

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. 2100485644-02

Claims No. _____

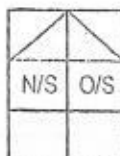
Sum Insured: _____ Excess: 1000

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: 148K.

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 3 days Res.: Yes or No

Lum Sum: _____ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SLG8579R. Yr Regn: 2016 10ctType: ☒ M.Car / ☐ M.Cycle / ☐ Bus / ☐ Van / ☐ Lorry / ☐ Taxi / ☐ Prime Mover /

Truck / Trailer or

Make: Audi Q5 c.c. 1984Colour: Gold Silver A/C: ☐ Insured / ☐ Std / ☐ NI / ☐ NASp. Reading 38254 T/Radio: ☐ Insured / ☐ Std / ☐ NI / ☐ NA

Eng/No: _____

C/No: WAU2228ROHA036438.Gen. Cond: ☒ Good / ☐ Fair / ☐ Poor / ☐ BurntSteering: ☒ Inorder / ☐ Jammed / ☐ Leaked / ☐ Burnt orBrake: ☒ Inorder / ☐ Jammed / ☐ Leaked / ☐ Burnt orModi: ☒ Nil / ☐ S/Rim / ☐ STD A/Rim orTyre Size: F: 235/60 R18R: 235/60 R18BS ☒ DUN / ☐ EXNOVA / ☐ GY / ☐ FS / ☐ LIZA / ☐ MIC / ☐ OHTSU / ☐ PIR / ☐ SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 06 mm R/Bal. 06 mmL/Bal. 06 mm L/Bal. 06 mmD.O.A. 21/8/19 D.O.I. 26/08/19Survey held at Premium.Des. of Damages: ☐ Frt / ☐ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop orRees o/s.

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

Date / Time Action / Instruction

OD AIG.SLG 8579R - X27/8/19 Revert via merimen27/8/19 Rece approved \$3538 from Victor by merimen27/8/19 Informed Huzaini c/A ex \$1000 by email11/10/19 Final fig \$3580.80 (Red 6150.00, 630) confirmed by email

RECEIVED 28 NOV 2019

Date/Time, File Pass to?

Date/Time, File Return to?

1) 8/11 - typist

2) _____

3) _____

4) _____

5) _____

6) _____

Pre'l. Report:

Final Report:

Part Prices Check:

IN

OUT

Survey Fee:

Date:

Basic & Add.

S + RS, SI

Photos

Others

TOTAL

20011

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 27 August 2019 5:37 PM
To: claims@premiumauto.com.sg; SUR
Cc: (nora.khai@premiumauto.com.sg)
Subject: RE: OD CLAIM FOR SLG 8579 R ON 21/8/2019

Dear Ezuwan Huzaini,

As instructed by our client , please proceed to repair the **insured vehicle SLG 8579R (Excess S1000/-)**.

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,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 27 August 2019 4:34 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: OD CLAIM FOR SLG 8579 R ON 21/8/2019

Dear All,

Vehicle already survey by Surveyor Adrian
We seek your repair approval please.

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



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

Sent: Thursday, 22 August 2019 5:07 PM

To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SMG 8579 R ON 21/8/2019

Dear all,

Attached is the estimate for your kind reference.

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



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

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

Sent: Thursday, 22 August 2019 11:16 AM

To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: OD CLAIM FOR SMG 8579 R ON 21/8/2019

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.

We will arrange for survey once the estimate is done. Vehicle is in workshop.

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

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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

View Received Message

This mail is associated with :

***SLG8579R (7003999966SG)**

OD

Aug 21 2019 6:35PM

[KENNETH GUO WEI QIANG]

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 27/08/2019 16:21 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$3938.00) - SLG8579R - Claim Handler: Gan, Hunchung

Approved:3938.00:Re-inspection to be done for damage check and supplementary items / labour.

DOCUMENTS SUMMARY

There are no documents.

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: Khoo, Kay-Eng

Date: 27 Aug 2019

Preliminary Advice

Vehicle No	: SLG8579R	Accident Date	: 21/08/2019
Make	: AUDI Q5	Policy No.	: 2100485644-02
Assignment Date	: 27/08/2019	Excess	: S\$0.00
Date of Inspection	: 26/08/2019	Est. Duration of Repair	: 3.00
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 rear o/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	9,731.00
Revised Amount	:S\$	3,938.00
Check Items (Estimated)	:S\$	300.00
Total	:S\$	4,238.00

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	148,000.00
COE / PARF Rebate	:S\$	70,778.00
Salvage Value	:S\$	
Margin for Repair	:S\$	77,222.00

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 :

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	22/08/2019 10:31
Date Of Accident	21/08/2019 18:35
Exact Location Of Accident	UPPER CHANGI ROAD NORTH
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLG8579R
Insured/Policyholder	
Name Of Registered Owner	KENNETH GUO WEI QIANG
NRIC No	S7818494I
Email Address	KENNETH_GUOWQ@TAHOO.COM.SG
Mobile Phone No	(LOCAL) +65-85331681
Alternative Phone No	HOME-69024371

Vehicle Particulars

Manufacturer	AUDI
Model	Q5-2.0 TFSI QUATTRO (A)
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	2100485644-02
Cover Note Number	

Driver

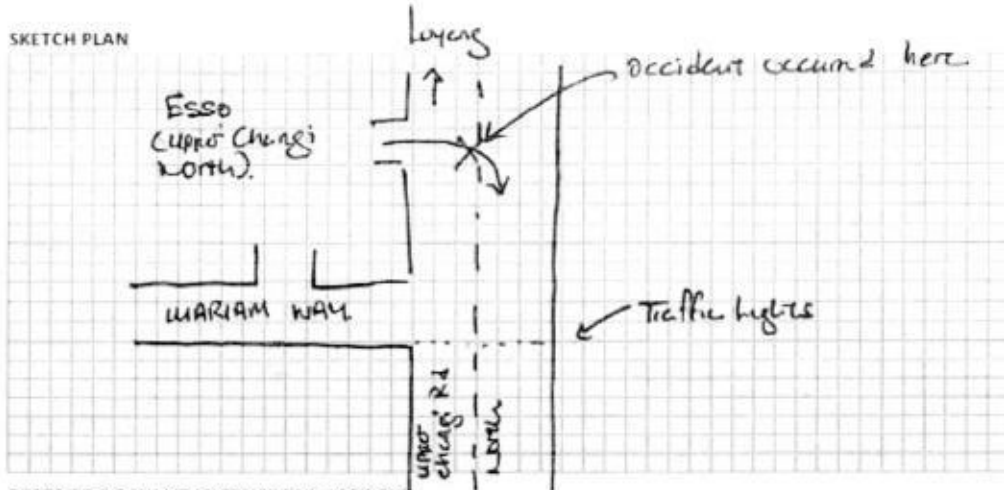
Name of Driver	KENNETH GUO WEI QIANG
NRIC No	S7818494I
Date Of Birth	01/07/1978
Occupation	INDOOR
Date Of Driving Pass	23/08/1999
Driving Experience	19 YEARS AND 11 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-85331681
Fax Number	
Contact Number	HOME-69024371
Email Address	KENNETH_GUOWQ@TAHOO.COM.SG

Nature Of Damage

No. Of Passenger (Including Driver)

Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

ON WEDNESDAY 21 AUG 2019 AT AROUND 18:33 H, I WAS driving my car SG 8579R out from the Esso Petrol Station at the junction of Upper Changi Road North and Mariam Way. Seeing no near traffic, I drove across the road.

As I was driving across the road (Upper Changi Road North) towards the City, a goods lorry (GBC 6760 K) driving toward Layang banged against the rear bumper of my car, damaging the right side of the bumper and the bumper light.

The accident did not cause any injuries to me or the other driver. There was no damage to public property. The road plan is as above.

DECLARATION

I declare the foregoing particulars are true in every respect.

[Signature]

Policyholder's Signature

Date & Time:

22 Aug 2019 0830H

GALLANT SketchForm_v3

Driver's Signature

(If driver is not the policyholder)

Date & Time:

[Signature]

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 494I

Vehicle Details

Vehicle No.: SLG8579R
Vehicle to be Exported: No
Intended Deregistration Date: 22 Aug 2019
Vehicle Make: AUDI
Vehicle Model: Q5 2.0 TFSI QU (180 BHP)
Primary Colour: Silver
Manufacturing Year: 2016
Engine No.: CNC175871
Chassis No.: WAUZZZ8R0HA036438
Maximum Power Output: 132.0 kW (177 bhp)
Open Market Value: \$37,038.00
Original Registration Date: 17 Oct 2016
First Registration Date: 17 Oct 2016
Transfer Count: 0
Actual ARF Paid: \$43,854.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 16 Oct 2026
PARF Rebate Amount: \$32,890.00

Intended COE Rebate Details

COE Expiry Date: 16 Oct 2026
COE Category: B - Car above 1600cc or 97kW (130bhp)
COE Period(Years): 10
QP Paid: \$53,001.00
COE Rebate Amount: \$37,888.00
Total Rebate Amount: \$70,778.00

The information contained herein is correct as at 22 Aug 2019

OK

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : KENNETH GUO WEI QIANG@KOK WAI KEONG
Period of Insurance : 17 Oct 2018 To 16 Oct 2019
Engine No. : CNC175871
Chassis No. : WAUZZZ8R0HA036438

Vehicle No. : SLG8579R
Policy No. : 2100485644-02
Endorsement No. :
Issued Date : 28 Aug 2018

ABOUT THE COVER

Make/Model : AUDI Q5 2.0 TFSI (180 bhp) Qu
Engine Capacity/Tonnage : 1,984.00 CC **Sum Insured** : Market Value **First Year of Registration** : 2016
Driver Restriction : NA **Off Peak Car** : No **Insuring with COE/PARF** : Yes
Person or Classes of Persons Entitled to Drive* :

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

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 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 8 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 - \$1000 Theft - \$0 Flood Cover - \$0

Section 2

Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

KENNETH GUO WEI QIANG@KOK WAI KEONG - \$1000 (Own Damage)

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

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

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 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: DBS BANK LTD

I/We hereby certify that the policy to which this Certificate of Insurance relates is issued in accordance with the provisions of the Motor Vehicles(Third Party Risks and Compensation) Act (Cap. 189), Part IV of the Road Transport Act, 1987 (Malaysia) and Motor Vehicles (Third Party Risks) Rules, 1959 (Malaysia).

0504125216

PREMIUM LEASING - CW

281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
 SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

Marik

AIG Asia Pacific Insurance Pte. Ltd.
 AUTHORISED REPRESENTATIVE

AIGSGMOBILEAPP

Accident Photo



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/1007/2019/NS
Date : 22-Aug-19

Vehicle NOT IN workshop. Please 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.KENNETH GUO WEI QIANG
Address : 2 MARINE VISTA
#11-75
Singapore 449026
Telephone : HP +65 85331681
Type of Claim : Own Damage Claim
Policy No. : 2100485644-02
Vehicle No : **SLG 8579 R**
Model Code : Audi Q5 SPORT 2.0 TFSI QU
Model / Year : 17/10/2016
Engine No : CNC 175871
Chassis No : WAUZZZ8R0HA036438
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 21-Aug-19
Place of Accident : UPPER CHANGI ROAD NORTH

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SLG 8579 R

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and reinstall rear parking aid and rear lid kick sensor. Check function.	S/N \$ 360.00 ✓	✓
2	To dismantle and renew rear bumper assy. To inspect rhs tail lamp panel. Re-organise rear crash management components. Reinstall all parts removed.	\$ 1,200.00 500 ✓	✓
3	To respray rear upper bumper, rear lower bumper, and both rear wheel arch covers.	\$ 2,500.00 1100 ✓	✓
4	To carry out diagnostic check.	S/N \$ 192.00 ✓	✓
TOTAL LABOUR CHARGES		: \$ 4,252.00	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SLG 8579 R

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remark
1	REAR BUMPER <i>del</i>	\$ 1,513.00	✓ 1210-40
2	REAR BUMPER FIXING PARTS <i>new</i>	\$ 150.00	+
3	REAR BUMPER GUIDE SECTION - RH REAR <i>new</i>	\$ 49.00	+
4	REAR BUMPER SPOILER <i>Reps</i>	\$ 788.00	+
5	REAR BUMPER CARRIER <i>new</i>	\$ 598.00	+
6	REAR BUMPER BRACKET HOLDER - RH <i>new</i>	\$ 195.00	+
7	REAR PARKING AID SENSOR <i>new</i>	\$ 210.00	+
8	TAIL LIGHT - RH <i>Canled</i>	\$ 273.00	✓ 218.40
9	REAR SILENCER - RH <i>new</i>	\$ 910.00	+
10	REAR SILENCER DUAL CLIP	\$ 49.00	+
11	REAR SILENCER BRACKET - LH / RH <i>new</i>	2 \$ 104.00	+
12	REAR WHEEL HOUSING LINER - RH <i>new</i>	\$ 246.00	+
13	REAR WHEEL HOUSING LINER ATTACHMENT PARTS <i>new</i>	\$ 94.00	+
14	SUNDRIES <i>new</i>	\$ 300.00	✓ X
TOTAL SPARE PARTS		\$ 5,479.00	
TOTAL LABOUR CHARGES		\$ 4,252.00	
GRAND TOTAL		\$ 9,731.00	

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

Name : Adrian King
Surveyed Date : 26/08/19.
Authorised Date :
Excess Cost :
Liability :
Remarks : Not Authorised, 03 Days.

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:

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/1007/2019/NS
Date : 22-Aug-19

Vehicle NOT IN workshop. Please arrange for survey

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Hi Adrian,

3 days - ok - Jy - 11 Oct 2019

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : MR.KENNETH GUO WEI QIANG
Address : 2 MARINE VISTA
#11-75
Singapore 449026
Telephone : HP +65 85331681
Type of Claim : Own Damage Claim
Policy No. : 2100485644-02
Vehicle No : **SLG 8579 R**
Model Code : Audi Q5 SPORT 2.0 TFSI QU
Model / Year : 17/10/2016
Engine No : CNC 175871
Chassis No : WAUZZZ8R0HA036438
Mileage :
Date In :
Liability : -
Excess Cost : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 21-Aug-19
Place of Accident : UPPER CHANGI ROAD NORTH

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SLG 8579 R

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendation
1	To remove and reinstall rear parking aid and rear lid kick sensor. Check function.	S/N \$	360.00	\$ 360.00
2	To dismantle and renew rear bumper assy. To inspect rhs tail lamp panel. Re-organise rear crash management components. Reinstall all parts removed.	\$	1,200.00	\$ 500.00
3	To respray rear upper bumper, rear lower bumper, and both rear wheel arch covers.	\$	2,500.00	\$ 1,100.00
4	To carry out diagnostic check.	S/N \$	192.00	\$ 192.00
TOTAL LABOUR CHARGES		:	<u>\$ 4,252.00</u>	<u>\$ 2,152.00</u>

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SLG 8579 R

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		S/Nett	Remark
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2	REAR BUMPER FIXING PARTS	\$ 150.00	
3	REAR BUMPER GUIDE SECTION - RH REAR	\$ 49.00	
4	REAR BUMPER SPOILER	\$ 788.00	
5	REAR BUMPER CARRIER	\$ 598.00	
6	REAR BUMPER BRACKET HOLDER - RH	\$ 195.00	
7	REAR PARKING AID SENSOR	\$ 210.00	
8	TAIL LIGHT - RH	\$ 273.00	\$ 218.40
9	REAR SILENCER - RH	\$ 910.00	
10	REAR SILENCER DUAL CLIP	\$ 49.00	
11	REAR SILENCER BRACKET - LH / RH	2 \$ 104.00	
12	REAR WHEEL HOUSING LINER - RH	\$ 246.00	
13	REAR WHEEL HOUSING LINER ATTACHMENT PARTS	\$ 94.00	
14	SUNDRIES	\$ 300.00	
TOTAL SPARE PARTS		\$ 5,479.00	\$ 1,428.80
TOTAL LABOUR CHARGES		\$ 4,252.00	\$ 2,152.00
GRAND TOTAL		\$ 9,731.00	\$ 3,580.80

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

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 11 October 2019 5:55 PM
To: jiajee.yap@premiumauto.com.sg; CS A Team; Admin A; SUR
Cc: 'Boo seng yak'; 'Carrine Leong'; 'Chang Chee Sing'
Subject: RE: FINAL REVISION - SLG8579R - OD AIG - SURVEYED 26 AUG 19

Dear Jia Yee,

Confirm repair cost of repair \$3580.80 before excess \$1000 and GST @ 3 days of repair.

Kindly send us invoice and discharge voucher for us to close file.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: jiajee.yap@premiumauto.com.sg <jiajee.yap@premiumauto.com.sg>
Sent: Friday, 11 October 2019 4:13 PM
To: Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: 'Boo seng yak' <boojohnny@gmail.com>; 'Carrine Leong' <carrine.leong@premiumauto.com.sg>; 'Chang Chee Sing' <claims@premiumauto.com.sg>
Subject: FINAL REVISION - SLG8579R - OD AIG - SURVEYED 26 AUG 19

Hi Adrian and all,

Revised estimate and photographs is attached.

Please confirm repair cost of repair \$3580.80 @ 3 days of repair.

Your early closure is well appreciated.

Thanks & Best Regard

JiaYee Yap

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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

e. jiajee.yap@premiumauto.com.sg w. www.audi.com.sg

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

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: SLG 8579 R

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/1007/2019/KK

7 Nov 2019

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

Dear Sir,

RE: INSURANCE CLAIM FOR SLG 8579 R, Audi Q5 2.0 TFI QUATTRO.

With reference to the above-mentioned vehicle, no. **SLG 8579 R**, claimant, **Mr. Kenneth Gua Wei Qiang**, please find the related document per attached.

1. A copy of the Original invoice no. 85014436 – S\$ 2,761.46.
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 – SLG 8579 R

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 6386 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 14:25

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: 85014436

Account: A0006 (T 0)

Date : 06/11/2019

AIG ASIA PACIFIC INSURANCE PTE LTD
MOTOR CLAIM DEPT
AIG BUILDING
78 SHENTON WAY
#07-16
SINGAPORE 079120

Order : SLG8579R

Term : 30

Regn No: SLG8579R (V 31421)

Regn Date: 17/10/2016

Mileage: 38833

WIP No.: 65002

Model: Q5 2.0 TFSI quattro (180 bhp)

Chassis: WAUZZZ8R0HA036438

Engine: CNC 175871

Dept: U

You have been assisted by :- UB-Tony Foong (33)

		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 REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR. CHECK FUNCTION.	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW REAR BUMPER ASSY. TO INSPEC RHS TAIL LAMP PANEL. RE-ORGANISE REAR CRASH MANAGE COMPONENTS. REINSTALL ALL PARTS REMOVED.	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY REAR UPPER BUMPER AND REAR LOWER SPOILE	1100.00	1.00	1,100.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK.	192.00	1.00	192.00
X	A8R0945096	TAILLIGHT	1.00	273.00	218.40
X	A8R0807303 GRU	(SK) BUMPER(LAST)	1.00	1513.00	1,210.40
		Less 020%			
		Less 020%			
Parts 1,428.80					
Labour 0.00					
Sublet 2,152.00					
Menus 0.00					
Lubricant 0.00					
Sub-Total					2,580.80
7% GST					180.66
Grand Total					2,761.46



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: SLG 8579 R

Norah Khai
6768 9828
6841 1183

Body Repair

PA/OD/1007/2019/EH
12 September 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 Sport 2.0 TFSI QU
Vehicle Chassis No. : WAUZZZ8R0HA036438
Vehicle Regn No. : SLG 8579 R
Vehicle Mileage : 38833 KM
Vehicle Owner : Mr. Kenneth Guo Wei Qiang
Certificate No : 2100485644-02
Own Damage Excess : \$ 1,070.00 (Inclusive GST)
Accident Date : 21 August 2019
Place : Upper Changi Road North
Repair Cost : S\$ 2,761.46
WIP No. : 65002
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 : 6.30 pm.
Date : 13 SEP 19

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	27 Aug 2019 09:01		27 Aug 2019 08:46 Edit Adj Rpt	S\$3,580.80 Edit Estimates	S\$3,580.80 View Rpt		Pending for Survey Report Cancel Case

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	KENNETH GUO WEI QIANG, ID: S7818494I, Tel: +6585331681, Email: KENNETH_GUOWQ@TAHOO.COM.SG		
Vehicle Reg. No.:	SLG8579R	Date of Loss:	21/08/2019 18:00 - :59 [34 Months and 4 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 7003999966SG	Policy/Cover Note No.:	2100485644-02 (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 05/09/2019]		
Driver/Custodian:	KENNETH GUO WEI QIANG (41 / Male), NRIC: S7818494I, Tel: +6585331681 Email: KENNETH_GUOWQ@TAHOO.COM.SG		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- AIG_SG (27/08/2019): Alert - Adj Mandate Approved (S\$3938.00) - SLG8579R - Claim Handler: Gan, Hunchu...
- AIG_SG (27/08/2019): SLG8579R / OD / 21/08/2019 / 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

***SLG8579R (7003999966SG)**
OD
Aug 21 2019 6:35PM
[KENNETH GUO WEI QIANG]
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	27/08/19 09:15		Adjuster Immediate Advice														Load HTM			
Photos/Images															3 per page			☒		
No	Relabel/Reorder		LKK Auto Consultants Pte Ltd (HQ)											Thumbnail			Print			
1	27/08/19 09:03		General View														Load JPG			
2	27/08/19 09:03		General View														Load JPG			
3	27/08/19 09:03		General View														Load JPG			
4	27/08/19 09:03		General View														Load JPG			
5	27/08/19 09:03		General View														Load JPG			
6	27/08/19 09:03		General View														Load JPG			
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13	27/08/19 09:03		General View														Load JPG			
14	27/08/19 09:03		General View														Load JPG			
15	27/08/19 09:03		General View														Load JPG			
16	11/10/19 17:51		Reinspection Photo														Load JPG			
17	11/10/19 17:52		Reinspection Photo														Load JPG			
18	11/10/19 17:52		Reinspection Photo														Load JPG			
Documentation															1 per page			☒		
No	Relabel/Reorder		LKK Auto Consultants Pte Ltd (HQ)											Thumbnail			Print			
1	27/08/19 09:10		Singapore Accident Statement														Load PDF			
2	27/08/19 09:10		Certificate of Insurance														Load PDF			
3	27/08/19 09:10		Insured's Driving License														Load PDF			
4	27/08/19 09:11		MARK ESTIMATE														Load PDF			
5	18/11/19 16:21		DISCHARGE VOUCHER														Load PDF			
6	18/11/19 16:21		WORKSHOP INVOICE														Load PDF			

Linked Accident Report Documents

			View	View in Browser	
Assessment Reports			1 per page	☒	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	22/08/19 11:06	Accident Statement		Load HTM	
Photos/Images			3 per page	☒	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)		Thumbnail	Print
1	22/08/19 10:51	Accident Photo		Load JPG	☒
2	22/08/19 10:51	Accident Photo		Load JPG	☒
3	22/08/19 10:51	Accident Photo		Load JPG	☒
4	22/08/19 10:51	Accident Photo		Load JPG	☒

Assessment Reports			1 per page ▼	✓
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
5	22/08/19 10:51	Accident Photo	 Load JPG	✓
6	22/08/19 10:51	Accident Photo	 Load JPG	✓
7	22/08/19 10:51	Accident Photo	 Load JPG	✓
8	22/08/19 10:51	Accident Photo	 Load JPG	✓
9	22/08/19 10:51	Accident Photo	 Load JPG	✓
10	22/08/19 10:51	Accident Photo	 Load JPG	✓
11	22/08/19 10:51	Accident Photo	 Load JPG	✓
12	22/08/19 10:51	Accident Photo	 Load JPG	✓
13	22/08/19 10:51	Accident Photo	 Load JPG	✓
14	22/08/19 10:51	Accident Photo	 Load JPG	✓
15	22/08/19 10:51	Accident Photo	 Load JPG	✓
16	22/08/19 10:51	Accident Photo	 Load JPG	✓
Documentation			1 per page ▼	✓
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	22/08/19 10:52	Sketch Plan	 Load JPG	✓
2	22/08/19 10:52	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/AIG19015036/AVF3S2
Date: 18/11/2019

REFERENCE

Insured/Claimant: KENNETH GUO WEI QIANG Policy No: 2100485644-02
Date of Loss: 21/08/2019 Nature of Claim: OD Claim No: 7003999966SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SLG8579R**
Make & Model: AUDI Q5, 2.0 TFSI Quattro (A) Engine No: CNC175871
Reg. Date: 17/10/2016 (Man. Year: 2016) Chassis No: WAUZZZ8R0HA036438
Colour: Silver Odometer: 38254 km
Engine Capacity: 1984 cc
Market Value/New Car Price: S\$148,000.00
Sum Insured (S\$): **Market Value/New Car Price**

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 235/60 R18 Rear Tyre Size: 235/60 R18
Front Left Side: Dunlop 6 mm Rear Left Side: Dunlop 6 mm
Front Right Side: Dunlop 6 mm Rear Right Side: Dunlop 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,479.00	1,428.80	4,050.20	73.92
Miscellaneous Items	0.00	0.00	0.00	
Labour	4,252.00	2,152.00	2,100.00	49.39
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	9,731.00	3,580.80	6,150.20	63.20
- Excess (S\$)	1,000.00	1,000.00	0.00	0.00
(S\$)	8,731.00	2,580.80	6,150.20	70.44
+ GST 7.00/7.00% (S\$)	611.17	180.66	430.51	70.44
Nett Amount (S\$)	9,342.17	2,761.46	6,580.71	70.44

INSPECTION

Date of Assignment: 27/08/2019
Date Inspected: 26/08/2019 Inspected At: Premium Automobiles Pte Ltd (UBI)
55 Ubi Road 1
Singapore 408699
Estimated Period of Repair: 3.0 days

Adjuster: ADRIAN LING

Manager: VERON CHEN

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR BUMPER	Deformed	1,513.00 FS	*1,210.40 FS
2	1		*REAR BUMPER FIXING PARTS	Not Necessary	150.00 FS	*- FS
3	1		*REAR BUMPER GUIDE SECTION - RH REAR	Not Necessary	49.00 FS	*- FS
4	1		*REAR BUMPER SPOILER	Repair	788.00 FS	*- FS
5	1		*REAR BUMPER CARRIER	Not Necessary	598.00 FS	*- FS
6	1		*REAR BUMPER BRACKET HOLDER - RH	Not Necessary	195.00 FS	*- FS
7	1		*REAR PARKING AID SENSOR	Not Necessary	210.00 FS	*- FS
8	1		*TAIL LIGHT - RH	Cracked	273.00 FS	*218.40 FS
9	1		*REAR SILENCER - RH	Not Necessary	910.00 FS	*- FS
10	1		*REAR SILENCER DUAL CLIP	Not Necessary	49.00 FS	*- FS
11	2		*REAR SILENCER BRACKET - LH/RH	Not Necessary	104.00 FS	*- FS
12	1		*REAR WHEEL HOUSING LINER - RH	Not Necessary	246.00 FS	*- FS
13	1		*REAR WHEEL HOUSING LINER ATTACHMENT PARTS	Not Necessary	94.00 FS	*- FS
14	1		*SUNDRIES	Not Necessary	300.00 FS	*- FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$) **5,479.00** **1,428.80**

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 REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR. CHECK FUNCTION.	New	360.00	360.00
2	TO DISMANTLE AND RENEW REAR BUMPER ASSY. TO INSPECT RHS TAIL LAMP PANEL. RE-ORGANISE REAR CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	New	1,200.00	500.00
3	TO RESPRAY REAR UPPER BUMPER, REAR LOWER BUMPER, AND BOTH REAR WHEEL ARCH COVERS.	New	2,500.00	1,100.00
4	TO CARRY OUT DIAGNOSTIC CHECK.	New	192.00	192.00
Gross Labour Cost (S\$)			4,252.00	2,152.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >