

INS. CASE OWNER:

Bennie Tan

CC3/AIG19016378/Ada3

LKK:

IDAC:

Surveyor:

ADRIAN

DOI: 19/09/2019

Date / Time: 17/09/2019

Registered in Merimen: 17/09/2019

Pre-assign / CCU / FTE



Insured Vehicle No.: SBQ 1771M

Claim No.: 4801408441SG

Name of Insured: LIM CHER KANG

Policy No.: 1900085687

Insured Tel No.: HP: +65-96736150

Make / Model: KIA STINGER 2.0

Excess Sec II :S\$ D.O.A: 14/09/2019 11:20

Place of Accident: UPPER THOMSON RD TOWARDS JLN TODAK

Is driver the owner? (YES / NO) Nature of Accident:

If NO, Driver Name / Age:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO)

Insured Liability: % Final ? Yes / No

SMH 3308Y

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
08-11-19	Non-Reporting ltr (1st):	
	Non-Reporting ltr (2nd):	
	Non-Reporting ltr (Final):	
	Notification ltr (if non-pickup):	
	Call OI:	
	After call ltr to OI:	
	Documentation Check List:	Handler Typist
	Notification ltr (if non-pickup):	
	After call ltr to OI:	
	Authorisation To Act:	
	Release Voucher:	
	Final Repair Bill:	
	Car Rental Invoice:	
	Towing Invoice:	
	LTA / GIA:	
	Medical Bill:	
	PIR:	
	Mandate/Reject Instruction:	
	LOD:	
	Payment Breakdown Form:	
	Post-Repair Photos:	
	Others:	
PRELIMINARY ADVICE Date/Time:	Sent By:	
FINALIZATION Date/Time:	Confirm with:	
Repair Cost: S\$	(days) Reduction: %	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT Date/Time:	Confirm with:	
Final Liability: %	(Agreed / Assessed) BOLA S/N No.:	
Repair Cost: S\$	If NO or B 28, Ass. Lia:	
Loss of Rental (LOR): S\$	(days)	
Loss of Use (LOU): S\$	(\$ x days)	
Loss of Income (LOI): S\$	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search: S\$		
Medical: S\$		
Disbursement: S\$	(e.g. Tow/ Independent)	
Legal Cost: S\$		
Total: S\$	Global Sum S\$:	
FINAL PAYMENT Date/Time:	Confirm with:	
Payee 1: S\$	Name 1:	
Payee 2: (Strike if N.A.) S\$	Name 2:	
Payee 3: (Strike if N.A.) S\$	Name 3:	

COPY SENT
13/11/19

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee: \$320

ALG

ASSIGNMENT

Form

Date:

19/9/19

Estimated Cost:

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

To inspect Vehicle No:

SMH 3308Y

at Workshop m/s

Premium Automobile

of

53 ubi Road 1

Insured

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

10am

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

1651c

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

up?

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SMH3308Y

Vt Regn:

2019 Jan.

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

Truck / Trailer or

Make:

Audi A3 Cabriolet

C.C

1385

Colour:

White

A/C:

Insured / Std / NI / NA

Sp. Reading:

10140

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

WAU2228VOK1015187.

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

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

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

Mod:

NI / ☒ S/Rim / ☐ STD A/Rim or

Tyre Size:

F:

205/55R16

R:

205/55R16

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

TOYO / YOKO or

Front

Rear

R/Bal.

06

mm

R/Bal.

06

mm

L/Bal.

06

mm

L/Bal.

06

mm

D.O.A.

D.O.I.

19/09/19.

Survey held at

Premium.

Des. of Damages : Frt / ☒ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop or

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

Date / Time

Action / Instruction

TP ALG.

P/P - \$1522 (red \$4299 / 742)

Date/Time, File Path in?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Path in?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

3 x RS 51

Flares

Other

POL 1

Report Format:

Long Sm / H.E.L.G

Add Fee:

☐

: Site Insp 15

☐

: Interview 15

☐

: Tech Insp 15

☐

: Workshop 15

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel: 6366 2323 Fax: 6841 1183

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

WIP : 12503

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/TP/1124/2019/NS
Date : 17-Sep-19

Vehicle NOT IN workshop. Kindly arrange for survey.

Your insured vehicle no : SBQ 1771 M

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 : Ms Tay Joo Li (Zheng Ruli)
Address : Blk 204 Serangoon Central
#09-106
Singapore 550204
Telephone : HP +65 83161129
Type of Claim : Third Party Claims
Policy No. : 1900007238
Vehicle No : **SMH 3308 Y**
Model Code : Audi A3 Cabriolet 1.4 TFS
Model / Year : Jan-19
Engine No : CZE 849494
Chassis No : WAUZZZ8V0K1015187
Mileage :
Date In :
Estimated By : Johnny Boo / Allan Wu
Accident Date : 14-Sep-19
Place of Accident : Upper Thomson Rd Towards Jln Todak

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SMH 3308 Y

S/N	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove and transfer rear parking aid. Check function.	s/n \$ 280.00 ✓	
2	To dismantle and renew rear bumper assy. Re-organise rear crash management components. Reinstall all parts removed.	\$ 1,050.00 500	
3	To respray rear bumper.	\$ 900.00 550	
4	To carry out diagnostic checks.	s/n \$ 192.00 ✓	
	SUB-TOTAL LABOUR CHARGES	: \$ 2,422.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SMH 3308 Y

		Damage Parts & Prices	
S/N	Parts Description	S/NETT	REMARKS
1	REAR BUMPER <i>Repis</i>	\$ 1,793.00	*
2	REAR BUMPER GUIDE SECTION - LH / RH } 2	\$ 30.00	+
3	REAR BUMPER SPOILER <i>2H</i>	\$ 216.00	+
4	REAR LIGHT REFLECTOR - LH / RH <i>2H</i>	\$ 76.00	+
5	REAR PARKING AID SENSOR - INNER / OUTEI <i>2H</i>	\$ 462.00	+
6	REAR BUMPER SIDE REINFORCEMENT <i>Not ac</i>	\$ 522.00	+
7	SUNDRIES ?	\$ 300.00	?
TOTAL SPARE PARTS CHARGES		: \$ 3,399.00	
TOTAL LABOUR CHARGES		: \$ 2,422.00	
GRAND TOTAL CHARGES		: \$ 5,821.00	

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 Lim*
Surveyed Date : *19/09/19*
Authorised Date :
Excess Cost :
Liability :
Remarks : *Not Authorised, 03 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

Nivitha (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Monday, 16 September 2019 12:09 PM
To: 'Admin A'; 'Admin-D (LKKAuto)'; 'SUR'
Cc: 'Claims'
Subject: ACCIDENT BETWEEN SMH 3308 Y AND YOUR INSURED SBQ 1771 M ON 14/9/2019
Attachments: SMH 3308 Y - 14092019.PDF

Dear all,

Kindly assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour

Please advise who is the officer in-charge we shall liaise with. To avoid dispute during finalisation, we propose for LOU/R at \$60/100 per day.

Attached is the GIA report for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 19/09/2019, 10AM. 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.

Jia Le (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Wednesday, 11 December 2019 11:28 AM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 4801408441SG-003 [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Hi Jia Le

Apologies on the late reply.

Understand there are no concrete evidences to this said accident, please reject TP claim.

We will review again should there be any concrete evidences surfacing (i.e. PIR etc)

Best Regards

Bennie Tan
AIG
Senior Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Wednesday, December 11, 2019 9:53 AM
To: Tan, Bennie-WZ
Subject: [EXTERNAL] RE: Your ref: 4801408441SG [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

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

Dear Bennie,

We refer to the below email dated on 13/11/19.

Kindly let us have your approval/instruction as Third Party is chasing.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)

Sent: Wednesday, 13 November 2019 3:44 PM

To: Tan, Bennie-WZ

Subject: Your ref: 4801408441SG [ACCIDENT INVOLVING VEHICLES SKT2784Y AND SFA868L ON 07/03/2019]

Dear Bennie,

Insured reported that was no collision between OIV and TPV.

TP reported that insured may have collided onto his vehicle as insured parked very closed behind his vehicle.

TP did not have any evidence to prove that OI had collided onto his vehicle. We also checked with our surveyor, there were damages to TPV but there is unable to conclusive as certain caused by OI.

As such, we intend to reject TP claim.

Kindly let us have your approval/instruction.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: jjale@lkkauto.com | fax: 6741-4108

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

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 11 December 2019 11:32 AM
To: claims@premiumauto.com.sg
Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SBQ 1771M & SMH 3308Y ON 14/09/2019

We refer to the above matter.

There is no concrete evidences to prove our insured had collided onto your client's vehicle.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's claim.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)
Sent: Friday, 6 December 2019 8:46 AM
To: claims@premiumauto.com.sg
Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

WITHOUT PREJUDICE

Dear Kelvin,

We are still pending our principal instruction.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: claims@premiumauto.com.sg [mailto:claims@premiumauto.com.sg]

Sent: Friday, 6 December 2019 8:45 AM

To: Jia Le (LKK Auto)

Cc: 'Claims'

Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Dear Jia Le,

Have AIG revert back to you ?

**Best Regards,
Kelvin Khoo
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

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

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

Sent: Friday, 6 December 2019 8:43 AM

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

Subject: FW: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Singapore 408699

p. +65 6366 2323, **d.** +65 67689911

e. <mailto: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

From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Monday, 11 November 2019 8:05 AM

To: 'Jia Le (LKK Auto)'

Cc: claims@premiumauto.com.sg

Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Dear Jia Le,

Kindly advise us on the status.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

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

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 8 November, 2019 9:13 AM
To: 'Jia Le (LKK Auto)' <JiaLe@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Dear Jia Le,

Any update ?

Thank you.

**Best Regards,
Kelvin Khoo
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 **P.** +65 9871 9902
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

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Wednesday, 6 November, 2019 8:33 AM
To: Claims <claims@premiumauto.com.sg>
Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

WITHOUT PREJUDICE

Dear Kelvin,

We are currently looking into the matter and revert to you in due course.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 6 November 2019 8:25 AM

To: Jia Le (LKK Auto)

Cc: claims@premiumauto.com.sg

Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Dear Jia Le,

Any latest update? Kindly advise.

Thank you.

Best Regards,

Kelvin Khoo

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

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

From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 5 November, 2019 8:18 AM

To: 'Jia Le (LKK Auto)' <Jiale@lkkauto.com>

Cc: claims@premiumauto.com.sg

Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Dear Jia Le,

I'm following up again on this case, kindly advise any latest update on this case?

**Best Regards,
Kelvin Khoo
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 P. +65 9871 9902
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

From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Friday, 20 September, 2019 3:12 PM
To: 'Jia Le (LKK Auto)' <JiaLe@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Hi Jia Le,

Our customer do not have any video footage/witness statement/scene photos.

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



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.

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Friday, 20 September 2019 12:58 PM

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

Subject: Your ref: SMH3308Y [ACCIDENT INVOLVING VEHICLES SBQ1771M AND SMH3308Y ON 14/09/2019]

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING SBQ 1771M(AIG) AND SMH 3308Y ON 14/09/2019

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.

Circumstances of Accident

Circumstances Of Accident #carpark Accident_Scenario Moving & Parked Blue Car SBQ1771M White Car SMH3308Y At 1045hrs I parallel parked along the side road off Upper Thomson Road to have breakfast and parked behind another car white Audi A3 SMH3308Y. There was no one inside that car. My wife & son was in my car & there was nothing unusual. After having breakfast about 20 min later I drove off & left the scene to go to Blk 23 Sin Min carpark. While waiting at Blk 23 a Caucasian man Johchea Ehues S7188165B came to my car and claimed he was the Audi owner and that I knocked into his car. He told my son who was seated at front passenger seat that he made a police report of his car accident. He took photos of my car front & no. plate. I said there was no contact with his car & ask if he saw or any witness seen my hit his car he kept quiet. He then insisted that I bumped into his car since my car was earlier parked behind him but there was no one in his car at the scene if it did happened. He was not able to claim as he did not witness the accident but mentioned that my car was there earlier so it was me that knocked into his car. I said since there was no one saw it happened & my passengers did not see or felt any bump it could not be my car was in contact with his at all. I proceed to drive off after that since I see there was no harm or damage to my car at all. I did not take photos of his car at that time since I was no longer at the said location. Half hour later I received a call from police asking me to return to the accident scene & advised that we both make our insurance report since this was doubtful situation. We then exchange particulars took photos & proceed on our separate ways. I hereby submit this report in case the other party wants to claim against my insurance for repairs. I do not intend to make any claim for my own since there was not contact on my part to claim as an accident.

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.

Thank You.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Wednesday, 11 December 2019 8:55 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: New message for service request 118673, vehicle number CB7497H

] 9/23/19 4:56 PM Hi Your COR is too high, pls reduce further, tks-VO high, pls	LSP	24/9/2019 9:09:48 AM
] 1/11/19 4:21 PM OH Vale —FILE REVIEW, PLS ADVISE STATUS-VO	LSP	4/11/2019 9:01:33 AM
] Message AXA : Hi, pending surveyor review on COR. Thanks. Hsiao Tong - 04 Nov 2019	CHT	4/11/2019 5:09:32 PM
] Message AXA : Hi, the damages sustained to third party van was on the right rear portion which included rear bumper, right rear fender, right rear tail lamp. Third party repairer issued an estimate repair cost of \$19,507.30, our surveyor had checked every item and managed to bring down repair cost to \$5,200.00, representing a reduction of 73% on repair cost. Kindly review the matter and let us have your instruction/ proposal in order for us to offer/resolve the matter amicably with third party r	CHT	6/12/2019 8:24:35 AM
] 10/12/19 11:21 AM Hi Hsiao Tong Pls proceed, tks-VO	LSP	11/12/2019 8:42:26 AM

"Best Wishes for Merry Christmas & Happy New Year 2020"

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)

-----Original Message-----

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 10 December 2019 11:25 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: New message for service request 118673, vehicle number CB7497H

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: vale.oh@axa.com.sg <vale.oh@axa.com.sg>
Sent: Tuesday, 10 December, 2019 11:22 AM
To: admin-d@lkkauto.com
Subject: New message for service request 118673, vehicle number CB7497H

AXA Insurance has sent you a message for claim number S9M01P4R.
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	16 Sep 2019 Edit Reg		19 Sep 2019 00:00 Edit Adj Rpt	S\$1,522.00 Edit Estimates	S\$1,522.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LIM CHER KANG , ID: S1646989								
Main Claimant:	TAY JOO LI (ZHENG RUI) , ID: S7521204F								
Vehicle Reg. No.:	SMH3308Y	Date of Loss:	14/09/2019 11:00 - :59 [7 Months and 27 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 4801408441SG	Policy/Cover Note No.:	(Comprehensive)						
Vehicle Reg. No. (Insured):	SBQ1771M	Policy No. (Claimant):	1900007238						
		Excess:							
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 Tan, Bennie-WZ - 6419 1718] Bennie-WZ.Tan@aig.com								
Claimant's Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 26/09/2019]								
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

*SMH3308Y (4801408441SG)
 [SBQ1771M]
 TP
 TAY JOO LI (ZHENG RULI)
 Sep 14 2019 11:00AM
 [LIM CHER KANG]
 Premium Automobiles Pte Ltd

Upload Documents	Upload Photos	Compose New Letter	Upload Video	Upload Audio	View View in Browser v
------------------	---------------	--------------------	--------------	--------------	---

Photos/Images					3 per page v	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print	
1	11/12/19 12:34	General View		Load JPG	<input checked="" type="checkbox"/>	
2	11/12/19 12:34	Chassis Number		Load JPG	<input checked="" type="checkbox"/>	
3	11/12/19 12:34	General View		Load JPG	<input checked="" type="checkbox"/>	
4	11/12/19 12:34	General View		Load JPG	<input checked="" type="checkbox"/>	
5	11/12/19 12:34	General View		Load JPG	<input checked="" type="checkbox"/>	
6	11/12/19 12:34	General View		Load JPG	<input checked="" type="checkbox"/>	
7	11/12/19 12:34	General View		Load JPG	<input checked="" type="checkbox"/>	

Documentation					1 per page v	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print	
1	17/09/19 12:05	TP GIA REPORT		Load PDF		
2	17/09/19 15:40	TP ESTIMATE		Load PDF		
3	19/09/19 16:38	TP ESTIMATE - MARKED		Load PDF		
4	11/12/19 12:29	EMAIL TO TP TO REJECT		Load PDF		
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print	
1	18/09/19 14:42	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)
^ v
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/AIG19016378/ADA3Q2

Date: 18/12/2019

REFERENCE

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

Claimant SMH3308Y

Insured Vehicle No : SBQ1771M

Vehicle No : SMH3308Y

Nature of Claim: TP

Claim No: 4801408441SG

Date of Loss: 14/09/2019

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SMH3308Y

Make & Model: AUDI A3, 1.4 SEDAN TFSI COD S-TRONIC (A)

Engine No: CZE849494

Reg. Date: 18/01/2019 (Man. Year: 2018)

Chassis No: WAUZZZ8V0K1015187

Colour: White

Odometer: 10140 km

Engine Capacity: 1395 cc

Market Value/New Car Price: N/A

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: 205/55 R16

Rear Tyre Size: 205/55 R16

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	3,399.00	0.00	3,399.00	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,422.00	1,522.00	900.00	37.16
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	5,821.00	1,522.00	4,299.00	73.85
+ GST 7.00/7.00% (S\$)	407.47	106.54	300.93	73.85
Nett Amount (S\$)	6,228.47	1,628.54	4,599.93	73.85
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 19/09/2019

Date Inspected: 19/09/2019 Inspected At:

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

Estimated Period of Repair: 3.0 days

Adjuster: ADRIAN LING

Manager: CHAN JIA LE

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	Repair	1,793.00 FS	*- FS
2	2		*REAR BUMPER GUIDE SECTION -LH/RH	Not Necessary	30.00 FS	*- FS
3	1		*REAR BUMPER SPOILER	Not Necessary	216.00 FS	*- FS
4	2		*REAR LIGHT REFLECTOR -LH/RH	Not Necessary	76.00 FS	*- FS
5	2		*REAR PARKING AID SENSOR -INNER /OUTER	Not Necessary	462.00 FS	*- FS
6	1		*REAR BUMPER SIDE REINFORCEMENT	Not Necessary	522.00 FS	*- FS
7	1		*SUNDRIES	*Check	300.00 FS	*- FS
F=Franchise part. S=SpcNetl.						
Total Parts (\$\$)					3,399.00	0.00

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 REAR PARKING AID .CHECK FUNCTION	New	280.00	280.00
2	TO DISMANTLE AND RENEW REAR BUMPER ASSY .RE-ORGANISE REAR CRASH MANAGEMENT COMPONENTS .REINSTALL ALL PARTS REMOVED	New	1,050.00	500.00
3	TO RESPRAY REAR BUMPER	New	900.00	550.00
4	TO CARRY OUT DIAGNOSTIC CHECKS	New	192.00	192.00
Gross Labour Cost (S\$)			2,422.00	1,522.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >