

INS. CASE OWNER: CC 3/AIG1901 0418, Aeb39 LKK: IDAC:

Surveyor: Adrian DOI: ASSIGNMENT 12/6/19 Date/Time: 12/6/19
Registered in Merimen: 12/6/19

Pre-assign / CCU / FTE

Insured Vehicle No: 5D9 94959 Claim No.: _____
 Name of Insured: HEW LYE GMA Policy No.: 2100496769-02
 Insured Tel No.: _____ HP: _____ Make / Model: MERCEDES
 Excess Sec II :SS _____ D.O.A.: 12/6/19 Place of Accident: 118 ALPURNED AVE 24
 Is driver the owner? (YES / NO) Nature of Accident: _____
 If NO, Driver Name / Age: _____
 Driver Tel No.: _____ (V/L: YES / NO)
 GI GIA REPORT YES / NO : TP GIA REPORT YES / NO
 Insured Liability: % Final ? Yes / No

SKD 12032

INSRS: WSP: Premium Tel: _____ Liability: _____ RMKS: _____
 INSRS: WSP: _____ Tel: _____ Liability: _____ RMKS: _____
 INSRS: WSP: _____ Tel: _____ Liability: _____ RMKS: _____
 INSRS: WSP: _____ Tel: _____ Liability: _____ RMKS: _____

Date/Time	STAGE	DATE/PIC
	Non-Reporting Itr (1st)	
	Non-Reporting Itr (2nd)	
	Non-Reporting Itr (Final)	
	Notification Itr (if non-pickup):	
	Call GI:	
	After call Itr to GI:	
	Documentation Check List:	Handler Typist
	Notification Itr (if non-pickup)	<input type="checkbox"/>
	After call Itr to GI:	<input type="checkbox"/>
	Authentication To Act:	<input type="checkbox"/>
	Release Voucher:	<input type="checkbox"/>
	Final Repair Bill:	<input type="checkbox"/>
	Car Rental Invoice:	<input type="checkbox"/>
	Towing Invoice:	<input type="checkbox"/>
	LTA / GIA:	<input type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Mandate/Reject Instruction:	<input type="checkbox"/>
	LOD:	<input type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: _____ Sent By: _____

FINALIZATION Date/Time: _____ Confirm with: _____ Confirm by: _____
 Repair Cost: \$5 (_____ days) Reduction: % Email Call

FINAL SETTLEMENT Date/Time: _____ Confirm with: _____ Email Call
 Final Liability: % 50 (Agreed / Assessed) BOLA S/N No.: 240
 Repair Cost: \$5 NO REPAIR TO TP, TP EXT PROCEED W/
 Loss of Rental (LOR): \$5 (_____ days)
 Loss of Use (LOU): \$5 (5 x _____ days)
 Loss of Income (LOI): \$5 (5 x _____ days)
 LOR only LOU only LOR + LOI LOR + LO [Tick only one]
 GIA/LTA Search: \$5
 Medical: \$5
 Disbursement: \$5 (e.g. Tow/ Independent)
 Legal Cost: \$5
 Total: \$5 Global Sum \$5:
 1) Claim status: Normal/Reject/Private Settle
 2) Report Format: TP/NOIP
 3) Survey fee: +290

FINAL PAYMENT Date/Time: _____ Confirm with: _____ Email Call
 Payee 1: \$5 Name 1: _____
 Payee 2: (Strike if N.A.) \$5 Name 2: _____
 Payee 3: (Strike if N.A.) \$5 Name 3: _____

Adrian

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
OD / TP / 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: _____
 (Client's Record)
 Make of Veh: _____

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: _____
 IDAC Accident Rport: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: 4 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: SKD12032 Yr Regn: 2011 / oct
 Type: Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or _____

Make: Audi A4 c.c. 1798
 Colour: Grey A/C: Insured / Std / Nil / NA
 Sp. Reading: 195355 T/Radio: Insured / Std / Nil / NA
 Eng/No: _____
 C/No: WAUZZSK1CA050618

Gen. Cond: Good / Fair / Poor / Burnt
 Steering: Inorder / Jammed / Leaked / Burnt or _____
 Brake: Inorder / Jammed / Leaked / Burnt or _____
 Modi: Nil / Spin / STD A/Rim or _____
 Tyre Size: F: 245/40R18
 R: 245/40R18

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

Front		Rear	
R/Bal. <u>06</u>	mm	R/Bal. <u>06</u>	mm
L/Bal. <u>06</u>	mm	L/Bal. <u>06</u>	mm
D.O.A.		D.O.I. <u>12/06/19</u>	

Survey held at Premier
 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
	<u>TP ALG.</u>
	<u>PR: +5.5K (RED: +11.200) 6T/ EXCLUDE CHED: (TEM) +1205</u>
	<u>MV : 43K</u>
	<u>PV : 36.5K</u>
	<u>Nett: 6.5K.</u>

Date/Time, File Pass to?	Date/Time, File Return to?
1)	2)
3)	4)
5)	6)

Prel. Report: _____
 Final Report: _____

Part Prices Check:

IN	OUT
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Survey Fee: _____ Date: _____

Basic & Add.	
S + RS, SI	
Photos	
Others	
TOTAL	

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/0739/2019/KK/KS
Date : 11-Jun-19

Vehicle NOT IN workshop. Kindly arrange for survey.

Your insured veh no. : **SDG 9595 G**

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. Tan Cheng Chuan
Address : 6 Jalan Hussein
Singapore 419402
Telephone : (HP) +65 96302114
Type of Claim : Third Party Claims
Policy No. : 2018-V0094286-VAW-R004
Vehicle No : **SKD 1203 Z**
Model Code : Audi A4 1.8 TFSI MU
Model / Year : Oct-11
Engine No : CDH 146593
Chassis No. : WAUZZZ8K1CA050618
Mileage : -
Date In : -
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 2-Jun-19
Place of Accident : Aljunied Ave 2 Multi Storey Car park

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle. SKD 1203 Z

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and transfer front wire harness for headlight, horns outside temperature sensor and headlight washer assy.	S/N \$ 360.00	✓
2	To dismantle and renew front bumper, lhs front fender, bonnet and lhs headlight. Inspect front lock carrier for further damages. Re-organise crash management components. Reinstall all parts removed.	\$ 3,150.00 750	
3	To respray front bumper, bonnet and lhs front fender.	\$ 2,800.00 1100	
4	To carry out diagnostic check	S/N \$ 192.00	✓
TOTAL LABOUR CHARGES		: \$ <u>6,502.00</u>	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SKD 1203 Z

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	FRONT BUMPER <i>Reformed</i>	\$ 2,041.00	✓
2	FRONT BUMPER FIXING PARTS <i>new</i>	\$ 234.00	X
3	FRONT REINFORCEMENT BEAM <i>?</i>	\$ 802.00	?
4	FRONT BUMPER BRACKET <i>new</i>	\$ 207.00	+
5	FRONT BUMPER REINFORCEMENT SUPPORT LH/RH <i>new</i> 2	\$ 52.00	+
6	FRONT BUMPER GUIDE LH <i>new</i>	\$ 40.00	+
7	FRONT BUMPER TOP COVER <i>covered</i>	\$ 116.00	✓
8	FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE <i>new</i>	\$ 160.00	X.
9	FOAM FILLER PIECE <i>?</i>	\$ 113.00	?
10	FRONT AIR GUIDE GRILLE LH <i>new</i>	\$ 156.00	+
11	FRONT REINFORCEMENT BEAM COVER <i>new</i>	\$ 89.00	+
12	"CAUTION" STICKER <i>new</i>	\$ 13.00	✓
13	AIR COND STICKER <i>new</i>	\$ 18.00	✓
14	SIGNAL HORN LH <i>new</i>	\$ 184.00	+
15	SIGNAL HORN BRACKET LH <i>new</i>	\$ 23.00	+
16	FRONT FENDER LH <i>Revised</i>	\$ 904.00	+
17	FRONT FENDER ATTACHMENTS <i>new</i>	\$ 52.00	+
18	FRONT FENDER BRACKET <i>new</i>	\$ 48.00	+
19	FRONT FENDER BRACKET - LONG <i>new</i>	\$ 46.00	X
20	FRONT FENDER CLOSING ELEMENT <i>new</i>	\$ 45.00	X.
SUB - TOTAL SPARE PARTS CHARGES		\$ 5,343.00	

All charges are not inclusive of GST.

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

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SKD 1203 Z

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
21	FRONT FENDER BRACE LH <i>NEC</i>	\$ 107.00	+
22	FRONT WHEEL HOUSING LINER LH	\$ 223.00	+
23	FRONT WHEEL HOUSING LINER ATTACHMENTS <i>green</i>	\$ 41.00	+
24	BONNET	\$ 1,788.00	+
25	BONNET ATTACHMENTS PARTS	\$ 153.00	+
26	BONNET HINGE LH / RH	2 \$ 136.00	+
27	BONNET CATCH HOOK	\$ 127.00	+
28	BONNET STRUT	\$ 109.00	+
29	BONNET EDGE PROTECTION	\$ 50.00	+
30	BONNET LOCK WITH MICRO SWITCH <i>XHP NEC</i>	\$ 196.00	+
31	BONNET LOCK COVER	\$ 21.00	+
32	MICRO SWITCH	\$ 67.00	+
33	BONNET LOCK CABLE	\$ 44.00	+
34	BONNET LOCK CABLE	\$ 67.00	+
35	HEADLIGHT MOUNTING LH	\$ 107.00	+
36	HEADLIGHT LH <i>checked</i>	\$ 994.00	✓
37	HEADLIGHT BRACKET LH <i>NEC</i>	\$ 71.00	+
38	HALAGEN FOG LAMP LH <i>NEC</i>	\$ 238.00	+
39	WASH WATER RESERVOIR <i>NEC</i>	\$ 200.00	+
40	SUNDRIES ?	\$ 300.00	?
TOTAL SPARE PARTS CHARGES		\$ 10,382.00	

Premium Automobiles

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

Telefax

Name : *Adrian Lim*
Surveyed Date : *12/06/11*
Authorised Date :
Excess Cost :
Liability :
Remarks : *04 days.*

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

> Back to OneMotoring

- Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	7020A
Vehicle Details	
Vehicle No.:	SKD1203Z
Vehicle to be Exported:	Yes
Intended Deregistration Date:	12 Jun 2019
Vehicle Make:	AUDI
Vehicle Model:	A4 1.8 TFSI MU
Primary Colour:	Grey
Manufacturing Year:	2011
Engine No.:	CDH146593
Chassis No.:	WAUZZZ8K1CA050618
Maximum Power Output:	118.0 kW (158 bhp)
Open Market Value:	\$35,716.00
Original Registration Date:	28 Oct 2011
First Registration Date:	28 Oct 2011
Transfer Count:	0
Actual ARF Paid:	\$35,716.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Oct 2021
PARF Rebate Amount:	\$21,429.00
Intended COE Rebate Details	
COE Expiry Date:	27 Oct 2021
COE Category:	E - Open Category
COE Period(Years):	10
QP Paid:	\$65,058.00
COE Rebate Amount:	\$15,096.00
Total Rebate Amount:	\$36,525.00

The information contained herein is correct as at 12 Jun 2019

OK

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Tuesday, 18 June 2019 5:50 PM
To: Shu Pei (LKKAuto); Claims
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sirs,

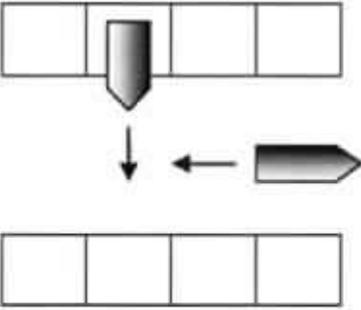
We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

24.	(a) 	Vehicle X – Reversing in/out of parking lot – Moving in/out of parking lot Vehicle Y – Reversing Reason: Both vehicles should exercise caution	50%	5
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Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Monday, 30 September 2019 3:32 PM
To: Foo, Chityan
Subject: Your Ref: 1124776775SG, ACCIDENT INVOLVING SKD 1203Z AND SDG 9595G ON 02/06/2019.
Attachments: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Your Ref: 1124776775SG

Hi Jimmy,

We refer to the above matter.

ACCIDENT INVOLVING SKD 1203Z AND SDG 9595G ON 02/06/2019.

We were informed by TP workshop that claimant convert to OD claim with recovery.

In view of the above, We will proceed to close file and submit our report.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher.sng@lkkauto.com | fax: 6741-4108

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

Asher Sng (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 27 June 2019 4:53 PM
To: Asher Sng (LKKAuto); Shu Pei (LKKAuto)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

Our client has decided to convert the claims through OD Recovery instead.
Please take note.

Thank You

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 1899022719)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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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: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Monday, 24 June 2019 5:34 PM
To: Claims; Shu Pei (LKKAuto)
Cc: Admin A
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sheila,

We refer to the email below.

Video only showing our insured move away from your client vehicle, did not show how the accident happen.

We are of the opinion that this is a case of conflicting versions. There is no conclusive evidence to substantiate either's parties version.

Strictly without admission of liability whatever, but with a view towards a resolutions of your client's claim in the above matter without resort to litigation and not jeopardizing our insured claim against the liable party, we are prepared to offer 50% to your client's claim.

Meanwhile, kindly forward to us with more evidence to support your claim

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

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

Sent: Monday, 24 June 2019 4:20 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Asher,

I have attached a video for your reference.
Please update soonest.

Best Regards,

Sheila M Ismail

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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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: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Tuesday, 18 June 2019 5:50 PM

To: Shu Pei (LKKAuto); Claims

Cc: Admin A

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sirs,

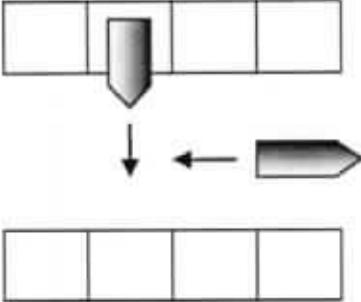
We refer to the above matter.

Please be informed that liability is unclear for this matter. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

24.	<p>(a)</p> 	<p>Vehicle X – Reversing in/out of parking lot – Moving in/out of parking lot Vehicle Y – Reversing</p> <p>Reason: Both vehicles should exercise caution</p>	50%	5
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Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 18 June 2019 4:40 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

Kindly refer to the below accident statement for your easy reference.

Sketch Plan

Describe Circumstances of the Accident

On 2/6/19, I was in Blk 118, Aljunied Ave 2 Carpark. Traffic was heavy. A vehicle in front of me reversed into a parking lot which resulted me reversing back abit to give space. Vehicle no. SKD 1203 Z edged out of my rear bumper bumped into the front portion of the other party's vehicle. Minor damages at the other party vehicle / no injuries on the other party.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 18 June 2019 3:53 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Hi Shu Pei,

Have your insured made the report?

During this accident, your insured reversed into our client's vehicle

And hit the car even after honk was sounded.

Please assist with liability clearance and direct settlement updates.

Best Regards,

Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



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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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Wednesday, 12 June 2019 5:42 PM

To: Claims

Cc: Admin A; Asher Sng (LKKAuto)

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

To check availability of the case handler , you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 12 June 2019 12:01 PM
To: 'Claims' <claims@premiumauto.com.sg>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear All,

Survey was done earlier today with Adrian.

Kindly assist to update on liability clearance and direct settlement.

Thank You.

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 288902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 12 June 2019 10:33 AM
To: 'Shu Pei (LKKAuto)'
Cc: 'Admin A'; 'assignments'; Claims
Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear All,

Attached are the repair estimate for your kind reference.

Best Regards,
Diyana
Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 198902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 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



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 11 June, 2019 8:46 AM

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

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

Kindly advise which insurer.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

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

Sent: Tuesday, 11 June 2019 8:42 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Shu Pei ,

We are claiming against TP – SDG 9595 G.

Thank You.

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No. 109082273W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 4 June 2019 5:52 PM

To: Claims

Cc: Admin A; assignments

Subject: RE: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear Sheila,

Kindly advise which insurer is your client seeking to claim against.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 4 June 2019 5:49 PM

To: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SKD 1203 Z AND YOUR INSURED SDG 9595 G DATED ON 02/06/2019

Dear All,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report and letter request for direct settlement for your reference.

We will forward you the estimate once is available.

Kindly arrange the survey on 12/06/2019, Wednesday, 11am.

Thanks

Best Regards,
Sheila M Ismail
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 289902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. claims@premiumauto.com.sg w. www.audi.com.sg

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



http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	04 Jun 2019 Edit Reg		12 Jun 2019 00:00 Edit Adj Rpt	S\$5,584.00 Edit Estimates	S\$5,584.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
----------------------	---------------------------	-------------------------------	---------------------------	--------------------------

CLAIM SUBFOLDER DETAILS		[Created by adjuster]	
Insured:	CHEW LYE SENG, ID: S0195931Z		
Main Claimant:	TAN CHENG CHUAN, ID: S1647020A		
Vehicle Reg. No.:	SKD1203Z	Date of Loss:	02/06/2019 09:00 - :59 [91 Months and 5 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 1124776775SG	Policy/Cover Note No.:	(Comprehensive)
Vehicle Reg. No. (Insured):	S0G9595G	Policy No. (Claimant):	2018-V0094286-VAW-RO04
Repairer:	Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Foo, Chit Yan] Chityan.Foo@aig.com		
Claimant's Insurer:	Great American Insurance Company (HQ) - Tel: 6804 6047		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 21/06/2019]		
ASSOCIATED MAIL RECEIVED		View All	Compose Case Mail
There are no mail for this case.			
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

*SKD1203Z (1124776775SG)
[SDG9595G]
TP
TAN CHENG CHUAN
Jun 2 2019 9:00AM
[CHEW LYE SENG]
Premium Automobiles Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View View in Browser	
Photos/Images										3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
2	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
3	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
4	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
5	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
6	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
7	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
8	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
9	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
10	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
11	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
12	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
13	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
14	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
15	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
16	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
17	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
18	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
19	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
20	30/09/19 15:34	General View						Load JPG	<input checked="" type="checkbox"/>		
Documentation										1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	12/06/19 17:35	TP GIA REPORT						Load PDF			
2	12/06/19 19:01	TP ESTIMATE- MARKED						Load PDF			
3	30/09/19 14:50	EMAIL FROM WSP DD 270619						Load PDF			
4	30/09/19 15:33	EMAIL TO AIG DD 300919						Load PDF			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)						Thumbnail	Print		
1	13/06/19 10:49	OI GIA REPORT						Load PDF			

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>			
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

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

Our File No: CC3/AIG19010418/AEB3Q2

Date: 11/10/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No:

Claimant

Vehicle No : SKD1203Z

Insured Vehicle No : SDG9595G

Date of Loss: 02/06/2019

Nature of Claim: TP

Claim No: 1124776775SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKD1203Z

Make & Model: AUDI A4, 1.8 TFSI MU (EU6) (A)

Engine No: CDH146593

Reg. Date: 28/10/2011 (Man. Year: 2011)

Chassis No: WAUZZZ8K1CA050618

Colour: Grey

Odometer: 95355 km

Engine Capacity: 1798 cc

Market Value/New Car Price: N/A

Price:

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: 245/40 R18

Rear Tyre Size: 245/40 R18

Front Left Side: Michelin 6 mm

Rear Left Side: Michelin 6 mm

Front Right Side: Michelin 6 mm

Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	10,382.00	3,182.00	7,200.00	69.35
Miscellaneous Items	0.00	0.00	0.00	
Labour	6,502.00	2,402.00	4,100.00	63.06
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	16,884.00	5,584.00	11,300.00	66.93
+ GST 7.00/7.00% (S\$)	1,181.88	390.88	791.00	66.93
Nett Amount (S\$)	18,065.88	5,974.88	12,091.00	66.93
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 12/06/2019

Date Inspected: 12/06/2019 Inspected At:

Premium Automobiles Pte Ltd (UBI)

55 Ubi Road 1

Singapore 408699

Estimated Period of Repair: 4.0 days

Adjuster: ADRIAN LING

Manager: Asher Sng Rong Yi

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	2,041.00 FS	*2,041.00 FS
2	1		*FRONT BUMPER FIXING PARTS	Not Necessary	234.00 FS	*- FS
3	1		*FORNT REINFORCEMENT BEAM	*Check	802.00 FS	*- FS
4	1		*FRONT BUMPER BRACKET	Not Necessary	207.00 FS	*- FS
5	2		*FRONT BUMPER REINFORCEMENT SUPPORT LH /RH	Not Necessary	52.00 FS	*- FS
6	1		*FRONT BUMPER GUIDE LH	Not Necessary	40.00 FS	*- FS
7	1		*FRONT BUMPER TOP COVER	Cracked	116.00 FS	*116.00 FS
8	1		*FRONT BUMPER CLOSING ELEMENT -LOWER CENTRE	Not Necessary	160.00 FS	*- FS
9	1		*FOAM FILLER PIECE	*Check	113.00 FS	*- FS
10	1		*FRONT AIR GUIDE GRILLE LH	Not Necessary	156.00 FS	*- FS
11	1		*FRONT REINFORCEMENT BEAM COVER	Not Necessary	89.00 FS	*- FS
12	1		*CAUTION STICKER	Necessary	13.00 FS	*13.00 FS
13	1		*AIR COND STICKER	Necessary	18.00 FS	*18.00 FS
14	1		*SIGNAL HORN LH	Not Necessary	184.00 FS	*- FS
15	1		*SIGNAL HORN BRACKET LH	Not Necessary	23.00 FS	*- FS
16	1		*FRONT FENDER LH	Repair	904.00 FS	*- FS
17	1		*FRONT FENDER ATTACHMENTS	Not Necessary	52.00 FS	*- FS
18	1		*FRONT FENDER BRACKET	Not Necessary	48.00 FS	*- FS
19	1		*FRONT FENDER BRACKET -LONG	Not Necessary	46.00 FS	*- FS
20	1		*FRONT FENDER CLOSING ELEMENT	Not Necessary	45.00 FS	*- FS
21	1		*FRONT FENDER BRACE LH	Not Necessary	107.00 FS	*- FS
22	1		*FRONT WHEEL HOUSING LINER LH	Not Necessary	223.00 FS	*- FS
23	1		*FRONT WHEEL HOUSING LINER ATTACHMENTS	Not Necessary	41.00 FS	*- FS
24	1		*BONNET	Not Necessary	1,788.00 FS	*- FS
25	1		*BONNET ATTACHMENTS PARTS	Not Necessary	153.00 FS	*- FS
26	2		*BONNET HINGE LH /RH	Not Necessary	136.00 FS	*- FS
27	1		*BONNET CATCH HOOK	Not Necessary	127.00 FS	*- FS
28	1		*BONNET STRUT	Not Necessary	109.00 FS	*- FS
29	1		*BONNET EDGE PROTECTION	Not Necessary	50.00 FS	*- FS
30	1		*BONNET LOCK WITH MIRCO SWITCH	Not Necessary	196.00 FS	*- FS
31	1		*BONNET LOCK COVER	Not Necessary	21.00 FS	*- FS

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount	
32	1		*MICRO SWITCH	Not Necessary	67.00 FS	*- FS	
33	1		*BONNET LOCK CABLE	Not Necessary	44.00 FS	*- FS	
34	1		*BONNET LOCK CABLE	Not Necessary	67.00 FS	*- FS	
35	1		*HEADLIGHT MOUNTING LH	Not Necessary	107.00 FS	*- FS	
36	1		*HEADLIGHT LH	Cracked	994.00 FS	*994.00 FS	
37	1		*HEADLIGHT BRACKET LH	Not Necessary	71.00 FS	*- FS	
38	1		*HALAGEN FOG LAMP LH	Not Necessary	238.00 FS	*- FS	
39	1		*WASH WATER RESERVOIR	Not Necessary	200.00 FS	*- FS	
40	1		*SUNDRIES	*Check	300.00 FS	*- FS	
					Total Parts (\$\$)	10,382.00	3,182.00

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	TO REMOVE AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHT ,HORNS OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	New	360.00	360.00
2	TO DISMANTLE AND RENEW FRONT BUMPER ,LHS FRONT FENDER,BONNET AND LHS HEADLIGHT.INSPECT FRONT LOCK CARRIER FOR FURTHER DAMAGES .RE-ORGANISE CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED	New	3,150.00	750.00
3	TO RESPRAY FRONT BUMPER ,BONNET AND LHS FRONT FENDER	New	2,800.00	1,100.00
4	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
Gross Labour Cost (S\$)			6,502.00	2,402.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >