

From: _____ Date: 6/8/19

Estimated Cost: _____

☒ OD / ☐ TP / ☐ WS / ☐ TP RES / ☐ OD RES / ☐ EVA / ☐ INV / ☐ MV

To Inspect Vehicle No: SJU88114

at Workshop m/s: premium

of: 55 ubi Road 1

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: \$200/-

(Client's Record)

Make of Veh: 2.30 pm (waiting)

(Policy Condition)

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

☒ N/S
 ☐ O/S

Bal. or Market Value: \$135K

IDAC Accident Rpt: _____ Consistent?: Yes or No

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

Est. Repairs: 5 days Res.: Yes or No

Luhn Sum: _____ % 3 Val: Yes or No

CA / ☒ REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SJU88114 Yr Regn: 25 Mar 2019

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

Truck / Trailer or

Make: Audi A2 1.0 cc 99g

Colour: ~~Black~~ Silver A/C: ☐ Insured / ☐ Std / ☐ NI / ☐ NA

Sp. Reading: ~~Silver~~ 2443 T/Radio: ☐ Insured / ☐ Std / ☐ NI / ☐ NA

Eng/No: _____

C/No: WA4838 GA 7KA028291

Gen. Cond: ☒ Good / ☐ Fair / ☐ Poor / ☐ Burnt

Steering: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt or

Brake: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt or

Modl: ☐ Nil / ☐ S/Rim / ☒ STD / ☐ M/Rim or

Tyre Size: F: 215/60 R16

R: 11

☒ BS / ☐ DUN / ☐ EXNOVA / ☐ GY / ☐ FS / ☐ LIZA / ☐ MIC / ☐ OHTSU / ☐ PIR / ☐ SUMI /

TOYO / YOKO or

Front

R/Bal. 9 mm

L/Bal. 7 mm

D.O.A. _____

Rear

R/Bal. 9 mm

L/Bal. 9 mm

D.O.I. 06-08-18

Survey held at: w/s 2:30pm

Des. of Damages: ☐ Frt / ☐ Rear / ☐ O/S / ☐ N/S / ☐ UIC / ☐ Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	SJU88114 - <
	Attached DV Final.
	RECEIVED 11 OCT 2019
	7/8@11:52- mandate Request via merimen.
	7/8@16:39- mandate approval by victor kon
	7/8@4:55pm- inform premium authorise repair excess \$200/-
	Part by Part \$6,624.96 (Red: 4703.04; 41%)

Date/Time, File Pass to:

☐ Prel. Report

☒ Final Report

Date/Time, File Return to:

Days Of Repair: 5

Add Fee:
 ☐ Site Insp (\$)
 ☐ Interview (\$)
 ☐ Tech. Insp (\$)
 ☐ Wheel and

Resurvey No. of Trip: _____

Report Format:

Lump Sum / L.B.C: 6,624.96

Survey Fee:

200

TOTAL

211

Nivitha (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 2 August 2019 2:05 PM
To: 'SUR'; 'Admin A'; 'Admin-D (LKKAuto)'
Cc: 'Claims'
Subject: OD CLAIM FOR SJU 8811 U ON 1/8/2019
Attachments: SJU 8811 U - 01082019.PDF

Dear All,

Kindly register OD claims for this vehicle.

Attached is GIA report for your reference.

We will forward you the estimate once is available.

Please arrange survey on 6/8/2019 2:30pm. Owner waiting.

Best Regards,
Syafiq
Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
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



Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Wednesday, 7 August 2019 4:55 PM
To: claims@premiumauto.com.sg
Cc: SUR
Subject: RE: OD CLAIM FOR SJU 8811 U ON 1/8/2019

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SJU 8811U (Excess \$800/-)**.

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,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 6 August 2019 3:54 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SJU 8811 U ON 1/8/2019

-URGENT-

Hi Dennis,

Vehicle already survey by Surveyor Guo Qiang. Will need your approval asap requested by customer.
Hope to hear from you soon

Thank you.

Best Regards,
Ezuwan Huzaini
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
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



View Received Message

This mail is associated with :

*SJU8811U (0805248911SG)

OD

Aug 1 2019 12:25PM

[CHAN CHU HENG ROY]

Premium Automobiles Pte Ltd

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 07/08/2019 16:39 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$6462.00) - SJU8811U - Claim Handler: Gan, Hunchung

Approved:6462.00:Re-inspection to be done for damage check and supplementary items / labour.

DOCUMENTS SUMMARY

There are no documents.

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

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	242C
Vehicle Details	
Vehicle No.:	SJU8811U
Vehicle to be Exported:	No
Intended Deregistration Date:	06 Aug 2019
Vehicle Make:	AUDI
Vehicle Model:	Q2 1.0 TFSI S TRONIC
Primary Colour:	Silver
Manufacturing Year:	2018
Engine No.:	CHZC26494
Chassis No.:	WAUZZZGA7KA028291
Maximum Power Output:	85.0 kW (113 bhp)
Open Market Value:	\$23,680.00
Original Registration Date:	25 Mar 2019
First Registration Date:	25 Mar 2019
Transfer Count:	0
Actual ARF Paid:	\$25,152.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	24 Mar 2029
PARF Rebate Amount:	\$18,864.00
Intended COE Rebate Details	
COE Expiry Date:	24 Mar 2029
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$26,309.00
COE Rebate Amount:	\$25,340.00
Total Rebate Amount:	\$44,204.00

The information contained herein is correct as at 06 Aug 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	02/08/2019 13:29
Date Of Accident	01/08/2019 12:25
Exact Location Of Accident	JALAN BUKIT MERAH
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SJU8811U
Insured/Policyholder	
Name Of Registered Owner	CHAN CHU HENG ROY
NRIC No	S7244242C
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96869066
Alternative Phone No	OFFICE-96869066

Vehicle Particulars

Manufacturer	AUDI
Model	Q2 1.0 TFSI S TRONIC
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	1900062841
Cover Note Number	

Driver

Name of Driver	CHAN CHEOW HO
NRIC No	S0049836Z
Date Of Birth	05/03/1943
Occupation	INDOOR
Date Of Driving Pass	19/08/1963
Driving Experience	55 YEARS AND 11 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96869066
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address BLK 105 SPOTTISWOODE PARK ROAD
#18-126
Postcode 080105
Was driver an employee of the Insured's Company NO
If No, Relationship of the Driver with the Insured PARENT
Vehicle Registration Number of Driver's Own Vehicle -
-
-
Insurance Company of Driver's Own Vehicle -
-
-

General Information of the Accident

Type Of Accident SIDE SWIPE
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 2
Was any body injured in the Accident? NO
Was any injured conveyed to hospital by ambulance? NO
Was any other material or property damaged? YES
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? YES
If Yes, Please state which Police Station
Police Station Name BUKIT MERAH EAST NEIGHBOURHOOD POLICE CENTRE
Police Station Address ROAD: 391 NEW BRIDGE ROAD POLICE CANTONMENT COMPLEX
BLOCK A , POSTCODE: 088762 , COUNTRY: SINGAPORE
Police Station Contact TEL NO: 1800-2369999 - FAX NO: 62268438
Was notice of intended Prosecution given? NO
If Yes, against whom?

Circumstances of Accident

REFER TO POLICE REPORT

Attachment(s)

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

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SLL2106K
Vehicle Make/Model/Colour
Details Of Properties
Vehicle Category PRIVATE CAR
Name of Driver
NRIC/Passport Number
Contact Number
Address
Postcode
Insurance Company Name

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.
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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, regulators, 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:
NRIC/FIN No.:

20190220 Sketch Plan (Rev 001).indd 4

Nature Of Damage

No. Of Passenger (Including Driver)



A - STUBBING
B - SLL2106K

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Note:

1

Blk 105 spottiswade Rivt Road #18-126 SC 080105

DECLARATION

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

Date & Time:

948 J. C. F. WONG, S. S. CHAN

Accident Photo



Accident Photo



Accident Photo





Police Station Of Origin:
Bukit Merah East N.P.C
A 391 New Bridge Road Police Cantonment
Complex SINGAPORE 088762
Tel No: 1800-2369999

Report No. T/20190801/2135

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 01/08/2019 17:19	Vide Report No.:	Station Diary No.: 130
--	------------------	---------------------------

Informant's Particulars

Name of Informant: CHAN CHEOW HO			Address: APT BLK 105 SPOTTISWOODE PARK ROAD #18-126 SINGAPORE 080105		
ID Type / ID No.: NRIC NO / S0049836Z			Contact No.: Home/Office: Mobile: 96869066		
Nationality: SINGAPORE CITIZEN			Email:		
Sex: Male	Age: 76	Date of Birth: 05/03/1943	Type of Informant: Rider		
Race: Chinese			Language: English		Institution / School Name:
Occupation: Retiree			Driving Licence Information: Class: 2B,3 Date of Expiry:		

General Information of the Accident

Type of Accident:	Non-Injury	Drink Drive: No	Date/Time of Accident: 01/08/2019 12:25	Type of Location: Straight Road
Location: Along Road 1 JALAN BUKIT MERAH toward Henderson near Lamp Post 61 Lamp Post Number: 61				
Weather: Clear		Road Surface: Dry		Road Speed Limit:
Traffic Flow: One Way		Traffic Control: Not Controlled		Traffic Volume: Heavy
Type of Collision: Between Moving Vehicles - Head To Side				Anyone conveyed by ambulance: No

Details of Vehicle Involved

Vehicle No.	Type	Make	Model	Color	Condition	No of Passenger
SJU8811U	Car	AUDI	Q2	Grey	Slightly Damaged	0
SLL2106K	Car	HONDA	Vezel	White	Slightly Damaged	0

Details of Person Involved

Any Pedestrian Involved: No	
No. of Pedestrians Injured: NIL	Use of Pedestrian Crossing: NA

CONTINUATION OF REPORT

Rider				
Name	CHAN CHEOW HO		ID No.	S0049836Z
Related Vehicle	SJU8811U (Car)		Contact No.	96869066
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date	Class: 2B,3 Date of Expiry: NIL
Date Treatment	NIL		Date Discharge	NIL
No. of Days granted Medical Leave	NIL		Degree of Injury	NIL
Name	YEO HOCK YEW		ID No.	S1304017F
Related Vehicle	SLL2106K (Car)		Contact No.	92328448
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Date Treatment	NIL		Date Discharge	NIL
No. of Days granted Medical Leave	NIL		Degree of Injury	NIL

Brief Details.

On 01/08/2019 at about 1225hrs, I was driving along Jalan Bukit Merah. I wanted to filter out to lane 2 when the vehicle SLL2106K knocked into the left rear passenger door. No one was injured. A passing police car QX53U advised us to make a police report.



**SINGAPORE
POLICE FORCE**



T/20190801/2135

Police Station Of Origin:
Bukit Merah East N.P.C
A 391 New Bridge Road Police Cantonment
Complex SINGAPORE 088762
Tel No: 1800-2369999

3 of 3

Report No. T/20190801/2135

CONTINUATION OF REPORT

Sketch Plan

Informant is not able to provide sketch plan

IMPORTANT: Please attach a copy of your vehicle's Insurance Certificate to this report. If you don't have the certificate with you now, please fax a copy to 65474885 stating the report number as reference.

Signature Of Officer Recording The Report:

A /

SI FOO SHAN YI SUNNY

Signature Of Informant:

Signature Of Interpreter:

Not applicable

Date/Time:

01/08/2019 17:19

Officer In Charge Of Case:

TP / GIA /

Staff Sgt WONG SIEU LUI

Contact No.: 65476151

Classification Of Case:



Signature

Authentication Stamp

NP168

Singapore Police Force

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : CHAN CHU HENG, ROY (ZENG ZUXING, ROY)
Period of Insurance : 25 Mar 2019 To 24 Mar 2021
Engine No. : CHZC26494
Chassis No. : WAUZZZGA7KA028291

Vehicle No. : SJU8811U
Policy No. : 1900062841
Endorsement No. :
Issued Date : 01 Apr 2019

ABOUT THE COVER

Make/Model : AUDI Q2/ Q2 Sport 1.0 TFSI S tronic
Engine Capacity/Tonnage : 999.00 CC
Sum Insured : Market Value
Driver Restriction : NA
Off Peak Car : No
First Year of Registration : 2019
Insuring with COE/PARF : Yes

Person or Classes of Persons Entitled to Drive* :

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

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

Age Condition : All Age Condition

Limitation as to use* :

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

Loss of Use 1800cc - 2000cc Optional

* Limitations rendered inoperative by Section 6 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

EXCESS

Section 1

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

Section 2

Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

CHAN CHU HENG, ROY (ZENG ZUXING, ROY) - \$800 (Own Damage), Chan Cheon Ho - \$800 (Own Damage)

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

1 Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 408699 63982323

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 6200. Alternatively, you may refer to AIG website www.aig.com.sg or AIG SG Mobile App. Simply search and download "AIG SG" from iTunes or Google Play.

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: NA

We hereby certify that the policy to which this Certificate of Insurance relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Cap. 189), Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1950 (Malaysia).

0504125262

PREMIUM LEASING - KTL

281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE

SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.



AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORISED REPRESENTATIVE

56CSAR

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

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

If no one is injured in the accident:

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

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

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

What should I do in the event of an accident?

- Keep calm and move your car to a safe place.
- Do not admit or discuss fault or blame with the other party(ies).
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.
- Submit Writ/Summons/Correspondences from third party(ies) 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) 6419-3000** for assistance.

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

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

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 5 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 399840

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

*The Rental Car Company's Terms & Conditions apply (i.e., refundable security deposit, excess liability for the Rental Car, Collision 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.99), it shall be unlawful for any person to use or cause or permit any other person to use a motor vehicle without a valid policy of insurance under the Act.

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

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

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

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

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/0938/2019/NS
Date : 02-Aug-19

Vehicle IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120

Hi Gao Qiang,
5 days - ok - Jy - 01 Oct 2019

Attn: Mr. Adrian Ling - Motor Claims Dept
Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : MR. CHAN CHU HENG ROY
Address : BLK 517C JURONG WEST STREET 52
#11-565
Singapore 643517
Telephone : HP + 65 96869066
Type of Claim : Own Damage Claims
Policy No. : 1900062841
Vehicle No : **SJU 8811 U**
Model Code : Audi Q2 TFSI S TRONIC
Model / Year : Mar-19
Engine No : CHZ C26494
Chassis No : WAUZZZGA7KA028291
Mileage :
Date In :
Liability :
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 01-Aug-19
Place of Accident : JALAN BUKIT MERAH

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SJU 8811 U

S/N	Nature of Jobs	Estimated Charges	SURVEYOR'S RECOMMENDATION
1	To remove and transfer lhs rear door's multi-lock system and power window devices. Inspect for damages.	s/n \$ 280.00	\$ 280.00
2	To dismantle lhs front door panel trim. To remove and reinstall lhs wing mirror assy.	s/n \$ 300.00	\$ 300.00
3	To dismantle and renew lhs rear door. To repair lhs front door. Re-organise crash management components. Reinstall all parts	\$ 1,600.00	\$ 500.00
4	To respray lhs rear door and lhs front door.	\$ 2,500.00	\$ 1,100.00
5	To renew lhs rear rim and carry out wheel	s/n \$ 280.00	\$ 280.00
	SUPPLEMENTARY	\$ 200.00	\$ 200.00
6	To carry out diagnostic check.	s/n \$ 192.00	\$ 192.00
	TOTAL LABOUR CHARGES	: \$ 5,352.00	\$ 2,852.00

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SJU 8811 U

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	REAR DOOR - LH	\$ 2,285.00	\$ 1,828.00
2	OUTER DOOR SEAL - LH	NEC \$ 119.00	\$ 94.80
4	BONDING AGENT	NEC \$ 45.00	
5	CLEANING SOLUTION	NEC \$ 65.00	
6	DOOR ATTACHMENT PARTS	\$ 85.00	
7	DOOR CATCH	NEC \$ 109.00	\$ 87.20
8	OUTER DOOR SEAL - LH	\$ 53.00	\$ 41.92
9	INNER DOOR SEAL	\$ 256.00	
10	REAR DOOR COVER - LH	\$ 206.00	\$ 164.80
11	FRONT DOOR COVER - LH	\$ 235.00	\$ 187.60
12	REAR WHEEL COVER - LH	\$ 156.00	\$ 124.40
13	WINDOW REGULATOR WITHOUT MOTOR - LH	\$ 241.00	
14	WINDOW REGULATOR MOTOR - LH	\$ 270.00	
15	ALUMINIUM RIM	\$ 548.00	\$ 438.40
16	RUBBER VALVE	4 \$ 13.00	
17	SUPPLEMENTARY	\$ 1,252.00	\$ 859.20
18	SUNDRIES	\$ 300.00	\$ 6.64
TOTAL SPARE PARTS		: \$ 6,238.00	\$ 3,832.96
TOTAL LABOUR CHARGES		: \$ 5,352.00	\$ 2,852.00
GRAND TOTAL		: \$ 11,590.00	\$ 6,684.96

All charges are not inclusive of GST.

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

Premium Automobiles Pte Ltd

55 Ubi Road 1, Singapore 408699

Tel : (65) 6366 2323 Fax : (65) 6841 1183

Supplementary Estimate 1

GST Reg No. 19-9902271-W

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

Estimate No. PA/OD/0938/2019/NS
Date 26-Aug-19
Service Advisor Glory Tan
Pages 1 of 1
Regn No SJU 8811 U
Model No Audi Q2 TFSI S TRONIC

Quantity	Description	Unit Price	Amount
Parts			
1	Wing mirror mounting LHS	\$ 938.00	\$ 750.40
2	Wing mirror cover LHS	\$ 136.00	\$ 108.80
3	Wing mirror glass LHS	\$ 178.00	
		\$ 1,252.00	\$ 859.20

Labour			
1	To respray wing mirror cap	s/n \$ 200.00	\$ 200.00

TOTAL \$ 1,452.00 \$1,059.20

For Premium Automobiles Pte Ltd

Authorised Signature

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 Khal at
Tel:6768 9828 for appointment.

Yours faithfully,
Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles Pte Ltd

55 Ubi Road 1, Singapore 408699

Tel: (65) 6366 2323 Fax: (65) 6841 1183

Supplementary Estimate 1

Est Reg No: 19-9902271 W

AIG Asia Pacific Insurance Pte Ltd

28 Shenton Way

#07-16 AIG Building

Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Estimate No.

PA/00/0938/2019/N5

Date

26-Aug-19

Service Advisor

Glory Tan

Pages

1 of 1

Regn No

SJU8811 U

Model No

Audi Q2 TFSI S TRONIC

Quantity	Description	Unit Price	Amount
----------	-------------	------------	--------

Parts

1	Wing mirror mounting LHS	\$ 938.00	750.40
2	Wing mirror cover LHS	\$ 136.00	108.80
3	Wing mirror glass LHS	\$ 178.00	X nn

Labour

2x replacing wing mirror cap \$ 1,252.00 859.20
\$10 200/-

TOTAL \$ 1,252.00

For Premium Automobiles Pte Ltd

heck item

+ door catch LHS Rear door.

Authorised Signature

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/0938/2019/NS
Date : 2-Aug-19

Vehicle IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way
#07-16 AIG Building
Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : MR. CHAN CHU HENG ROY
Address : BLK 517C JURONG WEST STREET 52
#11-565
Singapore 643517
Telephone : HP +65 96869066
Type of Claim : Own Damage Claims
Policy No. : 1900062841
Vehicle No : **SJU 8811 U**
Model Code : Audi Q2 TFSI S TRONIC
Model / Year : Mar-19
Engine No : CHZ C26494
Chassis No : WAUZZZGA7KA028291
Mileage :
Date In :
Liability :
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 1-Aug-19
Place of Accident : JALAN BUKIT MERAH

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SJU 8811 U

S/N	Nature of Jobs	Estimated Charges	SURVEYOR'S RECOMMENDATION
1	To remove and transfer lhs rear door's multi-lock system and power window devices. Inspect for damages.	s/n \$ 280.00	✓
2	To dismantle lhs front door panel trim. To remove and reinstall lhs wing mirror assy.	s/n \$ 300.00	✓
3	To dismantle and renew lehs rear door. To repair lhs front door. Re-organise crash management components. Reinstall all parts removed.	800 700 \$ 1,600.00	800 500
4	To respray lhs rear door and lhs front door.	800 \$ 2,500.00	1600 1100
5	To renew lhs rear rim and carry out wheel alignment	s/n \$ 280.00	✓
6	To carry out diagnostic check.	s/n \$ 192.00	✓
TOTAL LABOUR CHARGES		: \$ 5,152.00	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SJU 8811 U

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	REAR DOOR - LH / Bnc.	\$ 2,285.00	1828
2	OUTER DOOR SEAL - LH / GTR.	NEC \$ 119.00	94.80
4	BONDING AGENT /	NEC \$ 45.00	X NN
5	CLEANING SOLUTION /	NEC \$ 65.00	X NN
6	DOOR ATTACHMENT PARTS /	\$ 85.00	X NN
7	DOOR CATCH / BT	NEC \$ 109.00	87.20
8	OUTER DOOR SEAL - LH / X	\$ 53.00	41.92
9	INNER DOOR SEAL / X NN	\$ 256.00	X NN
10	REAR DOOR COVER - LH /	\$ 206.00	164.80
11	FRONT DOOR COVER - LH /	\$ 235.00	187.60
12	REAR WHEEL COVER - LH /	\$ 156.00	124.40
13	WINDOW REGULATOR WITHOUT MOTOR - LH / X	\$ 241.00	X
	WINDOW REGULATOR MOTOR - LH / X	\$ 270.00	X
	ALUMINIUM RIM / Lt.	\$ 548.00	438.40
	RUBBER VALVE / Lt.	4 \$ 13.00	X NN
	SUNDRIES / Lt.	\$ 300.00	X 0.64
TOTAL SPARE PARTS		: \$ 4,986.00	
TOTAL LABOUR CHARGES		: \$ 5,152.00	
GRAND TOTAL		: \$ 10,138.00	

11235.70

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

Jimmy
13/8/19

Name : *Guo Qiang - 82880282*
Surveyed Date : *06 / 8 / 19*
Authorised Date : *Not Authorised.*
Excess Cost : *before paint photos.*
Liability : *5 & Days.*
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

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer
Signature:
Date:

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Premium Automobiles Pte Ltd

55 Ubi Road 1, Singapore 408699

Tel: (65) 6366 2323 Fax: (65) 6841 1183

Supplementary Estimate 1

GST Reg No. 19-9902271-W

AIG Asia Pacific Insurance Pte Ltd

7B Shenton Way

#07-16 AIG Building

Singapore 079120

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Estimate No.

PA/OD/0938/2019/NS

Date

26-Aug-19

Service Advisor

Glory Tan

Pages

1 of 1

Regn No

SJU 8811 U

Model No

Audi Q2 TFSI S TRONIC

Quantity	Description	Unit Price	Amount
----------	-------------	------------	--------

Parts

- | | |
|---|--------------------------|
| 1 | Wing mirror mounting LHS |
| 2 | Wing mirror cover LHS |
| 3 | Wing mirror glass LHS |

\$	938.00	cut
\$	136.00	de
\$	178.00	Xnn

\$ 1,252.00

TOTAL

\$ 1,252.00

For Premium Automobiles Pte Ltd

Authorised Signature

check item

+ door catch LHS Rear door.

11390

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SJU 8811 U

		Damage Parts & Prices	
S/N	Parts Description	S/NETT	REMARKS
	glory/walker 8/8/19		
SK-air 13/8	10 REAR DOOR - LH / Bnc.	\$ 2,285.00	
	11 OUTER DOOR SEAL - LH / SIDE.	NEC \$ 119.00	
	12 BONDING AGENT /	NEC \$ 45.00	
	13 CLEANING SOLUTION /	NEC \$ 65.00	
	6 DOOR ATTACHMENT PARTS /	\$ 85.00	
	7 DOOR CATCH ? /	NEC \$ 109.00	
SK-air 13/8	8 OUTER DOOR SEAL - LH /	\$ 53.00	
	9 INNER DOOR SEAL ?	\$ 256.00	
G6R 14/8	10 REAR DOOR COVER - LH /	\$ 206.00	
SK-air 14/8	11 FRONT DOOR COVER - LH /	\$ 235.00	
	12 REAR WHEEL COVER - LH /	\$ 156.00	
	13 WINDOW REGULATOR WITHOUT MOTOR - LH ?	\$ 241.00	
	14 WINDOW REGULATOR MOTOR - LH ?	\$ 270.00	
G6R 14/8	15 ALUMINIUM RIM / Lt.	\$ 548.00	
	16 RUBBER VALVE /	4 \$ 13.00	
	17 SUNDRIES ?	\$ 300.00	
	TOTAL SPARE PARTS	: \$ 4,986.00	
	TOTAL LABOUR CHARGES	: \$ 5,152.00	
	GRAND TOTAL	: \$ 10,138.00	

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: SJU 8811 U

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/0938/2019/NH

24 DEC 2019

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

Dear Sir,

RE: INSURANCE CLAIM FOR SJU 8811 U, Audi Q2 TFSI S-TRONIC.

With reference to the above-mentioned vehicle, no. **SJU 8811 U**, claimant, **Mr. Chan Chu Heng, Roy**, please find the related document per attached.

1. A copy of the Original invoice no. 85014641 – S\$ 6,296.91.
2. A copy of the Discharge Voucher duly signed by client.

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

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

Regards

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

Norah Khai
Claims Dept

Encl
AIG – SJU 8811 U

total pages

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

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

Premium Automobiles Pte Ltd



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

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

Ubi Service Centre
55 Ubi Road 1
Singapore 408699
Main Telephone 6388 2323
Main Telefax 6841 1183

Customer Service
Service Appointment 6396 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 16:48

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: 85014641	Account: A0006 (T 0)		
		Date : 23/12/2019	AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120		
		Order : SJU8811U			
		Term : 30			
Regn No: SJU8811U (V 41040)		Regn Date: 25/03/2019	Mileage: 2982	WIP No.: 62900	
Model: Q2 1.0 TFSI S tronic GABANG		Chassis: WAUZZZGA7KA028291	Engine: CHE C26494	Dept: U	
You have been assisted by :- UB-Tony Foong (33)					
		Details	Qty	Unit Price	Amount
Q	EXC	M: 8888 Insurance Excess/Liability	-800.00	1.00	-800.00
S	BODYWORK	M: TO REMOVE AND TRANSFER LHS REAR DOOR'S MULTI LOCK SYSTEM AND POWER WINDOW DEVICES. INSPECT FOR DAMAGES	280.00	1.00	280.00
S	BODYWORK	M: TO DISMANTLE LHS FRONT DOOR PANEL TRIM. TO REMOVE AND REINSTALL LHS WING MIRROR ASSY	300.00	1.00	300.00
S	BODYWORK	M: TO DISMANTLE AND RENEW LHS REAR DOOR. TO REPAIR LHS FRONT DOOR.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY LHS REAR DOOR AND LHS FRONT DOOR	1100.00	1.00	1,100.00
S	BODYWORK	M: TO RENEW LHS REAR RIM AND CARRY OUT WHEEL ALIGNMENT	280.00	1.00	280.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
S	BODYWORK	M: TO RESPRAY WING MIRROR CAP	200.00	1.00	200.00
X	A81A833051C	(A) (SK) DOOR 8/8/19	Less 020%	1.00	2285.00
X	A81A839911A	SEAL (LAST)	Less 020%	1.00	118.50
X	A81A839119	(A) (SK) DOOR SEAL 8/8	Less 020%	1.00	52.40
X	A81A853969 4W3	007374/(V) (GER) COVER	Less 020%	1.00	206.00
X	A81A853959 4W3	(A) (SK) COVER 8/8/19	Less 020%	1.00	234.50
X	A81A853817 4W3	COVER	Less 020%	1.00	155.50
X	A81A601025	007374/(V) (GER) RIM 1	Less 020%	1.00	548.00
X	A81C857409C 9B9	MOUNTING - A/P	Less 020%	1.00	938.00
X	A81A857527 GRU	007399/(V) (SK) CAP 26	Less 020%	1.00	136.00

Premium Automobiles Pte Ltd



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

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

Ubi Service Centre
55 Ubi Road 1
Singapore 408899
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

Page 2 16:48

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: 85014641 Date : 23/12/2019 Order : SJU8811U Term : 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
Regn No: SJU8811U (V 41040) Model: Q2 1.0 TFSI S tronic GABANG You have been assisted by :- UB-Tony Poong (33)		Regn Date: 25/03/2019 Chassis: WAUZZZGA7KA028291 (33)	Mileage: 2982 Engine: CHZ C26494 WIP No.: 62900 Dept: U

		Details	Qty	Unit Price	Amount
X	AWHT003237	BOLT - A/P	Less 020%	2.00	1.00
X	AWHT003497	BOLT - A/P	Less 020%	1.00	2.10
X	A8K0837199	CLIP - A/P	Less 020%	6.00	0.70
X	A81A839249	CHECK ROD	Less 020%	1.00	109.00

Parts 3,832.96
Labour 0.00
Sublet 2,852.00
Menus 0.00
Lubricant 0.00



Sub-Total	5,884.96
7% GST	411.95
Grand Total	6,296.91

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: SJU 8811 U

Norah Khai
6768 9828
6841 1183

Body Repair

PA/OD/0938/2019/EH
16th Aug 2019

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

total pages

RE: CLAIM – OWNER'S SATISFACTION/DISCHARGE VOUCHER

Make & Model : Audi Q2 TFSI S TRONIC
Vehicle Chassis No. : WAUZZZGA7KA028291
Vehicle Regn No. : SJU 8811 U
Vehicle Mileage : 2983 KM
Vehicle Owner : Mr. Chan Chu Heng, Roy
Certificate No : 1900062841
Own Damage Excess : \$856.00 (Including 7% GST)
Accident Date : 01/08/2019
Place : Jalan Bukit Merah
Repair Cost : \$ 6296.91
WIP No. : 62900
Repairer's Name : Premium Automobiles Pte Ltd

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

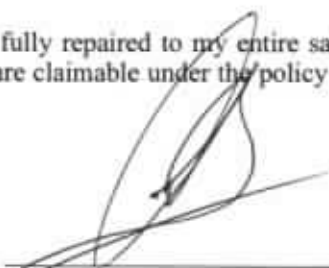
Service & Parts Centres
55 Ubi Road 1
Singapore 408699
Telephone (65) 6366 2323
Telefax (65) 6841 1183

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

Owner / Insured Signature :

Time :

Date :


1545 hrs
29/8

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Aug 2019 11:42		07 Aug 2019 10:39 Edit Adj Rpt	S\$6,684.96 Edit Estimates	S\$6,684.96 View Rpt		Pending for Survey Report Cancel Case

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

CLAIM SUBFOLDER DETAILS [Created by Insurer]

Insured:	CHAN CHU HENG ROY, ID: S7244242C, Tel: +6596869066		
Vehicle Reg. No.:	SJU8811U	Date of Loss:	01/08/2019 12:00 - :59 [4 Months and 7 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 0805248911SG	Policy/Cover Note No.:	1900062841 (Comprehensive)
		Excess:	S\$800.00
Repairer:	Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Gan, Hunchung] Hunchung.Gan@aig.com		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 20/08/2019]		
Driver/Customer:	CHAN CHEOW HO (76 / Male), NRIC: S0049836Z, Tel: +6596869066 Email: NOEMAIL		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

- AIG_SG (28/11/2019): Alert - Adj Mandate Approved (S\$6684.96) - SJU8811U - Claim Handler: Gan, Hunchu...
- AIG_SG (07/08/2019): Alert - Adj Mandate Approved (S\$6462.00) - SJU8811U - Claim Handler: Gan, Hunchu...
- AIG_SG (07/08/2019): SJU8811U / OD / 01/08/2019 / 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

*SJU8811U (0805248911SG)

OD

Aug 1 2019 12:25PM

[CHAN CHU HENG ROY]

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	07/08/19 11:49	Adjuster Immediate Advice											Load HTML				
Photos/Images														3 per page		☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail		Print			
1	07/08/19 11:32	General View											Load JPG	☒			
2	07/08/19 11:32	General View											Load JPG	☒			
3	07/08/19 11:32	General View											Load JPG	☒			
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31	11/10/19 09:26	Dismantled Parts											Load JPG	☒			
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Assessment Reports				1 per page	☒
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Documentation				1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	07/08/19 11:38	Certificate of Insurance		Load PDF	
2	07/08/19 11:38	Driving License / NRIC		Load PDF	
3	07/08/19 11:38	Police Report		Load PDF	
4	07/08/19 11:38	Singapore Accident Statement		Load PDF	
5	07/08/19 11:38	ESTIMATE		Load PDF	
6	11/10/19 09:54	SUPPLEMENTARY		Load PDF	
7	11/10/19 09:54	ESTIMATE		Load PDF	
8	06/01/20 17:07	Workshop Invoice		Load PDF	
9	06/01/20 17:07	Discharge Voucher		Load PDF	
10	06/01/20 17:10	Supplementary		Load PDF	

Linked Accident Report Documents

Assessment Reports				1 per page	☒
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	04/09/19 02:19	Accident Statement		Load HTM	
Photos/Images				3 per page	☒
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	02/08/19 13:41	Accident Photo		Load JPG	☒
2	02/08/19 13:41	Accident Photo		Load JPG	☒
3	02/08/19 13:41	Accident Photo		Load JPG	☒
4	02/08/19 13:41	Accident Photo		Load JPG	☒
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10	02/08/19 13:41	Accident Photo		Load JPG	☒
11	02/08/19 13:41	Accident Photo		Load JPG	☒
12	02/08/19 13:41	Police Report		Load JPG	☒
13	02/08/19 13:41	Police Report		Load JPG	☒
Documentation				1 per page	☒
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1	02/08/19 13:42	Sketch Plan		Load JPG	☒
2	02/08/19 13:42	Sketch Plan #2		Load JPG	☒

Documents Checklist

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

LKK Auto Consultants Pte Ltd

(Co.Reg No:199607198R)

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

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

Our File No: CC3/AIG19013816/GTF3E2

Date: 06/01/2020

REFERENCE

Insured/Claimant: CHAN CHU HENG ROY Policy No: 1900062841
Date of Loss: 01/08/2019 Nature of Claim: OD Claim No: 0805248911SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SJU8811U
Make & Model: AUDI Q2, 999cc 1.0 TFSI S TRONIC (A) Engine No: CHZC26494
Reg. Date: 25/03/2019 (Man. Year: 2018) Chassis No: WAUZZZGA7KA028291
Colour: Silver Odometer: 2443 km
Engine Capacity: 999 cc
Market Value/New Car Price: S\$135,000.00
Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 215/60 R16 Rear Tyre Size: 215/60 R16
Front Left Side: Bridgestone 9 mm Rear Left Side: Bridgestone 9 mm
Front Right Side: Bridgestone 9 mm Rear Right Side: Bridgestone 9 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,023.20	3,832.96	2,190.24	36.36
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,352.00	2,852.00	2,500.00	46.71
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	11,375.20	6,684.96	4,690.24	41.23
- Excess (S\$)	800.00	800.00	0.00	0.00
(S\$)	10,575.20	5,884.96	4,690.24	44.35
+ GST 7.00/7.00% (S\$)	740.26	411.95	328.31	44.35
Nett Amount (S\$)	11,315.46	6,296.91	5,018.55	44.35

INSPECTION

Date of Assignment: 07/08/2019

Date Inspected: 06/08/2019 Inspected At:

Premium Automobiles Pte Ltd (UBI)
55 Ubi Road 1
Singapore 408699

Estimated Period of Repair: 5.0 days

Adjuster: XING GUO QIANG

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		*REAR DOOR - LH	Buckled	2,285.00 FS	*1,828.00 FS
2	1		*OUTER DOOR SEAL - LH	Necessary	119.00 FS	*94.80 FS
3	1		*BONDING AGENT	Not Necessary	45.00 FS	*- FS
4	1		*CLEANING SOLUTION	Not Necessary	65.00 FS	*- FS
5	1		*DOOR ATTACHMENT PARTS	Not Necessary	85.00 FS	*- FS
6	1		*DOOR CATCH	Bent	109.00 FS	*87.20 FS
7	1		*OUTER DOOR SEAL - LH	Necessary	53.00 FS	*41.92 FS
8	1		*INNER DOOR SEAL	Not Necessary	256.00 FS	*- FS
9	1		*REAR DOOR COVER - LH	Cut	206.00 FS	*164.80 FS
10	1		*FRONT DOOR COVER - LH	Cut	235.00 FS	*187.60 FS
11	1		*REAR WHEEL COVER - LH	Cut	156.00 FS	*124.40 FS
12	1		*WINDOW REGULATOR WITHOUT MOTOR - LH	Not Necessary	241.00 FS	*- FS
13	1		*WINDOW REGULATOR MOTOR - LH	Not Necessary	270.00 FS	*- FS
14	1		*ALUMINIUM RIM	Cut	548.00 FS	*438.40 FS
15	4		*RUBBER VALVE	Not Necessary	13.00 FS	*- FS
16	1		*SUNDRIES	Necessary	300.00 FS	*6.64 FS
17	1		*WING MIRROR MOUNTING LHS	Cut	750.40 FS	*750.40 FS
18	1		*WING MIRROR COVER LHS	Deformed	108.80 FS	*108.80 FS
19	1		*WING MIRROR GLASS LHS	Not Necessary	178.00 FS	*- FS
Total Parts (S\$)					6,023.20	3,832.96

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 LHS REAR DOORS MULTI-LOCK SYSTEM AND POWER WINDOW DEVICES. INSPECT FOR DAMAGES	New	280.00	280.00
2	TO DISMANTLE LHS FRONT DOOR PANEL TRIM. TO REMOVE AND REINSTALL LHS WING MIRROR ASSY	New	300.00	300.00
3	TO DISMANTLE AND RENEW LHS REAR DOOR. TO REPAIR LHS FRONT DOOR. RE-ORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	New	1,600.00	500.00
4	TO RESPRAY LHS REAR DOOR AND LHS FRONT DOOR	New	2,500.00	1,100.00
5	TO RENEW LHS REAR RIM AND CARRY OUT WHEEL ALIGNMENT	New	280.00	280.00
6	TO CARRY OUT DIAGNOSTIC CHECK	New	192.00	192.00
7	TO RESPRAY WING MIRROR CAP	New	200.00	200.00
Gross Labour Cost (S\$)			5,352.00	2,852.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >