

REF: ALG CC3 / ALG 17016890 / Aqf302

ASS. REQ. BY:

Adwan

ASSIGNMENT

From: \_\_\_\_\_ Date: 25/09/19

Veh No: EP9986C Yr Regn: 2018, Oct.

Estimated Cost: \_\_\_\_\_

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

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

Truck / Trailer or

To Inspect Vehicle No: EP 9986C

Make: Audi A5 SB c.c. 1984

at Workshop m/s Premium

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

of 55 ubi Road |

Sp. Reading: 6966 T/Radio: Insured / Std / NI / NA

Insured: \_\_\_\_\_

Eng/No: \_\_\_\_\_

Policy No: 1800124426

C/No: WAU222F5XJA127299

Claims No: 99064204856 22/9/19

Gen. Cond:  Good / Fair / Poor / Burnt

Sum Insured: \_\_\_\_\_ Excess: ~~1800~~ 7600

Steering:  Inopdr / Jammed / Leaked / Burnt or

(Client's Record)

Brake:  Inopdr / Jammed / Leaked / Burnt or

Make of Veh: 10(am) waiting

Modi: Nil /  SRim / STD A/Rim or

(Policy Condition)

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

N/S	O/S

Tyre Size: F: 245/40R18

R: 245/40R18

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

TOYO / YOKO or Continental

Bal. or Market Value: 155K

Front Rear

IDAC Accident Rpt: Consistent?: Yes or No

R/Bal. 06 mm

GIA / PR Seen: Consistent?: Yes or No

L/Bal. 06 mm

Est. Repairs: 04 ~~8~~ days Res.: Yes or No

D.O.A. D.O.I. 25/09/19

Lum Sum: \_\_\_\_\_ % 3 Val.: Yes or No

Survey held at Premium

CA /  REV / REP. / 24 HRS

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

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_ Vehicle: IN / OUT

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

Date / Time	Action / Instruction
	OD ALG
	EP 9986C - CC3 / ALG 17016890 / Aqf302 D.O.A. - 26/09/2018
25/9/19 @ 3.57pm	revert to Victor via Meimuen.
26/9/19 @ 4.17pm	Victor informed C/A via Meimuen.
27/9/19 @ 9am	Informed Troy C/A & Ex: \$2600 by email.
01/10/19 @ 11.14am	confirmed with Jim Yee final fig \$5668.80, 4 days. (Red \$20610.20, 78%)

RECEIVED 18 DEC 2019

Date/Time, File Pass to?  : Prel. Report

Days Of Repair: 4

1) 18/12 2018  : Final Report

Resurvey No. of Trip: 1

Date/Time, File Return to?

Survey Fee:	200
Transportation:	
3 * RS	
Photos:	
Other:	11
TOTAL:	211

- Add Fee:
- : Site Insp (\$)
  - : Interview (\$)
  - : Tech. Invs (\$)
  - : Weekend (\$)

Rep. Form: MEL-00

Lum Sum / R.E.I.: 5668.80

## Nivitha (LKK Auto)

---

**From:** Claims <claims@premiumauto.com.sg>  
**Sent:** Tuesday, 24 September 2019 4:06 PM  
**To:** 'Admin-D (LKKAuto)'; 'Admin A'; 'SUR'  
**Cc:** 'SUR'  
**Subject:** OD CLAIM FOR EP 9986 C ON 24/9/2019  
**Attachments:** EP 9986 C - 24092019.PDF

Dear All,

Kindly register OD claim for this vehicle. Attached is the GIA report for your reference.

We will forward you the estimate once it is available.

Please arrange survey on 25/9/2019, 10 am. Vehicle is in our compound.

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://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.

## Shiau Chan (LKKAuto)

---

**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 1 November 2019 11:14 AM  
**To:** jiyee.yap@premiumauto.com.sg; SUR  
**Cc:** 'Boo seng yak'; 'Carrine Leong'; 'Chang Chee Sing'  
**Subject:** RE: FINAL REVISION - EP9986C - OD AIG - SURVEYED 25 SEP 19

Dear Jia Yee,

WITHOUT PREJUDICE

Confirm final fig \$5,668.80 before excess \$2,600.00 & GST and 4 repair days.

Kindly expedite the discharge voucher and tax invoice to us for close case.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** jiyee.yap@premiumauto.com.sg <jiyee.yap@premiumauto.com.sg>  
**Sent:** Thursday, 31 October 2019 4:58 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>; Shiau Chan (LKKAuto) <siewsc@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 - EP9986C - OD AIG - SURVEYED 25 SEP 19

Hi Adrian and all,

Revised estimate and photographs is attached.

Please confirm repair cost of \$5668.80 @ 4 days of repairs

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. [jiyee.yap@premiumauto.com.sg](mailto:jiyee.yap@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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

## Shiau Chan (LKKAuto)

---

**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 27 September 2019 9:00 AM  
**To:** Claims; SUR  
**Subject:** RE: OD CLAIM FOR EP 9986 C ON 24/9/2019

Dear TRoy,

As instructed by our client, please proceed to repair the insured vehicle **EP 9986C (Excess \$ 2,600/-)**.

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

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

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

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Thursday, 26 September 2019 3:55 PM  
**To:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIM FOR EP 9986 C ON 24/9/2019

Dear Troy,

Not yet. We still pending for insurance's approval.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Claims <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Sent:** Thursday, 26 September 2019 3:31 PM  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>  
**Subject:** RE: OD CLAIM FOR EP 9986 C ON 24/9/2019

Dear Shiau Chan,

Any updated from AIG Officer?

Thanks

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	24 Sep 2019 16:01	<b>Cim Veh Model Changed</b>		[ ] Merimen Administrator
2	24 Sep 2019 16:01	<b>Cim Created</b>	Reg No: EP9986C. Policy No: 1800124426. Acct Date: 2019/09/24. Claim Type: 5 C. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Ins.Status => Notification. Created from SAS:MPA119126553	[I] Merimen Administrator
3	25 Sep 2019 14:31	<b>Cim Registration Modified</b>	Setl.Type:3->0. Claim Type:SC->OD.	[ ] LEE SU THING
4	25 Sep 2019 14:31	<b>Adj Cim Retrieved</b>	Adj: LKK Auto Consultants Pte Ltd (HQ)	[ ] LEE SU THING
5	25 Sep 2019 14:31	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] LEE SU THING
6	25 Sep 2019 14:31	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/10/04	[A] LEE SU THING
7	25 Sep 2019 14:31	<b>Adj Mandate Set</b>	Approved:8000.00,Reinsp:Adj decides.	[A] LEE SU THING
8	25 Sep 2019 14:31	<b>Cim Registration Modified</b>	Rep:1137->200611.	[A] LEE SU THING
9	25 Sep 2019 14:31	<b>Cim Veh Model Changed</b>	(205279) AUDI A5 2.0 SPORTBACK (A).	[A] LEE SU THING
10	25 Sep 2019 14:31	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] LEE SU THING
11	25 Sep 2019 14:55	<b>Adj Rpt Initiated</b>		[A] SHIAU CHAN
12	25 Sep 2019 14:55	<b>Cim Dtl Modified</b>	JPJ Reg. Date: -> 2018/10/23.	[A] SHIAU CHAN
13	25 Sep 2019 14:55	<b>Cim Details Notified</b>		[A] SHIAU CHAN
14	25 Sep 2019 15:56	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2019/10/04	[A] SHIAU CHAN
15	25 Sep 2019 15:57	<b>Adj Mandate Request</b>	Cur.Req:7289.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.	[A] SHIAU CHAN
16	26 Sep 2019 10:07	<b>Cim Registration Modified</b>	Init.Est.:->5,000 - 6,000. 2F Remarks: -> Not Applicable. GST: -> 7.00.	[I] Chan, Yoke Shi
17	26 Sep 2019 15:51	<b>Cim Registration Modified</b>	Excess: -> 2600.00.	[I] Chan, Yoke Shi
18	26 Sep 2019 15:51	<b>Label Added</b>	(20226):Coverage Confirmed.	[A] Merimen Administrator
19	26 Sep 2019 16:17	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/10/04. Mandate Remarks: Re-inspection to be done for damage check and supplementary items / labour.	[I] Koh, Victor-CK
20	26 Sep 2019 16:17	<b>Adj Mandate Set</b>	Approved:6339.00:Re-inspection to be done for damage check and supplementary items / labour. Reinsp:Yes.	[I] Koh, Victor-CK

Date From



Date To



Audit Type None



### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2291560	25 Sep 2019 14:55:15	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	EP9986C		11.77

**Note: This document has not been finalised.****LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

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

To: AIG Asia Pacific Insurance Pte. Ltd.  
AIG Building  
78 Shenton Way #08-16  
Singapore 079120From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn:

Date: 25 Sep 2019

**Preliminary Advice**

Vehicle No	: EP9986C	Accident Date	: 24/09/2019
Make	: AUDI A5	Policy No.	: 1800124426
Assignment Date	: 25/09/2019	Excess	: S\$0.00
Date of Inspection	: 25/09/2019	Est. Duration of Repair	: 4.00
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 front n/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	26,279.00
Revised Amount	:S\$	6,339.00
Check Items (Estimated)	:S\$	950.00
Total	:S\$	7,289.00
Lump Sum Repair	:S\$	

**Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	155,000.00
COE / PARF Rebate	:S\$	63,947.00
Salvage Value	:S\$	
Margin for Repair	:S\$	91,053.00

**Remarks**

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

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

<b>Vehicle Owner Particulars</b>	
Owner ID Type:	Singapore NRIC
Owner ID:	645B
<b>Vehicle Details</b>	
Vehicle No.:	EP9986C
Vehicle to be Exported:	No
Intended Deregistration Date:	25 Sep 2019
Vehicle Make:	AUDI
Vehicle Model:	A5 SB 2.0 TFSI S TRONIC (DESIGN)
Primary Colour:	Grey
Manufacturing Year:	2018
Engine No.:	CVK066962
Chassis No.:	WAUZZZF5XJA127299
Maximum Power Output:	140.0 kW (187 bhp)
Open Market Value:	\$39,569.00
Original Registration Date:	23 Oct 2018
First Registration Date:	23 Oct 2018
Transfer Count:	0
Actual ARF Paid:	\$47,397.00
<b>Intended PARF Rebate Details</b>	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	22 Oct 2028
PARF Rebate Amount:	\$35,547.00
<b>Intended COE Rebate Details</b>	
COE Expiry Date:	22 Oct 2028
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$31,302.00
COE Rebate Amount:	\$28,400.00
<b>Total Rebate Amount:</b>	<b>\$63,947.00</b>

The information contained herein is correct as at 25 Sep 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 willful 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	24/09/2019 15:42
Date Of Accident	24/09/2019 11:45
Exact Location Of Accident	16 SUNSET CLOSE SINGAPORE 597530
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	EP9986C
<b>Insured/Policyholder</b>	
Name Of Registered Owner	LEK SIAH THONG
NRIC No	S0111645B
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97579986
Alternative Phone No	OFFICE-97579986

### Vehicle Particulars

Manufacturer	AUDI
Model	A5 SPORTBACK 2.0 TFS
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	1800124426
Cover Note Number	

### Driver

Name of Driver	LEK SIAH THONG
NRIC No	S0111645B
Date Of Birth	21/04/1946
Occupation	INDOOR
Date Of Driving Pass	09/03/1966
Driving Experience	53 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97579986
Fax Number	
Contact Number	OFFICE-97579986
Email Address	NOEMAIL

Address	16 SUNSET CLOSE SINGAPORE 597530
Postcode	
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

#### General Information of the Accident

Type Of Accident	COLLIDED INTO PROPERTY
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	1
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	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?	NO
If Yes,Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes,against whom?	

#### Circumstances of Accident

AS I WAS PARKED MY VEHICLE INTO MY HOUSE, I ACCIDENTALLY HIT THE WALL AT MY FRONT LHS BUMPER AND FENDER. THERE IS NO ONE INJURED.

#### 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	
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	NA/UNKNOWN
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

## 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 Authorized Driver**.
3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
4. The issue and acceptance of this form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes;
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims;
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, 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.

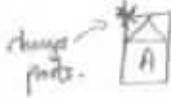
  
\_\_\_\_\_  
Policyholder's Signature  
Date & Time:

  
\_\_\_\_\_  
Driver's Signature  
(if driver is not the policyholder)  
Date & Time:

  
\_\_\_\_\_  
Reporting Centre Personnel's Signature  
Name: Gale Sia Hao  
NRIC/IN No: G85E 7742K

Sketch Plan #2

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

As I was parked my vehicle into my house, I accidentally hit the wall at my front the bumper and fender. There is no injured.

DECLARATION

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

  
Policyholder's Signature  
Date & Time:

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

  
Reporting Officer's Signature  
Name: (GATEWAY ROAD, TOWN)  
WARRANT NO: 6888 9912

Accident Photo



Accident Photo



Accident Photo



Accident Photo





## 24-HOUR AIG AUTO HOTLINE: +65 6338 6200

**IMPORTANT: KEEP THIS DOCUMENT IN YOUR CAR AT ALL TIMES.**

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

- Immediate assistance after an accident
- Emergency breakdown service
- Towing service (accident or non-accident related)
- Advice on 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.khal@premiumauto.com.sg / claims@premiumauto.com.sg

WIP : 13610

## Telefax

**Estimate** : Accident Repairs  
**Workshop** : Ubi Road 1  
**Contact No** : 6366 2323  
**Fax No** : 6841 1183  
**Reference** : PA/OD/1155/2019/NS  
**Date** : 24-Sep-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 Lek Siah Thong  
**Address** : 16 Sunset Close  
Singapore 597530  
**Telephone** : (HP) +65 97579986  
**Type of Claim** : Own Damage Claims  
**Policy No.** : 1800124426  
**Vehicle No** : **EP 9986 C**  
**Model Code** : Audi A5 SB 2.0 TFS  
**Model / Year** : 23/10/2018  
**Engine No** : CVK 066962  
**Chassis No** : WAUZZZF5XJA127299  
**Mileage** : 6966KM  
**Date In** : 24-Sep-19  
**Estimated By** : Johnny Boo / Allan Wu  
**Accident Date** : 24-Sep-19  
**Place of Accident** : 16 Sunset Close

# Premium Automobiles

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

## Telefax

### Estimated Labour Charges for Accident Vehicle EP 9986 C

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendation
1	To remove, check and reinstall front wire harness for headlights, horns, outside temperature sensor, headlight washer assy and front parking aid.	S/N \$ 480.00 //	
2	To dismantle and renew front bumper, lhs front fender and lhs headlight. To repair bonnet. Re-organise crash management components. Reinstall all parts removed.	\$ <del>3,200.00</del> 1000,	
3	To respray front bumper, bonnet and lhs front fender.	\$ <del>3,300.00</del> 1100,	
4	To renew lhs front rim and carry out wheel alignment.	S/N \$ 280.00 X.	
5	To carry out diagnostic checks.	S/N \$ 192.00 //	
<b>TOTAL LABOUR CHARGES</b>		<b>: \$ <u>7,452.00</u></b>	

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

## Telefax

### Material List for Accident Vehicle Regn No. EP 9986 C

S/N	Parts Description	Damaged Parts & Prices		Remarks
		S/Nett		
1	FRONT BUMPER <i>Reband</i>	\$	2,073.00 ✓	1658.40
2	FRONT BUMPER FIXING PARTS <i>new</i>	\$	368.00+	
3	FRONT BUMPER GRILLE - CENTRE <i>new</i>	\$	178.00+	
4	FRONT BUMPER SECURING STRIP <i>new</i>	\$	32.00+	
5	FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE <i>new</i>	\$	207.00+	
6	FRONT BUMPER SPOILER <i>not new</i>	\$	489.00+	
7	AIR GUIDE - LH <i>not new</i>	\$	56.00+	
8	RADIATOR GRILLE <i>not new</i>	\$	2,131.00+	
9	ULTRASOUND SENSOR SUPPORT - LH / RH	2	\$ 96.00+	
10	RADIATOR GRILLE COVER - UPPER		\$ 174.00+	
11	FRONT BUMPER AIR GUIDE GRILLE - LH		\$ 431.00+	
12	FRONT BUMPER FOAM FILLER PIECE		\$ 113.00+	
13	FRONT BUMPER CARRIER		\$ 733.00+	
14	FRONT BUMPER COVER		\$ 116.00+	
15	FRONT BUMPER GUIDE SECTION - LH <i>2nd</i>		\$ 33.00	26.08
16	FRONT BUMPER FOAM FILLER PIECE - LH <i>Not New</i>		\$ 16.00	? X
17	FRONT BUMPER LOCK CARRIER BRACKET <i>not new</i>		\$ 125.00+	
18	FRONT BUMPER SUPPORT - LH / RH <i>new</i>	2	\$ 52.00+	
19	FRONT PARKING AI SENSOR - INNER / OUTER <i>new</i>	2	\$ 462.00+	
20	FRONT PARKING AID SEAL RING <i>new</i>	4	\$ 12.00+	
<b>SUB FRONT SPARE PARTS</b>			<b>\$ 7,897.00</b>	

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

**Premium Automobiles**

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

**Telefax**

**Material List for Accident Vehicle Regn No. EP 9986 C**

S/N	Parts Description	Damaged Parts & Prices		Remarks
		S/Nett		
21	HORN - LH HIGH TONE } <i>Not new</i>	S	37.00	+
22	HORN BRACKET - LH	S	26.00	+
23	FRONT FENDER - LH <i>Dented</i>	S	968.00	✓ <i>774.40</i>
24	FRONT FENDER ATTACHMENT PARTS <i>Not new</i>	S	48.00	? X
25	FRONT FENDER CLOSING ELEMENT - LH <i>Not new</i>	S	68.00	? X
26	FRONT FENDER BRACKET - LH <i>Not new</i>	S	32.00	? X
27	FRONT FENDER BRACKET <i>Not new</i>	S	32.00	? X
28	FRONT FENDER BRACE - LH <i>Not new</i>	S	107.00	? X
29	FRONT FENDER DEFORMATION ELEMENT BRACKET - LH <i>Not new</i>	S	45.00	? X
30	FRONT WHEEL HOUSING LINER - LH <i>from</i>	S	256.00	✓ <i>204.20</i>
31	FRONT WHEEL HOUSING LINER ATTACHMENT PARTS ? <i>AM</i>	S	82.00	? X
32	WHEEL SPOILER <i>Not new</i>	S	66.00	? X
33	FRONT FENDER END PLATE - LH <i>Not new</i>	S	32.00	? X
34	END PLATE BRACKET - LH <i>Not new</i>	S	22.00	? X
35	STONE CHIP GUARD - LH <i>new</i>	S	46.00	✓ <i>36.64</i>
36	FENDER LEDGE COVER } <i>from</i>	S	32.00	— <i>25.44</i>
37	FENDER LEDGE COVER - LH	S	14.00	— <i>11.04</i>
38	LED HEADLIGHT - LH <i>Not new</i>	S	7,204.00	* X
39	HEADLIGHT LIFT CYLINDER - LH	S	181.00	+
40	HEADLIGHT CORRUGATED PIPE } <i>Not new</i>	S	78.00	+
41	HEADLIGHT LIFT CYLINDER BRACKET - LH	S	13.00	+
42	FRONT FENDER TRIM - LH <i>Not new</i>	S	145.00	— <i>115.60</i>
43	FRONT ALUMINIUM RIM - LH	S	943.00	+
44	ALUMINIUM RIM RUBBER VALVE } <i>Not new</i>	4 S	13.00	+
45	FRONT NO PLATE	S/N S	40.00	+
46	SUNDRIES <i>Not new</i>	S	400.00	? <i>44.40</i>
<b>FRONT TOTAL SPARE PARTS</b>		:	<b>\$ 18,827.00</b>	
<b>FRONT TOTAL LABOUR CHARGES</b>		:	<b>\$ 7,452.00</b>	
<b>GRAND TOTAL</b>		:	<b>\$ 26,279.00</b>	

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 Ling  
**Surveyed Date** : 25/09/19  
**Authorised Date** :  
**Excess Cost** :  
**Liability** :  
**Remarks** : Not Authorised, 04 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@premiuauto.com.sg / claims@premiuauto.com.sg

WIP : 13610

## Telefax

Estimate : Accident Repairs  
Workshop : Ubi Road 1  
Contact No : 6366 2323  
Fax No : 6841 1183  
Reference : PA/OD/1155/2019/NS  
Date : 24-Sep-19

Vehicle IN workshop. Kindly arrange for survey.

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way  
#07-16 AIG Building  
Singapore 079120

Hi Adrian,

4 days - ok - Jy - 31 Oct 2019

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Mr Lek Siah Thong  
Address : 16 Sunset Close  
Singapore 597530  
Telephone : (HP) +65 97579986  
Type of Claim : Own Damage Claims  
Policy No. : 1800124426  
Vehicle No : **EP 9986 C**  
Model Code : Audi A5 SB 2.0 TFS  
Model / Year : 23/10/2018  
Engine No : CVK 066962  
Chassis No : WAUZZZF5XJA127299  
Mileage : 6966KM  
Date In : 24-Sep-19  
Estimated By : Johnny Boo / Allan Wu  
Accident Date : 24-Sep-19  
Place of Accident : 16 Sunset Close

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

## Telefax

### Estimated Labour Charges for Accident Vehicle EP 9986 C

<u>S/n</u>	<u>Nature of Jobs</u>		<u>Estimated Charges</u>	<u>Surveyor's Recommendation</u>
1	To remove, check and reinstall front wire harness for headlights, horns, outside temperature sensor headlight washer assy and	S/N	\$ 480.00	\$ 480.00
2	To dismantle and renew front bumper, ins front fender and lhs headlight. To repair bonnet. Re-organise crash management components. Reinstall all parts removed		\$ 3,200.00	\$ 1,000.00
3	To respray front bumper, bonnet and lhs front		\$ 3,300.00	\$ 1,100.00
4	To renew lhs front rim and carry out wheel	S/N	\$ 280.00	
5	To carry out diagnostic checks.	S/N	\$ 192.00	\$ 192.00
	<b>TOTAL LABOUR CHARGES</b>	:	<b>\$ 7,452.00</b>	<b>\$ 2,772.00</b>

# Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

## Telefax

### Material List for Accident Vehicle Regn No. EP 9986 C

S/N	Parts Description		Damaged Parts S/Nett	Prices Remarks
1	FRONT BUMPER		\$ 2,073.00	\$ 1,658.40
2	FRONT BUMPER FIXING PARTS		\$ 368.00	
3	FRONT BUMPER GRILLE - CENTRE		\$ 178.00	
4	FRONT BUMPER SECURING STRIP		\$ 32.00	
5	FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE		\$ 207.00	
6	FRONT BUMPER SPOILER		\$ 489.00	
7	AIR GUIDE - LH		\$ 56.00	
8	RADIATOR GRILLE		\$ 2,131.00	
9	ULTRASOUND SENSOR SUPPORT - LH / RH	2	\$ 96.00	
10	RADIATOR GRILLE COVER - UPPER		\$ 174.00	
11	FRONT BUMPER AIR GUIDE GRILLE - LH		\$ 431.00	
12	FRONT BUMPER FOAM FILLER PIECE		\$ 113.00	
13	FRONT BUMPER CARRIER		\$ 733.00	
14	FRONT BUMPER COVER		\$ 116.00	
15	FRONT BUMPER GUIDE SECTION - LH		\$ 33.00	\$ 26.08
16	FRONT BUMPER FOAM FILLER PIECE - LH		\$ 16.00	
17	FRONT BUMPER LOCK CARRIER BRACKET		\$ 125.00	
18	FRONT BUMPER SUPPORT - LH / RH	2	\$ 52.00	
19	FRONT PARKING AI SENSOR - INNER / OUTER	2	\$ 462.00	
20	FRONT PARKING AID SEAL RING	4	\$ 12.00	
	<b>SUB FRONT SPARE PARTS</b>	:	<b>\$ 7,897.00</b>	<b>\$ 1,684.48</b>

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

**Premium Automobiles**

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

**Material List for Accident Vehicle Regn No. EP 9986 C**

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remarks
			\$ 1,684.48
21	HORN - LH HIGH TONE	S 37.00	
22	HORN BRACKET - LH	S 26.00	
23	FRONT FENDER - LH	S 968.00	\$ 774.40
24	FRONT FENDER ATTACHMENT PARTS	S 48.00	
25	FRONT FENDER CLOSING ELEMENT - LH	S 68.00	
26	FRONT FENDER BRACKET - LH	S 32.00	
27	FRONT FENDER BRACKET	S 32.00	
28	FRONT FENDER BRACE - LH	S 107.00	
29	FRONT FENDER DEFORMATION ELEMENT BRACKET - LH	S 45.00	
30	FRONT WHEEL HOUSING LINER - LH	S 256.00	\$ 204.80
31	FRONT WHEEL HOUSING LINER ATTACHMENT PARTS	S 82.00	
32	WHEEL SPOILER	S 66.00	
33	FRONT FENDER END PLATE - LH	S 32.00	
34	END PLATE BRACKET - LH	S 22.00	
35	STONE CHIP GUARD - LH	S 46.00	\$ 36.64
36	FENDER LEDGE COVER	S 32.00	\$ 25.44
37	FENDER LEDGE COVER - LH	S 14.00	\$ 11.04
38	LED HEADLIGHT - LH	S 7,204.00	
39	HEADLIGHT LIFT CYLINDER - LH	S 181.00	
40	HEADLIGHT CORRUGATED PIPE	S 78.00	
41	HEADLIGHT LIFT CYLINDER BRACKET - LH	S 13.00	
42	FRONT FENDER TRIM - LH	S 145.00	\$ 115.60
43	FRONT ALUMINIUM RIM - LH	S 943.00	
44	ALUMINIUM RIM RUBBER VALVE	4 S 13.00	
45	FRONT NO PLATE	S/N S 40.00	
46	SUNDRIES	S 400.00	\$ 44.40
	<b>FRONT TOTAL SPARE PARTS</b>	<b>: \$ 18,827.00</b>	<b>\$ 2,896.80</b>
	<b>FRONT TOTAL LABOUR CHARGES</b>	<b>: \$ 7,452.00</b>	<b>\$ 2,772.00</b>
	<b>GRAND TOTAL</b>	<b>: \$ 26,279.00</b>	<b>\$ 5,668.80</b>

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: EP 9986 C**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/OD/1155/2019/NK

9 Dec 2019

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

Dear Sir,

**RE: INSURANCE CLAIM FOR EP 9986 C, Audi A5 SB 2.0 TFSI.**

With reference to the above-mentioned vehicle, no. **EP 9986 C** claimant, **Mr. Lek Siah Thong**, please find the related document per attached.

1. A copy of the Original invoice no. 85014576 – S\$3,283.62.
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 – EP 9986 C

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 6386 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 6366 2323  
24-hour Breakdown Service 9828 1233  
Email customer.care@premiumauto.com.sg

## INS TAX INVOICE

Page 1 11:55

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: 85014576 Date : 07/12/2019 Order : EP9986C 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: EP9986C (V 39289)	Regn Date: 23/10/2018	Mileage: 6989	WIP No.: 13610
Model: A5 SPORTBACK 2.0 TFSI S tronic	Chassis: WAUZZZF5KJA127299	Engine: CVK 066962	Dept: U
You have been assisted by :- UB-Tony Foong ( 33 )			

		Details	Qty	Unit Price	Amount
Q	EXC	M: 8888 Insurance Excess/Liability	-2600.00	1.00	-2,600.00
S	BODYWORK	M: TO REMOVE,CHECK AND REINSTALL FRONT WIRE HARNES FOR HEADLIGHTS,HORNS,OUTSIDE TEMPERATURE SENSOR,HEADLIGHT WASHER ASSY AND FRONT PARKING AID	480.00	1.00	480.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER AND LHS FRONT FENDER.TO REPAIR BONNET. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	1000.00	1.00	1,000.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER AND LHS FRONT FENDER	1100.00	1.00	1,100.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	ABW6821105B	FENDER Less 020%	1.00	968.00	774.40
X	ABW6821171C	WHEEL HOUS Less 020%	1.00	256.00	204.80
X	ABW6807065D GRU	COVER Less 020%	1.00	2073.00	1,658.40
X	ABW6807283	GUIDE(LAST) Less 020%	1.00	32.60	26.08
X	ABW6121763	AIR DUCT(LAST) AP Less 020%	1.00	55.50	44.40
X	ABW6820581E	COVER Less 020%	1.00	31.80	25.44
X	ABW6853823B 9B9	STONEGUARD Less 020%	1.00	45.80	36.64
X	ABW6823745	COVER Less 020%	1.00	13.80	11.04
X	ABW6853601A PUZ	TRIM Less 020%	1.00	144.50	115.60

Parts 2,896.80  
Labour 0.00  
Sublet 2,772.00  
Menus 0.00  
Lubricant 0.00

Sub-Total 3,068.80

7% GST 214.82

Grand Total 3,283.62



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: EP 9986 C**

Norah Khai  
6768 9828  
6841 1183

Body Repair

PA/OD/1155/2019/TG  
3 October 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 A5 Sportback 2.0 TFSI  
**Vehicle Chassis No.** : WAUZZZF5XJA127299  
**Vehicle Regn No.** : **EP 9986 C**  
**Vehicle Mileage** : 6989 KM  
**Vehicle Owner** : Mr. Lek Siah Thong  
**Certificate No** : 1800124426  
**Own Damage Excess** : S\$ 2,782.00 (Inclusive 7% GST)  
**Accident Date** : 24/9/2019  
**Place** : 16 Sunset Close  
**Repair Cost** : \$ 3,283.62  
**WIP No.** : 13610  
**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** :

  
\_\_\_\_\_  
12.20pm  
\_\_\_\_\_  
3/10/2019  
\_\_\_\_\_

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	25 Sep 2019 14:55		25 Sep 2019 14:31 <a href="#">Edit Adj Rpt</a>	<b>S\$5,668.80</b> <a href="#">Edit Estimates</a>	<b>S\$5,668.80</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured:	<b>LEK SIAH THONG</b> , ID: S0111645B, Tel: +6597579986, Email: NOEMAIL								
Vehicle Reg. No.:	<b>EP9986C</b>	Date of Loss:	24/09/2019 11:00 - :59 [11 Months and 1 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>OD / 9906420448SG</b>	Policy/Cover Note No.:	1800124426 (Comprehensive)						
		Excess:	S\$2,600.00						
Repairer:	<b>Premium Automobiles Pte Ltd (UBI)</b> 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911								
Handling Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (SG)</b> - Tel: 65-6419-3000 ... [Handled by <b>Chan, Yoke Shi</b> ] yokeshi.chan@aig.com								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ADRIAN LING</b> ] ... [Final Rpt due 04/10/2019]								
Driver/Custodian:	LEK SIAH THONG (73 / Male), NRIC: S0111645B, Tel: +6597579986 Email: NOEMAIL								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>AIG_SG (26/09/2019): Alert - Adj Mandate Approved (S\$6339.00) - EP9986C - Claim Handler: Chan, Yoke S...</li> <li>AIG_SG (26/09/2019): EP9986C / OD / 24/09/2019 / Coverage &amp; Excess update</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
<b>Due Date</b>	<b>Priority</b>	<b>Type</b>	<b>Task Group</b>	<b>Subject</b>	<b>Handler</b>	<b>Assigned By</b>	<b>Completed On</b>	<b>Created On</b>	<b>Done?</b>
No results.									

## Claim Documents

\*EP9986C (9906420448SG)  
OD  
Sep 24 2019 11:45AM  
[LEK SIAH THONG]  
Premium Automobiles Pte Ltd

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			View <input type="button" value="View in Browser"/>
<b>Assessment Reports</b>			1 per page <input type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	25/09/19 15:56	Adjuster Immediate Advice	Load HTM
<b>Photos/Images</b>			3 per page <input type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
2	25/09/19 14:49	Chassis Number	Load JPG <input type="checkbox"/>
3	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
4	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
5	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
6	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
7	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
8	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
9	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
10	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
11	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
12	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
13	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
14	25/09/19 14:49	General View	Load JPG <input type="checkbox"/>
15	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
16	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
17	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
18	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
19	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
20	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
21	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
22	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
23	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
24	31/10/19 18:00	Reinspection Photo	Load JPG <input type="checkbox"/>
<b>Documentation</b>			1 per page <input type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	25/09/19 14:48	Singapore Accident Statement	Load PDF
2	25/09/19 14:48	Certificate of Insurance	Load PDF
3	25/09/19 14:48	Driver's Driving License	Load PDF
4	25/09/19 14:48	ESTIMATE	Load PDF
5	26/09/19 11:51	UNDERTAKING & INTERVIEW FORM	Load PDF
6	03/01/20 11:41	Workshop Invoice	Load PDF
7	03/01/20 11:41	Discharge Voucher	Load PDF

## Linked Accident Report Documents

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			View <input type="button" value="View in Browser"/>
<b>Assessment Reports</b>			1 per page <input type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail Print
1	06/12/19 18:48	Accident Statement	Load HTM
2	06/12/19 18:50	Accident Statement	Load HTM
3	06/12/19 18:52	Accident Statement	Load HTM

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
4	06/12/19 18:53	Accident Statement		Load HTML

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
2	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
3	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
4	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
5	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
6	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
7	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
8	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
9	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
10	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
11	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
12	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
13	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
14	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
15	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
16	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
17	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
18	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
19	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
20	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
21	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
22	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
23	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>
24	24/09/19 15:57	Accident Photo		Load JPG <input checked="" type="checkbox"/>

Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
1	24/09/19 15:51	Sketch Plan		Load JPG <input checked="" type="checkbox"/>
2	24/09/19 15:51	Sketch Plan #2		Load JPG <input checked="" type="checkbox"/>

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
<b>Show Remarks To:</b> <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

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

**Our File No:** CC3/AIG19016890/AQF3E2

**Date:** 03/01/2020

#### REFERENCE

Insured/Claimant:	LEK SIAH THONG	Policy No:	1800124426	
Date of Loss:	24/09/2019	Nature of Claim:	OD	Claim No: 9906420448SG

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	EP9986C	Engine No:	CVK066962
Make & Model:	AUDI A5, 2.0 SPORTBACK (A)	Chassis No:	WAUZZZF5XJA127299
Reg. Date:	23/10/2018 (Man. Year: 2018)	Odometer:	6966 km
Colour:	Grey		
Engine Capacity:	1984 cc		
Market Value/New Car Price:	S\$155,000.00		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

#### CONDITION OF TYRES

Front Tyre Size:	245/40 R18	Rear Tyre Size:	245/40 R18
Front Left Side:	Continental 6 mm	Rear Left Side:	Continental 6 mm
Front Right Side:	Continental 6 mm	Rear Right Side:	Continental 6 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	18,827.00	2,896.80	15,930.20	84.61
Miscellaneous Items	0.00	0.00	0.00	
Labour	7,452.00	2,772.00	4,680.00	62.80
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>26,279.00</b>	<b>5,668.80</b>	<b>20,610.20</b>	<b>78.43</b>
<b>- Excess (S\$)</b>	2,600.00	2,600.00	0.00	0.00
<b>(S\$)</b>	23,679.00	3,068.80	20,610.20	87.04
<b>+ GST 7.00/7.00% (S\$)</b>	1,657.53	214.82	1,442.71	87.04
<b>Nett Amount (S\$)</b>	<b>25,336.53</b>	<b>3,283.62</b>	<b>22,052.91</b>	<b>87.04</b>

#### INSPECTION

Date of Assignment: 25/09/2019

Date Inspected: 25/09/2019 Inspected At:

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

Estimated Period of Repair: 4.0 days

**Adjuster:** ADRIAN LING

**Manager:** SHIAU CHAN

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

## REPAIR DETAILS

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*FRONT BUMPER	Deformed	2,073.00 FS	*1,658.40 FS
2	1		*FRONT BUMPER FIXING PARTS	Not Necessary	368.00 FS	*- FS
3	1		*FRONT BUMPER GRILLE - CENTRE	Not Necessary	178.00 FS	*- FS
4	1		*FRONT BUMPER SECURING STRIP	Not Necessary	32.00 FS	*- FS
5	1		*FRONT BUMPER CLOSING ELEMENT - LOWER CENTRE	Not Necessary	207.00 FS	*- FS
6	1		*FRONT BUMPER SPOILER	Not Necessary	489.00 FS	*- FS
7	1		*AIR GUIDE - LH	Not Necessary	56.00 FS	*- FS
8	1		*RADIATOR GRILLE	Not Necessary	2,131.00 FS	*- FS
9	2		*ULTRASOUND SENSOR SUPPORT - LH / RH	Not Necessary	96.00 FS	*- FS
10	1		*RADIATOR GRILLE COVER - UPPER	Not Necessary	174.00 FS	*- FS
11	1		*FRONT BUMPER AIR GUIDE GRILLE - LH	Not Necessary	431.00 FS	*- FS
12	1		*FRONT BUMPER FOAM FILLER PIECE	Not Necessary	113.00 FS	*- FS
13	1		*FRONT BUMPER CARRIER	Not Necessary	733.00 FS	*- FS
14	1		*FRONT BUMPER COVER	Not Necessary	116.00 FS	*- FS
15	1		*FRONT BUMPER GUIDE SECTION - LH	Damaged	33.00 FS	*26.08 FS
16	1		*FRONT BUMPER FOAM FILLER PIECE - LH	Not Necessary	16.00 FS	*- FS
17	1		*FRONT BUMPER LOCK CARRIER BRACKET	Not Necessary	125.00 FS	*- FS
18	2		*FRONT BUMPER SUPPORT - LH / RH	Not Necessary	52.00 FS	*- FS
19	2		*FRONT PARKING AI SENSOR - INNER / OUTER	Not Necessary	462.00 FS	*- FS
20	4		*FRONT PARKING AID SEAL RING	Not Necessary	12.00 FS	*- FS
21	1		*HORN - LH HIGH TONE	Not Necessary	37.00 FS	*- FS
22	1		*HORN BRACKET - LH	Not Necessary	26.00 FS	*- FS
23	1		*FRONT FENDER - LH	Dented	968.00 FS	*774.40 FS
24	1		*FRONT FENDER ATTACHMENT PARTS	Not Necessary	48.00 FS	*- FS
25	1		*FRONT FENDER CLOSING ELEMENT - LH	Not Necessary	68.00 FS	*- FS
26	1		*FRONT FENDER BRACKET - LH	Not Necessary	32.00 FS	*- FS
27	1		*FRONT FENDER BRACKET	Not Necessary	32.00 FS	*- FS
28	1		*FRONT FENDER BRACE - LH	Not Necessary	107.00 FS	*- FS
29	1		*FRONT FENDER DEFORMATION ELEMENT BRACKET - LH	Not Necessary	45.00 FS	*- FS
30	1		*FRONT WHEEL HOUSING LINER - LH	Torn	256.00 FS	*204.80 FS

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
31	1		*FRONT WHEEL HOUSING LINER ATTACHMENT PARTS	Not Necessary	82.00 FS	*- FS
32	1		*WHEEL SPOILER	Not Necessary	66.00 FS	*- FS
33	1		*FRONT FENDER END PLATE - LH	Not Necessary	32.00 FS	*- FS
34	1		*END PLATE BRACKET - LH	Not Necessary	22.00 FS	*- FS
35	1		*STONE CHIP GUARD - LH	Necessary	46.00 FS	*36.64 FS
36	1		*FENDER LEDGE COVER	Necessary	32.00 FS	*25.44 FS
37	1		*FENDER LEDGE COVER - LH	Necessary	14.00 FS	*11.04 FS
38	1		*LED HEADLIGHT - LH	Not Necessary	7,204.00 FS	*- FS
39	1		*HEADLIGHT LIFT CYLINDER - LH	Not Necessary	181.00 FS	*- FS
40	1		*HEADLIGHT CORRUGATED PIPE	Not Necessary	78.00 FS	*- FS
41	1		*HEADLIGHT LIFT CYLINDER BRACKET - LH	Not Necessary	13.00 FS	*- FS
42	1		*FRONT FENDER TRIM - LH	Necessary	145.00 FS	*115.60 FS
43	1		*FRONT ALUMINIUM RIM - LH	Not Necessary	943.00 FS	*- FS
44	4		*ALUMINIUM RIM RUBBER VALVE	Not Necessary	13.00 FS	*- FS
45	1		*FRONT NO PLATE	Not Necessary	40.00 FS	*- FS
46	1		*SUNDRIES	Necessary	400.00 FS	*44.40 FS
<b>Total Parts (S\$)</b>					<b>18,827.00</b>	<b>2,896.80</b>

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
<b>Labour Items</b>				
1	TO REMOVE, CHECK AND REINSTALL FRONT WIRE HARNESS FOR HEADLIGHTS, HORNS, OUTSIDE TEMPERATURE SENSOR, HEADLIGHT WASHER ASSY AND FRONT PARKING AID	New	480.00	480.00
2	TO DISMANTLE AND RENEW FRONT BUMPER, LHS FRONT FENDER AND LHS HEADLIGHT. TO REPAIR BONNET. RE-ORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED	New	3,200.00	1,000.00
3	TO RESPRAY FRONT BUMPER, BONNET AND LHS FRONT FENDER	New	3,300.00	1,100.00
4	TO RENEW LHS FRONT RIM AND CARRY OUT WHEEL ALIGNMENT	New	280.00	0.00
5	TO CARRY OUT DIAGNOSTIC CHECKS	New	192.00	192.00
<b>Gross Labour Cost (S\$)</b>			<b>7,452.00</b>	<b>2,772.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >