINING	Less 020%	1.00	174.00
X	ASR0941044D	HEADLAMP (LAST)	Less 020%	1.00	2501.00
X	ASR0831052E	DOOR (LAST)	Less 020%	1.00	2829.00
X	ASR0837912L	SEAL (LAST)	Less 020%	1.00	184.50
X	AD 355205A2	BONAGENT	Less 020%	2.00	44.90
X	AD 00940104	CLEANER (LAST)	Less 020%	1.00	64.60
X	ASR0837249F	CHECK ROD	Less 020%	1.00	132.00
X	A4L0949102A	TURN SIGNAL	Less 020%	1.00	149.00
X	ASR0837208 GRU	007288/ (V) (SK) HANDLE	Less 020%	1.00	235.50
X	ASR0837240 222	TRIM (LAST)	Less 020%	1.00	116.50
X	ASR0833052B	DOOR (LAST)	Less 020%	1.00	2829.00
X	ASR0839912L	SEAL RH	Less 020%	1.00	192.50
X	ASR0839982C	FOIL (LAST)	Less 020%	1.00	70.60
X	ASR0839249F	007288/ (V) (SK) CHECK	Less 020%	1.00	132.00
X	ASR0853960L GRU	(A) (SK) COVER 6/6/19	Less 020%	1.00	467.00
X	ASR0853970L GRU	COVER (LAST)	Less 020%	1.00	373.50
X	ASR0010502CQ	LABEL	Less 020%	1.00	24.10
X	A191853586C	GROMMET	Less 020%	4.00	2.40
X	ASR0837210	007288/ (V) (SK) PACKIN	Less 020%	1.00	5.10
X	ASR0837278	007288/ (V) (SK) PACKIN	Less 020%	1.00	5.10
X	ASR0837199	CLIP	Less 020%	12.00	0.70
X	AWHT003497	BOLT	Less 020%	4.00	2.10
X	AWHT003237	BOLT	Less 020%	4.00	1.00
X	A3C0973737	HOUSING	Less 020%	1.00	28.40

Parts 12,156.32
Labour 350.00
Sublet 8,682.00
Menus 0.00
Lubricant 0.00

Sub-Total 20,188.32

7% GST 1,413.18

Grand Total 21,601.50



Received by

For & on behalf of
Premium Automobiles Pte Ltd

Premium Automobiles

Telefax

to **AIG Asia Pacific Insurance Pte Ltd**
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Motor Claims Dept
Yr Ref: SLC 9990 A

Norah Khai
6768 9828
6841 1183

Body Repair

PA/OD/0655/2019/KK
26 June 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 Q5 2.0 TFSI QU
Vehicle Chassis No. : WAUZZZ8R8GA073297
Vehicle Regn No. : SLC 9990 A
Vehicle Mileage : 54814 KM
Vehicle Owner : Mr. Guan Qing
Certificate No : 2100458555-03
Own Damage Excess : \$1070.00 (Incl. 7% GST)
Accident Date : 20 May 2019
Place : AYE BEFORE 7A EXIT
Repair Cost : \$ 21,601.50
WIP No. : 54117
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) 6386 2323
Telefax (65) 6841 1183

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

Owner / Insured Signature : 
Time : _____
Date : 24/6

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	24 May 2019 16:45		24 May 2019 15:45 Edit Adj Rpt	S\$21,188.32 Edit Estimates	S\$21,188.32 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by Insurer]									
Insured: GUAN QING , ID: G3212149M, Tel: +6592955520, Email: GQZNG990@GMAIL.COM									
Vehicle Reg. No.: SLC9990A		Date of Loss: 20/05/2019 01:00 - :59 [37 Months and 20 Days From LTA Reg Date (Man Yr)]							
Claim Type: OD / 7509997458SG		Policy/Cover Note No.: 2100458555-03 (Comprehensive)							
		Excess: S\$1,000.00							
Repairer: Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Gan, Hunchung] Hunchung.Gan@aig.com									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 04/06/2019]									
Driver/Custodian: GUAN QING (32 / Male) , NRIC: G3212149M, Tel: +6592955520 Email: GQZNG990@GMAIL.COM									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- AIG_SG (31/05/2019): Alert - Adj Mandate Approved (S\$22485.00) - SLC9990A - Claim Handler: Gan, Hunchung... - AIG_SG (28/05/2019): Alert - Adj Mandate Maintained - SLC9990A - Claim Handler: Gan, Hunchung - AIG_SG (27/05/2019): Alert - Adj Mandate Maintained - SLC9990A - Claim Handler: Gan, Hunchung - AIG_SG (27/05/2019): SLC9990A / OD / 20/05/2019 / Coverage & Excess update									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLC9990A (7509997458SG)
 OD
 May 20 2019 1:55AM
 [GUAN QING]
 Premium Automobiles Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Assessment Reports			1 per page ☐	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	24/05/19 16:57	Adjuster Immediate Advice	 Load HTML	☐
Photos/Images			3 per page ☐	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	24/05/19 16:55	General View	 Load JPG	☒
2	24/05/19 16:55	Chassis Number	 Load JPG	☒
3	24/05/19 16:55	General View	 Load JPG	☒
4	24/05/19 16:55	General View	 Load JPG	☒
5	24/05/19 16:55	General View	 Load JPG	☒
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35	24/05/19 16:55	General View	 Load JPG	☒

Assessment Reports			1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
36	24/05/19 16:55	General View	 Load JPG	☒
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69	31/05/19 09:48	TYRE	 Load JPG	☒
70	31/05/19 09:48	TYRE	 Load JPG	☒
71	31/05/19 09:48	TYRE	 Load JPG	☒
72	31/05/19 09:48	TYRE	 Load JPG	☒
73	31/05/19 09:48	TYRE	 Load JPG	☒
74	31/05/19 09:48	TYRE	 Load JPG	☒
75	31/05/19 09:48	TYRE	 Load JPG	☒
76	31/05/19 09:48	TYRE	 Load JPG	☒
77	21/02/20 14:52	Reinspection Photo	 Load JPG	☒
78	21/02/20 14:52	Reinspection Photo	 Load JPG	☒
79	21/02/20 14:52	Reinspection Photo	 Load JPG	☒
80	21/02/20 14:52	Reinspection Photo	 Load JPG	☒
81	21/02/20 14:52	Reinspection Photo	 Load JPG	☒
82	21/02/20 14:52	Reinspection Photo	Load JPG	☒
83	21/02/20 14:52	Reinspection Photo	Load JPG	☒
84	21/02/20 14:52	Reinspection Photo	Load JPG	☒
85	21/02/20 14:52	Reinspection Photo	Load JPG	☒

Assessment Reports			1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
86	21/02/20 14:52	Reinspection Photo		☒
87	21/02/20 14:52	Reinspection Photo		☒
88	21/02/20 14:52	Reinspection Photo		☒
89	21/02/20 14:52	Reinspection Photo		☒
90	21/02/20 14:52	Reinspection Photo		☒
91	21/02/20 14:52	Reinspection Photo		☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	24/05/19 16:54	Singapore Accident Statement		☒
2	24/05/19 16:54	Certificate of Insurance		☒
3	24/05/19 16:54	Driver's Driving License		☒
4	24/05/19 16:54	ESTIMATE		☒
5	27/05/19 13:38	INTERVIEW & UNDERTAKING FORM		☒
6	10/03/20 15:28	Workshop Invoice		☒
7	10/03/20 15:28	Discharge Voucher		☒

Linked Accident Report Documents

Assessment Reports			1 per page	☒
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	04/09/19 00:50	Accident Statement		☒
Photos/Images			3 per page	☒
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	21/05/19 16:51	Accident Photo		☒
2	21/05/19 16:51	Accident Photo		☒
3	21/05/19 16:51	Accident Photo		☒
4	21/05/19 16:51	Accident Photo		☒
5	21/05/19 16:51	Accident Photo		☒
6	21/05/19 16:51	Accident Photo		☒
7	21/05/19 16:51	Accident Photo		☒
8	21/05/19 16:51	Accident Photo		☒
9	21/05/19 16:51	Accident Photo		☒
10	21/05/19 16:51	Accident Photo		☒
11	21/05/19 16:51	Accident Photo		☒
12	21/05/19 16:51	Accident Photo		☒
Documentation			1 per page	☒
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	21/05/19 16:46	Sketch Plan		☒
2	21/05/19 16:46	Sketch Plan #2		☒

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 InsurerNote: 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/AIG19009178/ATD3E2

Date: 10/03/2020

REFERENCE

Insured/Claimant: GUAN QING Policy No: 2100458555-03
Date of Loss: 20/05/2019 Nature of Claim: OD Claim No: 7509997458SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLC9990A
Make & Model: AUDI Q5, 2.0 TFSI Quattro (A) Engine No: CNC148283
Reg. Date: 31/03/2016 (Man. Year: 2015) Chassis No: WAUZZZ8R8GA073297
Colour: Grey Odometer: 53312 km
Engine Capacity: 1984 cc
Market Value/New Car Price: S\$130,000.00
Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 225/45 R20 Rear Tyre Size: 225/45 R20
Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm
Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	27,675.00	12,506.32	15,168.68	54.81
Miscellaneous Items	0.00	0.00	0.00	
Labour	16,532.00	8,682.00	7,850.00	47.48
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	44,207.00	21,188.32	23,018.68	52.07
- Excess (S\$)	1,000.00	1,000.00	0.00	0.00
(S\$)	43,207.00	20,188.32	23,018.68	53.28
+ GST 7.00/7.00% (S\$)	3,024.49	1,413.18	1,611.31	53.28
Nett Amount (S\$)	46,231.49	21,601.50	24,629.99	53.28

INSPECTION

Date of Assignment: 24/05/2019
Date Inspected: 24/05/2019 Inspected At: Premium Automobiles Pte Ltd (UBI)
55 Ubi Road 1
Singapore 408699
Estimated Period of Repair: 10.0 days

Adjuster: ADRIAN LING

Manager: DENISE TAY KWEE CHENG

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No. Particulars	Condition	Repairer's	Amount
1	1	*FRONT BUMPER	Deformed	2,353.00 FS	*1,882.40 FS
2	1	*FRONT BUMPER FIXING PARTS	Not Necessary	249.00 FS	*- FS
3	1	*FRONT BUMPER SPOILER	Cracked	569.00 FS	*454.80 FS
4	1	*FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE	Not Necessary	191.00 FS	*- FS
5	1	*FOAM FILLER PIECE	Not Necessary	103.00 FS	*- FS
6	1	*FRONT BUMPER PULL STRAP	Not Necessary	187.00 FS	*- FS
7	1	*FRONT BUMPER SECURING STRIP	Damaged	34.00 FS	*26.48 FS
8	1	*FRONT BUMPER TOP COVER	Not Necessary	116.00 FS	*- FS
9	1	*FRONT BUMPER AIR GUIDE GRILLE - RH	Missing	319.00 FS	*255.20 FS
10	1	*FRONT BUMPER REINFORCEMENT	Not Necessary	598.00 FS	*- FS
11	1	*FRONT BUMPER REINFORCEMENT COVER	Not Necessary	59.00 FS	*- FS
12	1	*FRONT BUMPER GUIDE SECTION - RH	Cracked	34.00 FS	*27.12 FS
13	1	*FRONT BUMPER SUPPORT - LH / RH	Not Necessary	54.00 FS	*- FS
14	2	*FRONT BUMPER SENSOR	Not Necessary	462.00 FS	*- FS
15	4	*FRONT BUMPER SENSOR SEAL RING	Not Necessary	5.00 FS	*- FS
16	1	*HORN - LOW TONE	Not Necessary	184.00 FS	*- FS
17	1	*HORN BRACKET	Not Necessary	23.00 FS	*- FS
18	1	*FRONT FENDER - RH	Dented	913.00 FS	*730.00 FS
19	1	*FRONT FENDER ATTACHMENT PARTS	Not Necessary	61.00 FS	*- FS
20	3	*FRONT FENDER BRACKET	Not Necessary	139.00 FS	*- FS
21	1	*FRONT FENDER RIVET - RH	Necessary	18.00 FS	*14.40 FS
22	1	*FRONT FENDER BRACE - RH	Bent	79.00 FS	*62.64 FS
23	1	*FRONT FENDER CLOSING ELEMENT - RH	Not Necessary	95.00 FS	*- FS
24	1	*FRONT FENDER SEAL	Not Necessary	29.00 FS	*- FS
25	1	*FRONT WHEEL HOUSING LINER - RH	Torn	246.00 FS	*196.40 FS
26	1	*FRONT WHEEL HOUSING LINER ATTACHMENT PARTS	Not Necessary	94.00 FS	*- FS
27	1	*FRONT WHEEL SPOILER - RH	Not Necessary	60.00 FS	*- FS
28	1	*FRONT FENDER LOWER COVER - RH	Damaged	174.00 FS	*139.20 FS
29	1	*HEADLIGHT MOUNTING - RH	Not Necessary	107.00 FS	*- FS
30	1	*HEADLIGHT - RH	Cut	2,501.00 FS	*2,000.80 FS
31	1	*HEADLIGHT RETAINING PLATE - RH	Not Necessary	71.00 FS	*- FS
32	1	*HEADLIGHT LIFT CYLINDER - RH	Not Necessary	181.00 FS	*- FS
33	1	*FRONT DOOR - RH	Dented	2,829.00 FS	*2,263.20 FS
34	1	*FRONT DOOR OUTER SEAL - RH	Necessary	185.00 FS	*147.60 FS
35	1	*BONDING AGENT	Necessary	45.00 FS	*35.92 FS
36	1	*CLEANING SOLUTION	Necessary	65.00 FS	*51.68 FS
37	1	*APPLICATOR	Not Necessary	7.00 FS	*- FS
38	1	*FRONT DOOR ATTACHMENT PARTS	Not Necessary	117.00 FS	*- FS
39	1	*FRONT DOOR CATCH - RH	Damaged	132.00 FS	*105.60 FS
40	1	*WIND MIRROR MOUNTING - RH	Not Necessary	1,121.00 FS	*- FS
41	1	*WIND MIRROR CAP - RH	Repair	382.00 FS	*- FS
42	1	*WIND MIRROR GLASS - RH	Not Necessary	1,553.00 FS	*- FS
43	1	*WIND MIRROR TURN SIGNAL - RH	Cut	149.00 FS	*119.20 FS
44	1	*WIND MIRROR LIGHT - RH	Not Necessary	196.00 FS	*- FS
45	1	*FRONT DOOR HANDLE - RH	Cut	236.00 FS	*188.40 FS
46	1	*FRONT DOOR HANDLE CAP - RH	Not Necessary	36.00 FS	*- FS
47	1	*FRONT DOOR HANDLE CAP CHROME COVER - RH	Not Necessary	53.00 FS	*- FS
48	1	*FRONT DOOR HANDLE CHROME COVER - RH	Cut	117.00 FS	*93.20 FS
49	1	*FRONT DOOR HANDLE SENSOR - RH	Not Necessary	237.00 FS	*- FS

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No.	Qty	Part No. Particulars	Condition	Repairer's	Amount
50	1	*FRONT DOOR HANDLE MOUNTING - RH	Not Necessary	286.00 FS	*- FS
51	1	*ROOF CHROME MOLDING - RH	Not Necessary	574.00 FS	*- FS
52	1	*FRONT DOOR WINDOW SLOT SEAL CHROME - RH	Not Necessary	285.00 FS	*- FS
53	1	*REAR DOOR - RH	Dented	2,829.00 FS	*2,263.20 FS
54	1	*REAR DOOR OUTER SEAL - RH	Necessary	193.00 FS	*154.00 FS
55	1	*BONDING AGENT	Necessary	45.00 FS	*35.92 FS
56	1	*CLEANING SOLUTION	Not Necessary	65.00 FS	*- FS
57	1	*APPLICATOR	Not Necessary	7.00 FS	*- FS
58	1	*REAR DOOR PROTECTION FILM - RH	Necessary	71.00 FS	*56.48 FS
59	1	*REAR DOOR ATTACHMENT PARTS	Not Necessary	112.00 FS	*- FS
60	1	*SILL PANEL SEAL - RH	Not Necessary	201.00 FS	*- FS
61	1	*REAR DOOR CATCH - RH	Damaged	132.00 FS	*105.60 FS
62	1	*FRONT DOOR LOWER COVER - RH	Necessary	467.00 FS	*373.60 FS
63	1	*REAR DOOR LOWER COVER - RH	Necessary	374.00 FS	*298.80 FS
64	1	*REAR BUMPER	Repair	1,513.00 FS	*- FS
65	1	*REAR BUMPER FIXING PARTS	Not Necessary	150.00 FS	*- FS
66	1	*REAR BUMPER GUIDE SECTION - RH	Not Necessary	49.00 FS	*- FS
67	1	*REAR BUMPER SPOILER	Not Necessary	788.00 FS	*- FS
68	1	*REAR WHEEL HOUSING LINER - RH	Not Necessary	246.00 FS	*- FS
69	1	*REAR WHEEL HOUSING LINER ATTACHMENT PARTS	Not Necessary	94.00 FS	*- FS
70	4	*RUBBER VALVE	Not Necessary	13.00 FS	*- FS
71	1	*DATA PALTE FOR TYRE PRESSURE	Necessary	25.00 FS	*19.28 FS
72	1	*FRONT BUMPER FOG LAMP - RH	Not Necessary	238.00 FS	*- FS
73	1	*TYRE RIM - RH - FRONT / REAR (NPA)	Cut	0.00 FS	*- FS
74	1	*TYRE - RH REAR	Punctured	350.00 FS	*350.00 FS
75	1	*SUNDRIES	Necessary	800.00 FS	*55.20 FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$)	27,675.00	12,506.32
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Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS, HORNS, OUTSIDE TEMPERATURE SENSOR, HEADLIGHT WASHER ASSY AND FRONT PARKING AID	New	480.00	480.00
2	TO REMOVE AND TRANSFER REAR PARKING AID. CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE	New	280.00	280.00
3	TO REMOVE AND TRANSFER RHS FRONT DOOR AND RHS REAR DOORS MULTI-LOCK SYSTEM AND POWER WINDOW DEVICES. INSPECT FOR DAMAGES	New	560.00	560.00
4	TO DISMANTLE AND RENEW FRONT BUMPER, RHS HEADLIGHT, RHS FRONT FENDER, RHS FRONT DOOR, RHS WING MIRROR ASSY, RHS REAR DOOR AND REAR BUMPER. TO REPAIR RHS REAR FENDER. RE-ORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	New	6,000.00	3,000.00
5	TO RESPRAY FRONT BUMPER, FRONT LOWER SPOILER, RHS FRONT FENDER, RHS FRONT DOOR, RHS REAR DOOR, RHS REAR FENDER, REAR BUMPER, REAR LOWER SPOILER, RHS WING MIRROR COVER, DOOR HANDLES, FUEL FILLER CAP AND DOOR COVERS	New	8,700.00	3,850.00
6	TO RENEW RHS FRONT RIM, RHS REAR RIM AND RHS REAR TYRE. TO CARRY OUT WHEEL ALIGNMENT. TO INSPECT RHS FRONT AND REAR SUSPENSION	New	320.00	320.00
7	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
Gross Labour Cost (S\$)			16,532.00	8,682.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >