

REF:

CC3/MG19018183/Agc352

Mentum

ASSIGNMENT

From:

Date:

Estimated Cost:

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

To Inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No:

Claims No:

5415401861 SG

Sum Insured:

Excess:

800 12/10/19

(Client's Record)

Make of Veh:

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

1061C

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

04 hrs

days

Res.: Yes or No

Lum Sum:

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SGW6612R.

Yr Regn:

2017 March

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

Truck / Trailer or

Make:

Audi Q3

CC

1395

Colour

Bronze

A/C:

Insured / Std / NI / NA

Sp. Reading

44923

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

WAU22843HRO40442

Gen. Cond: ☒ Good / Fair / Poor / BurntSteering: ☒ Inorder / Jammed / Leaked / Burnt orBrake: ☒ Inorder / Jammed / Leaked / Burnt orModi: Nil / ☒ R/Rim / STD A/Rim or

Tyre Size:

F:

235/55R17.

R:

235/55R17.

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.

15/10/19

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

OD AIG.

SGW 6612R - NA / LP19018045/24

BDA: 11/10/2019

15/10/19 @ 5.15pm revert to Victor via Mendum.

MV:

PV:

Nett:

RECEIVED 11 DEC 2019

16/10/19 @ 10.55am Victor informed C/A via Mendum.

17/10/19 @ 9.27am Informed Kelvin C/A A Ex \$800 by email.

RECEIVED 09 MAR 2020

Date/Time, File Pass to?

☐

: Preli. Report

1) 09/13 11pm

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

4

Resurvey No. of Trip:

1

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Insp (\$

☐

: Wash and (\$

Survey Fee:

Transportation:

3 + P3 \$1

Fees:

Other:

TOTAL

Report Format:

MEL-00

Dump 2007/18/10

10957.36

DD AIG vehicle: SKW 6612R
CC3/AIG19018183/Aqd3s2

DDA: 11/10/2019

19/02/20 @ 5:40pm confirmed with Mr Boo from fig \$10557.36,
4 days by email. CRed \$16665.64, bi%.)

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 19 February 2020 5:40 PM
To: Boo seng yak; SUR; Carrine Leong; Chang Chee Sing;
jiayee.yap@premiumauto.com.sg
Subject: RE: FINAL REVISION - SGW6612R - OD AIG - SURVEYED 15 OCT 19

Dear Mr Boo,

WITHOUT PREJUDICE

Confirm final fig \$10,557.36 before excess \$800.00 & 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 | fax: 6256-4315

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

From: Boo seng yak <boojohnny@gmail.com>

Sent: Monday, 18 November 2019 3:39 PM

To: Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>; Carrine Leong <carrine.leong@premiumauto.com.sg>; Chang Chee Sing <claims@premiumauto.com.sg>; jiayee.yap@premiumauto.com.sg

Subject: FINAL REVISION - SGW6612R - OD AIG - SURVEYED 15 OCT 19

Hi Adrian and all,

Revised estimate is attached. Photographs of headlamp was taken by you in our Ubi Office

Please confirm repair cost of \$10,557.36 @ 4 days of repairs.

Your early closure is well appreciated.

Best regards - jb

Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	12 Oct 2019 11:11	Clim Veh Model Changed			[] Merimen Administrator
2	12 Oct 2019 11:11	Clim Created	Reg No: SGW6612R. Policy No: 2100503942-02. Acct Date: 2019/10/11. Claim Type: SC. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Ins.Status => Notification. Created from SAS:MPA11913 5330		[I] Merimen Administrator
3	15 Oct 2019 16:13	Clim Registration Modified	Setl.Type:3->0. Claim Type:SC->OD.		[] Nivitha Govindasamy
4	15 Oct 2019 16:13	Adj Clm Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)		[] Nivitha Govindasamy
5	15 Oct 2019 16:13	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] Nivitha Govindasamy
6	15 Oct 2019 16:13	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/24		[A] Nivitha Govindasamy
7	15 Oct 2019 16:13	Adj Mandate Set	Approved:8000.00.Reinsp:Adj decides.		[A] Nivitha Govindasamy
8	15 Oct 2019 16:13	Clim Registration Modified	Rep:1137->200611.		[A] Nivitha Govindasamy
9	15 Oct 2019 16:13	Clim Veh Model Changed	(203438) AUDI Q3 1.4 TFSI (A).		[A] Nivitha Govindasamy
10	15 Oct 2019 16:13	Assignment 1st Accessed			[A] LEE SU THING
11	15 Oct 2019 16:13	Adj Adjuster Assigned	[None] -> ADRIAN LING		[A] Nivitha Govindasamy
12	15 Oct 2019 17:02	Adj Rpt Initiated			[A] SHIAU CHAN
13	15 Oct 2019 17:02	Clim Dtl Modified	JPJ Reg. Date: -> 2017/03/16.		[A] SHIAU CHAN
14	15 Oct 2019 17:02	Clim Details Notified			[A] SHIAU CHAN
15	15 Oct 2019 17:15	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/10/24		[A] SHIAU CHAN
16	15 Oct 2019 17:15	Adj Mandate Request	Cur.Req:20936.00:DAMAGES CONSISTENT, REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORIS E REPAIR.		[A] SHIAU CHAN
17	16 Oct 2019 10:05	Clim Registration Modified	Init.Est.->6,000 - 7,000. Excess: -> 800.00. 2F Remarks: -> Not Applicable. GST: -> 7.00.		[I] Mithoo Singh, Aashweenjeet Kaur
18	16 Oct 2019 10:05	Label Added	(20226):Coverage Confirmed.		[A] Merimen Administrator
19	16 Oct 2019 10:55	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/24. Mandate Remarks: Re-inspection to be done for damage check and supplementary items / labour.		[I] Koh, Victor-CK
20	16 Oct 2019 10:55	Adj Mandate Set	Approved:5080.00:Re-inspection to be done for damage check and supplementary items / labour. Reinsp:Yes.		[I] Koh, Victor-CK
21	17 Oct 2019 09:36	Clim Registration Modified	Acct Time:20:00:00->00:00:00.		[I] AIG OneClaim Integration User
22	12 Dec 2019 12:02	Adj Mandate Request	Cur.Req:10557,36:KINDLY APPROVE REPAIR COST OF \$10,557.36.		[A] SHIAU CHAN
23	19 Feb 2020 13:53	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/10/24. Mandate Remarks:		[I] Koh, Victor-CK
24	19 Feb 2020 13:53	Adj Mandate Set	Approved:10557.36:		[I] Koh, Victor-CK

Date From



Date To



Audit Type None



Go

ACTIVITY

No record

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 24 October 2019 5:02 PM
To: Paramchand, Varsha
Cc: Rumli, Sharizah; Chua, Tienzhu (SG); Quek, Joyceline-CH; Mithoosingh, Aashweenjeetkaur
Subject: RE: - SID 13756094 & CLM NO 5418401861SG - INSD ASKING WHY BONNET IS NOT APPROVED FOR REPAIRS

Dear Varsha,

Our surveyor had already advised insured that the damage to bonnet is not due to accident.

Insured has since collected her vehicle without any incident.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Sent: Wednesday, 23 October 2019 4:43 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Chua, Tienzhu (SG) <Tienzhu.Chua1@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Mithoosingh, Aashweenjeetkaur <Aashweenjeetkaur.Mithoosingh@aig.com>
Subject: RE: - SID 13756094 & CLM NO 5418401861SG - INSD ASKING WHY BONNET IS NOT APPROVED FOR REPAIRS



This is a secure, encrypted message. To read it, open the attachment.

这是安全加密信息。如要阅读此信息，请开启附件。

นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ
เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을 읽으려면
첨부 파일을 엽니다.

Ini adalah pesan, aman terenkripsi. Untuk membacanya, membuka attachment.

- SID 13756094 & CLM NO 5418401861SG - INSD ASKING WHY BONNET IS NO...

From: Paramchand, Varsha

To: siewsc@lkkauto.com

Cc: Rumli, Sharizah, Chua, Tienzhu (SG), Quek, Joyceline-CH, Mithoosingh, Aashweenjeetkaur

Sent: 21/10/2019 11:46:08 AM

Hi LKK,

Insd asking why the bonnet is not replaced as the dent was caused by the accident. Pls etc insd & advise @ 96956286.

Tq

Varsha

**** Entered By: SSPMJL (Manibalan, Jaya Lachme) @ 21/10/2019 11:04 AM ****

Hi Team.

Cm call in request to speak to Surveyor who is in charge for her claim.

Cm claim bonnet is not replace due to surveyor not approve for it. This dent is cause by the current accident.

Cm request callback from surveyor. Cm contact 96956286.

Varsha

Claims / AIG Asia Pacific Insurance Pte Ltd

Claims Care Associate

AIG Building, 78 Shenton Way #08-16 Singapore 079120

www.aig.sg

AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more.](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

Have already advised insured that
the ~~bonnet~~ is damaged to bonnet is not
due to accident.
Insured has since collected her vehicle without
any incident.

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 17 October 2019 9:29 AM
To: Claims; SUR
Subject: RE: OD CLAIM SGW 6612 R VEH IN

Dear Kelvin,

As instructed by our client, please proceed to repair the insured vehicle **SGW 6612R (Excess \$800/-)**.

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

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

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

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: 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>
Sent: Wednesday, 16 October 2019 9:02 AM
To: Claims <claims@premiumauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM SGW 6612 R VEH IN

Dear Kelvin,

Please be informed that we are pending approval from insurance.

The office-in-charge is Mr Khoo Kay Eng and his email: Kay-Eng.Khoo@aig.com

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

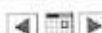
From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 16 October 2019 8:27 AM
To: SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM SGW 6612 R VEH IN
Importance: High

Dear all,

Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	12 Oct 2019 11:11	CIm Veh Model Changed			[] Merimen Administrator
2	12 Oct 2019 11:11	CIm Created	Reg No: SGW6612R. Policy No: 2100503942-02. Acct Date: 2019/10/11. Claim Type: SC. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Ins.Status => Notification. Created from SAS:MPA119135330		[I] Merimen Administrator
3	15 Oct 2019 16:13	CIm Registration Modified	Setl.Type:3->0. Claim Type:SC->OD.		[] Nivitha Govindasamy
4	15 Oct 2019 16:13	Adj CIm Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)		[] Nivitha Govindasamy
5	15 Oct 2019 16:13	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] Nivitha Govindasamy
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11	15 Oct 2019 16:13	Adj Adjuster Assigned	[None] -> ADRIAN LING		[A] Nivitha Govindasamy
12	15 Oct 2019 17:02	Adj Rpt Initiated			[A] SHIAU CHAN
13	15 Oct 2019 17:02	CIm Dtl Modified	JPJ Reg. Date: -> 2017/03/16.		[A] SHIAU CHAN
14	15 Oct 2019 17:02	CIm Details Notified			[A] SHIAU CHAN
15	15 Oct 2019 17:15	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/10/24		[A] SHIAU CHAN
16	15 Oct 2019 17:15	Adj Mandate Request	Cur.Reg:20936.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE REPAIR.		[A] SHIAU CHAN
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20	16 Oct 2019 10:55	Adj Mandate Set	Approved:5080.00: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

Go

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
2313999	15 Oct 2019 17:02:00	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SGW6612R		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 079120

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn:

Date: 15 Oct 2019

Preliminary Advice

Vehicle No	: SGW6612R	Accident Date	: 11/10/2019
Make	: AUDI Q3	Policy No.	: 2100503942-02
Assignment Date	: 15/10/2019	Excess	: S\$0.00
Date of Inspection	: 15/10/2019	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 front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	27,223.00
Revised Amount	:S\$	5,080.00
Check Items (Estimated)	:S\$	15,856.00
Total	:S\$	20,936.00
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	106,000.00
COE / PARF Rebate	:S\$	62,811.00
Salvage Value	:S\$	
Margin for Repair	:S\$	43,189.00

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	12/10/2019 10:57
Date Of Accident	11/10/2019 20:00
Exact Location Of Accident	PIE TOWARDS CHANGI BEFORE EXIT 9 EUNOS
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SGW6612R
Insured/Policyholder	
Name Of Registered Owner	DUA BEE YEN
NRIC No	S7809891J
Email Address	ALEXISDUA@YAHOO.COM
Mobile Phone No	(LOCAL) +65-96956286
Alternative Phone No	OTHERS-90111338

Vehicle Particulars

Manufacturer	AUDI
Model	Q3 1.4 TFSI S TRONIC
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
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	2100503942-02
Cover Note Number	

Driver

Name of Driver	DUA BEE YEN
NRIC No	S7809891J
Date Of Birth	07/04/1978
Occupation	INDOOR
Date Of Driving Pass	19/01/2005
Driving Experience	14 YEARS AND 8 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-96956286
Fax Number	
Contact Number	OTHERS-90111338
EMail Address	ALEXISDUA@YAHOO.COM

Address	149 PETIR ROAD #10-182
Postcode	670149
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	COLLISION - HEAD TO REAR
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	3
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)	0

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	10 UBI AVENUE 3
Police Station Address	ROAD: 10 UBI AVENUE 3 , POSTCODE: 408865 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: - FAX NO:
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO POLICE REPORT

Attachment(s)

Are accident photos available for attachment?	NOT AVAILABLE DUE TO CIRCUMSTANCES OF ACCIDENT
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
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: Kevin Khoo
NRIC/FIN No: G87689022



SKETCH PLAN

Refer to Police Report

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

Reporting Centre Personnel's Signature
Name: Kelvin Khoo
NRIC/FIN No.: G8768902C



POLICE REPORT



**SINGAPORE
POLICE FORCE**



T/20191011/7023

1 of 3

Police Station Of Origin:
Traffic Police
10 Ubi Avenue 3 SINGAPORE 408865
Tel No: 65470000

Report No: T/20191011/7023

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 11/10/2019 22:01		Vide Report No.: G/20191011/0194		Station Diary No.:	
Informant's Particulars					
Name of Informant: DUA BEE YEN			Address: 149 PETIR ROAD #10-182 SINGAPORE 670149		
ID Type / ID No.: NRIC NO / S7809891J			Contact No.: Home/Office: Mobile: 96956286		
Nationality: SINGAPORE CITIZEN			Email: ALEXISDUA@YAHOO.COM		
Sex: Female	Age: 41	Date of Birth: 07/04/1978	Type of Informant: Driver		
Race: Chinese			Language: English		Institution / School Name:
Occupation: Business development manager			Driving Licence Information: Class: 3		Date of Expiry:

General Information of the Accident

Type of Accident:	Non-Injury Conveyed By Ambulance	Drink Drive: No	Date/Time of Accident: 11/10/2019 20:00	Type of Location: Straight Road
Location: PIE towards Changi, before exit 9 Eunos, below overhead bridge				
Weather:		Road Surface:	Road Speed Limit:	
Traffic Flow: One Way		Traffic Control:	Traffic Volume: Heavy	
Type of Collision: Between Moving Vehicles - Head To Rear				Anyone conveyed by ambulance: Yes

Details of Vehicle Involved

Vehicle No.	Type	Make	Model	Color	Condition	No of Passenger
SGW6612R	Car	AUDI	Q3	Brown	Slightly Damaged	0
SLJ3502D	Car	HONDA	CITY	White	Seriously Damaged	1
SMG2042A	Car	VOLKSWAGO N	PASSAT	Grey	Slightly Damaged	1

Details of Vehicle Insurance

Vehicle No.	Insurance Company	Insurance No	Effective	Expiry Date
SGW6612R	AIG ASIA PACIFIC INSURANCE PTE. LTD.			

POLICE REPORT



**SINGAPORE
POLICE FORCE**



T/20191011/7023

2 of 3

Police Station Of Origin:
Traffic Police
10 Ubi Avenue 3 SINGAPORE 408865
Tel No: 65470000

Report No: T/20191011/7023

CONTINUATION OF REPORT

Details of Person Involved			
Any Pedestrian Involved: No			
No. of Pedestrians Injured: NIL		Use of Pedestrian Crossing: NA	
Driver			
Name	DUA BEE YEN	ID No.	S7809891J
Related Vehicle	SGW6612R (Car)	Contact No.	96956286
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: 3 Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL
Driver			
Name	CLEMENT TAN	ID No.	S8505410D
Related Vehicle	SLJ3502D (Car)	Contact No.	97316955
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL
Driver			
Name	CHUN SEHYUN	ID No.	S8368942J
Related Vehicle	SMG2042A (Car)	Contact No.	86224304
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL

Brief Details.

Driving on PIE towards Changi, heavy traffic and was moving, vehicle in front stopped and I brake and hit the rear of vehicle in front

POLICE REPORT



**SINGAPORE
POLICE FORCE**



T/20191011/7023

3 of 3

Police Station Of Origin:
Traffic Police
10 Ubi Avenue 3 SINGAPORE 408865
Tel No: 65470000

Report No: T/20191011/7023

CONTINUATION OF REPORT

Sketch Plan

Informant is not able to provide sketch plan

Signature Of Officer Recording The Report:
Not applicable

Signature Of Interpreter:
Not applicable

Officer In Charge Of Case:
TP / TPIB /
THABAGESH JEYATHESH
Contact No.: 65476232

Authentication Stamp
NP168

Signature Of Informant:
The identity of the person making this report has
been authenticated by SingPass. No signature is
required.

Date/Time:
11/10/2019 22:01

Classification Of Case:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	891J
Vehicle Details	
Vehicle No.:	SGW6612R
Vehicle to be Exported:	No
Intended Deregistration Date:	15 Oct 2019
Vehicle Make:	AUDI
Vehicle Model:	Q3 1.4 TFSI S TRONIC
Primary Colour:	Brown
Manufacturing Year:	2016
Engine No.:	CZD259364
Chassis No.:	WAUZZZ8U3HR040442
Maximum Power Output:	110.0 kW (147 bhp)
Open Market Value:	\$27,887.00
Original Registration Date:	16 Mar 2017
First Registration Date:	16 Mar 2017
Transfer Count:	0
Actual ARF Paid:	\$31,042.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	15 Mar 2027
PARF Rebate Amount:	\$23,281.00
Intended COE Rebate Details	
COE Expiry Date:	15 Mar 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$53,300.00
COE Rebate Amount:	\$39,530.00
Total Rebate Amount:	\$62,811.00

The information contained herein is correct as at 15 Oct 2019

OK

CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : DUA BEE YEN (LAI MEIYAN)
 Period of Insurance : 16 Mar 2019 To 15 Mar 2020
 Engine No. : CZD259364
 Chassis No. : WAUZZZ8U3HR040442

Vehicle No. : SGW6612R
Policy No. : 2100503942-02
Endorsement No. :
Issued Date : 01 Mar 2019

ABOUT THE COVER

Make/Model	AUDI Q3 1.4 TFSI (150 BHP)		
Engine Capacity/Tonnage	1.395 00 CC	Sum Insured	: Market Value
Driver Restriction	: NA	Off Peak Car	: No
Person or Classes of Persons Entitled to Drive*		First Year of Registration	: 2017
		Insuring with COE/PARF	: Yes

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*

Like 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 - \$800 Theft - \$0 Flood Cover - \$0

Section 2
Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

DUA BEE YEN (LA) MEIYAN) - \$800 (Own Damage)

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

1. Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 408699 63682323

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: HONG LEONG FINANCE LTD

WVA hereby certifies 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).

0504125756

PREMIUM LEASING (LSYA)
281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte. Ltd
AUTHORISED REPRESENTATIVE

15700

Accident Photo





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

MOTOR ACCIDENT INTERVIEW FORM

NAME : Dua Bee Yen
VEHICLE NUMBER : SGW 6612R
DATE/ TIME OF ACCIDENT : 11 Oct 2019 / 8pm
PLACE OF ACCIDENT : PIE towards Changi, before Eunos exit
THIRD PARTY VEHICLE (IF ANY) :

WHERE DID YOU START YOUR JOURNEY AND WHERE WAS THE INTENDED DESTINATION BEFORE THE ACCIDENT?

Start Journey from Bukit Panjang, ~~then~~ intend to go to Jalan Rambai

DID YOU DRINK ANY ALCOHOLIC DRINKS BEFORE YOU DRIVE ON THE DAY OF THE ACCIDENT? IF YES, DID THE TRAFFIC POLICE CONDUCT ANY BREATHE-ANALYSER TEST ON YOU? IF YES, WHAT WAS THE RESULTS?


No

WHAT IS THE TYPE OF COLLISION AND THE EXTENSIVENESS OF THE DAMAGES TO ALL VEHICLES INVOLVED?

I collided with the vehicle in front. My car was slightly damaged but the car in front was seriously dented. The car in front of the car in front of me was also slightly dented (vw)

WERE YOU OR YOUR PASSENGER/S INJURED? IF INJURED, WHICH HOSPITAL? WERE YOU TAKEN TO THE TRAFFIC POLICE FOR INVESTIGATION?

No

Dua Bee Yen 

NAME:

I AFFIRMED THE ABOVE INFORMATION IS GIVEN TO MY BEST KNOWLEDGE

UNDERTAKING

I, Dua Bee Yen, (NRIC No. S7809891J), hereby confirm that the Singapore Accident Statement lodged by me on 12 Oct 2019 at 10 am hours pertaining to the accident involving motor car Reg. No: SGW6612R, in which I was the driver are true and accurate to the best of my knowledge, information and belief.

I acknowledge that my insurers are not liable under the contract of insurance if there is a breach of policy terms and conditions.

In the event that an unrelated/unreported third party property or injury claim arises or there is evidence emerges that there is a breach of policy terms and conditions, I irrevocably undertake to absolve my insurer from all liability under the contract of insurance and I undertake to re-pay any sums paid by my insurers pursuant to the contract of insurance upon receipt of written demand by my insurers.

Signature

:  Dua Bee Yen

Name of Insured / Driver

:

Nric No.

:

S7809891J

Date

:

12/10/19.

Signature

:

Name of Policyholder

:

Nric No.

:

Date

:

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 : 15673

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/1231/2019/NS
Date : 14-Oct-19

Vehicle NOT 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 : Ms Dua Bee Yen
Address : 149 petir road
#10-182
Singapore 670149
Telephone : HP +65 96956286
Type of Claim : Own Damage Claims
Policy No. : 2100503942-02
Vehicle No : **SGW 6612 R**
Model Code : Audi Q3 1.4 TFSI S TRONIC
Model / Year : 16/3/2017
Engine No : CZD 259364
Chassis No : WAUZZZ8U3HR040442
Mileage :
Date In :
Estimated By : Johnny Boo / Allan Wu
Accident Date : 11-Oct-19
Place of Accident : Pie Towards Changi Before Exit 9 Eunos

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle. SGW 6612 R

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 and headlight washer assy.	S/N \$ 360.00 ✓	
2	To dismantle and renew front bumper and both headlights. To repair bonnet. Re-organise crash management components. Reinstall all parts removed.	\$ 2,800.00 750 500.	
3	To respray front bumper and bonnet	\$ 2,400.00 550.	
4	To carry out diagnostic checks.	S/N \$ 192.00 ✓	
TOTAL LABOUR CHARGES		: \$ 5,752.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SGW 6612 R

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remarks
1	FRONT BUMPER <i>Del'd</i>	\$ 1,788.00	✓ 1470.40
2	FRONT BUMPER FIXING PARTS <i>new</i>	\$ 99.00	+
3	FRONT BUMPER AIR GUIDE GRILLE - LH / RH <i>new</i> 2	\$ 278.00	+
4	FRONT BUMPER GRILLE - CENTRE <i>new</i>	\$ 197.00	+ 159.60 ✓
5	FRONT BUMPER CLOSING ELEMENT - LOWER <i>new</i>	\$ 160.00	+
6	FRONT BUMPER SPOILER <i>Not Nee</i>	\$ 349.00	? X
7	RADIATOR GRILLE <i>Can'd</i>	\$ 1,053.00	✓ 842.40
8	RADIATOR GRILLE STRIKER PLATE <i>new</i> <i>2nd</i>	\$ 111.00	? 88.80 ✓
9	FRONT BUMPER SIDE REINFORCEMENT BEAM <i>Not Nee</i>	\$ 770.00	? X
10	FRONT BUMPER FOAM FILLER PIECE <i>Not Nee</i>	\$ 93.00	? X
11	FOAM FILLER PIECE COVER <i>Not Nee</i>	\$ 59.00	? X
12	FRONT BUMPER COVER <i>new</i> <i>Del'd</i>	\$ 112.00	✓ 89.70
13	CAUTION SIGN STICKER <i>1/2</i> NEC	\$ 13.00	✓ 9.76
14	SIGNAL HORN - LH LOW TONE <i>2</i> <i>new</i>	\$ 182.00	+
15	SIGNAL HORN - RH HIGH TONE <i>1</i> <i>new</i>	\$ 182.00	+
16	HEADLIGHT MOUNTING - LH / RH <i>2</i> <i>new</i> 2	\$ 214.00	+
17	HEADLIGHT SUPPORT - LH / RH <i>new</i> 2	\$ 46.00	+
18	HEADLIGHT RETAINING PLATE - LH / RH <i>2</i> <i>new</i> 2	\$ 158.00	+
19	LED HEADLIGHT - LH / RH <i>RH int.</i> <i>1/2</i> 2	\$ 14,174.00	? 5649.60 ✓
20	HEADLIGHT LIFT CYLINDER - LH / RH <i>Not Nee</i> 2	\$ 384.00	+
SUB TOTAL SPARE PARTS :		\$ 20,422.00	

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SGW 6612 R

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remarks
21	HEADLIGHT HOSE <i>new</i>	\$ 170.00	+
22	RADIATOR AIR GUIDE - LH / RH <i>3 new</i>	2 \$ 46.00	+
23	RADIATOR SEALING STRIP - CENTRE	\$ 21.00	+
24	FRONT WHEEL COVER - LH / RH <i>new</i>	2 \$ 472.00	✓ 372.60
25	FRONT NO PLATE <i>Dented</i>	S/N \$ 40.00	→ 40
26	SUNDRIES <i>Not Nec.</i>	\$ 300.00	? X
TOTAL SPARE PARTS		:	\$ 21,471.00
TOTAL LABOUR CHARGES			\$ 5,752.00
GRAND TOTAL			<u>\$ 27,223.00</u>

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 :

Adrian Lim
15/10/19.

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

WIP : 15673

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/1231/2019/NS
Date : 14-Oct-19

Vehicle NOT 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 include HL replacement

jb 18 Nov 19

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms Dua Bee Yen
Address : 149 petir road
#10-182
Singapore 670149
Telephone : HP +65 96956286
Type of Claim : Own Damage Claims
Policy No. : 2100503942-02
Vehicle No : **SGW 6612 R**
Model Code : Audi Q3 1.4 TFSI S TRONIC
Model / Year : 16/3/2017
Engine No : CZD 259364
Chassis No : WAUZZZ8U3HR040442
Mileage :
Date In :
Estimated By : Johnny Boo / Allan Wu
Accident Date : 11-Oct-19
Place of Accident : Pie Towards Changi Before Exit 9 Eunos

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle. SGW 6612 R

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 and headlight washer assy.	S/N \$	360.00	\$ 360.00
2	To dismantle and renew front bumper and both headlights. To repair bonnet. Re-organise crash management components. Reinstall all parts removed.	\$	2,800.00	\$ 750.00
3	To respray front bumper and bonnet	\$	2,400.00	\$ 550.00
4	To carry out diagnostic checks.	S/N \$	192.00	\$ 192.00
TOTAL LABOUR CHARGES		:	\$ 5,752.00	\$ 1,852.00

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SGW 6612 R

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remarks
		\$ 1,788.00	\$ 1,430.40
1	FRONT BUMPER	\$	
2	FRONT BUMPER FIXING PARTS	\$ 99.00	
3	FRONT BUMPER AIR GUIDE GRILLE - LH / RH 2	\$ 278.00	
4	FRONT BUMPER GRILLE - CENTRE	\$ 197.00	\$ 157.60
5	FRONT BUMPER CLOSING ELEMENT - LOWER	\$ 160.00	
6	FRONT BUMPER SPOILER	\$ 349.00	
7	RADIATOR GRILLE	\$ 1,053.00	\$ 842.40
8	RADIATOR GRILLE STRIKER PLATE	\$ 111.00	\$ 88.80
9	FRONT BUMPER SIDE REINFORCEMENT BEAM	\$ 770.00	
10	FRONT BUMPER FOAM FILLER PIECE	\$ 93.00	
11	FOAM FILLER PIECE COVER	\$ 59.00	
12	FRONT BUMPER COVER	\$ 112.00	\$ 89.20
13	CAUTION SIGN STICKER	NEC \$ 13.00	\$ 9.76
14	SIGNAL HORN - LH LOW TONE	\$ 182.00	
15	SIGNAL HORN - RH HIGH TONE	\$ 182.00	
16	HEADLIGHT MOUNTING - LH / RH 2	\$ 214.00	
17	HEADLIGHT SUPPORT - LH / RH 2	\$ 46.00	
18	HEADLIGHT RETAINING PLATE - LH / RH 2	\$ 158.00	
19	LED HEADLIGHT - LH / RH 2	\$ 14,174.00	\$ 5,669.60
20	HEADLIGHT LIFT CYLINDER - LH / RH 2	\$ 384.00	
	SUB TOTAL SPARE PARTS	\$ 20,422.00	\$ 8,287.76

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Material List for Accident Vehicle Regn No. SGW 6612 R

S/N	Parts Description	c/f	Damaged Parts & Prices	
			S/Nett	Remarks
				\$ 8,287.76
21	HEADLIGHT HOSE		\$ 170.00	
22	RADIATOR AIR GUIDE - LH / RH	2	\$ 46.00	
23	RADIATOR SEALING STRIP - CENTRE		\$ 21.00	
24	FRONT WHEEL COVER - LH / RH	2	\$ 472.00	\$ 377.60
25	FRONT NO PLATE	S/N	\$ 40.00	\$ 40.00
26	SUNDRIES		\$ 300.00	
	TOTAL SPARE PARTS	:	\$ 21,471.00	\$ 8,705.36
	TOTAL LABOUR CHARGES		\$ 5,752.00	\$ 1,852.00
	GRAND TOTAL		\$ 27,223.00	\$ 10,557.36

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

Premium Automobiles

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims Dept
Yr Ref: SGW 6612 R

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/OD/1231/2019/NH

4th March 2020

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

Dear Sir,

RE: INSURANCE CLAIM FOR SGW 6612 R, Audi Q3 1.4 TFSI S-TRONIC.

With reference to the above-mentioned vehicle, no. **SGW 6612 R**, claimant, **Ms. Dua Bee Yen**, please find the related document per attached.

1. A copy of the Original invoice no. 85014933 – S\$ 10,440.38.
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 – SGW 6612 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 6388 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 10:27

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: 85014933 Date: 03/03/2020 Order: SGW6612R Term: 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
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Regn No: SGW6612R (V 32373) Regn Date: 16/03/2017 Mileage: 44925 WIP No.: 15673
Model: Q3 1.4 TFSI S tronic 8UGAKX Chassis: WAUZZZ8U3HR040442 Engine: CZD 259364 Dept: U
You have been assisted by :- UB-Kelvin Khoo (138)

		Details	Qty	Unit Price	Amount
S	SUBLET	M: TO SUPPLY VEHICLE NUMBER PLATE	40.00	1.00	40.00
Q	EXC	M: 8888 Insurance Excess/Liability	-800.00	1.00	-800.00
S	BODYWORK	M: TO REMOVE,CHECK AND REINSTALL FRONT WIRE HARNESS FOR HEADLIGHT,HORNS,OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER AND HEADLIGHT.TO REPAIR BONNET.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED	750.00	1.00	750.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER	550.00	1.00	550.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8U0807065L GRU	COVER(LAST) Less 020%	1.00	1788.00	1,430.40
X	A8U0807683C 4U8	(SK)GRILLE AP Less 020%	1.00	197.00	157.60
X	A8U0853651M 1QP	GRILLE Less 020%	1.00	1053.00	842.40
X	A8U0853692C	PLATE (LAST) Less 020%	1.00	111.00	88.80
X	A8U0807081C	COVER(LAST) Less 020%	1.00	111.50	89.20
X	A8K0010520C	STICKER Less 020%	1.00	12.20	9.76
X	A8U0941774A	HEADLIGHT (LAST) AP Less 020%	1.00	7087.00	5,669.60
X	A8U0853717 4U8	(SK)COVER Less 020%	1.00	236.00	188.80
X	A8U0853718 4U8	COVER Less 020%	1.00	236.00	188.80

Parts 8,665.36
Labour 0.00
Sublet 1,892.00
Menus 0.00
Lubricant 0.00

Sub-Total 9,757.36

7% GST 683.02

Grand Total 10,440.38



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: SGW 6612 R

Norah Khai
6768 9828
6841 1183

Body Repair

PA/OD/1231/2019/KK
22 October 2019

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

total pages

RE: CLAIM – OWNER'S SATISFACTION/DISCHARGE VOUCHER

Make & Model : Audi Q3 1.4 TFSI S-TRO
Vehicle Chassis No. : WAUZZZ8U3HR040442
Vehicle Regn No. : **SGW 6612 R**
Vehicle Mileage : 44930 KM
Vehicle Owner : Ms Dua Bee Yen
Certificate No : 2100503942-02
Own Damage Excess : \$ 856.00 (Inclusive GST)
Accident Date : 11 Oct 2019
Place : PIE Towards Changi Before Exit 9 Eunos
Repair Cost : \$ 10,440.38
WIP No. : 15673
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 : _____ 23/10

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	16 Oct 2019		15 Oct 2019 16:13 Edit Adj Rpt	S\$10,557.36 Edit Estimates	S\$10,557.36 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	DUA BEE YEN, ID: S7809891J, Tel: +6596956286, Email: ALEXISDUA@YAHOO.COM		
Vehicle Reg. No.:	SGW6612R	Date of Loss:	11/10/2019 00:00 - :59 [30 Months and 25 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 5418401861SG	Policy/Cover Note No.:	(Comprehensive)
		Excess:	S\$800.00
Repairer:	Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1, 408699 Ubi - Tel: 67689828/9827/9911		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Mithoo Singh, Aashweenjeet Kaur] Aashweenjeetkaur.Mithoosingh@aig.com		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ADRIAN LING] ... [Final Rpt due 24/10/2019]		
Driver/Custodian:	DUA BEE YEN (41 / Female) , NRIC: S7809891J, Tel: +6596956286 Email: ALEXISDUA@YAHOO.COM		

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

- AIG_SG (19/02/2020): Alert - Adj Mandate Approved (S\$10557.36) - SGW6612R - Claim Handler: Mithoo Sin...
- AIG_SG (16/10/2019): Alert - Adj Mandate Approved (S\$5080.00) - SGW6612R - Claim Handler: Mithoo Sing...
- AIG_SG (16/10/2019): SGW6612R / OD / 11/10/2019 / 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














***SGW6612R (5418401861SG)**
OD
Oct 11 2019 12:00AM
[DUA BEE YEN]
Premium Automobiles Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	15/10/19 17:15	Adjuster Immediate Advice	Load HTM	
Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
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Assessment Reports			1 per page	<input checked="" type="checkbox"/>
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46	06/12/19 09:03	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	15/10/19 16:53	Singapore Accident Statement	 Load PDF	
2	15/10/19 16:53	Police Report	 Load PDF	
3	15/10/19 16:53	Certificate of Insurance	 Load PDF	
4	15/10/19 16:53	Driver's Driving License	 Load PDF	
5	15/10/19 16:53	INTERVIEW FORM	 Load PDF	
6	15/10/19 16:53	UNDERTAKING FORM	 Load PDF	
7	15/10/19 16:53	ESTIMATE	 Load PDF	
8	12/12/19 12:02	REVISED ESTIMATE	 Load PDF	
9	09/03/20 14:01	DISCHARGE VOUCHER	 Load PDF	
10	09/03/20 14:01	WORKSHOP INVOICE	 Load PDF	

Linked Accident Report Documents

Assessment Reports			View	View in Browser	<input checked="" type="checkbox"/>
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print	
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6	06/12/19 19:07	Accident Statement	 Load HTM		
7	06/12/19 19:08	Accident Statement	 Load HTM		
8	06/12/19 19:10	Accident Statement	 Load HTM		
9	06/12/19 19:10	Accident Statement	 Load HTM		
Photos/Images			3 per page	<input checked="" type="checkbox"/>	
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print	
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8	12/10/19 11:10	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>	

Assessment Reports			1 per page ▼	✓
No	Finalized On	Premium Automobiles Pte Ltd (UBI)	Thumbnail	Print
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Documentation			1 per page ▼	✓
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4	12/10/19 11:07	POLICE REPORT	 Load JPG	✓
5	21/10/19 11:34	Accident Sketch Plan	 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: <input type="checkbox"/> 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 079120Our File No: CC3/AIG19018183/AQD3S2
Date: 09/03/2020

REFERENCE

Insured/Claimant: DUA BEE YEN Policy No:
Date of Loss: 11/10/2019 Nature of Claim: OD Claim No: 5418401861SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SGW6612R	Engine No:	CZD259364
Make & Model:	AUDI Q3, 1.4 TFSI (A)	Chassis No:	WAUZZZ8U3HR040442
Reg. Date:	16/03/2017 (Man. Year: 2016)	Odometer:	44923 km
Colour:	Bronze		
Engine Capacity:	1395 cc		
Market Value/New Car Price:	S\$106,000.00		
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:	235/55 R17	Rear Tyre Size:	235/55 R17
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	21,471.00	8,705.36	12,765.64	59.46
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,752.00	1,852.00	3,900.00	67.80
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	27,223.00	10,557.36	16,665.64	61.22
- Excess (S\$)	800.00	800.00	0.00	0.00
(S\$)	26,423.00	9,757.36	16,665.64	63.07
+ GST 7.00/7.00% (S\$)	1,849.61	683.02	1,166.59	63.07
Nett Amount (S\$)	28,272.61	10,440.38	17,832.23	63.07

INSPECTION

Date of Assignment:	15/10/2019	
Date Inspected:	15/10/2019	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	1,788.00 FS	*1,430.40 FS
2	1		*FRONT BUMPER FIXING PARTS	Not Necessary	99.00 FS	*- FS
3	2		*FRONT BUMPER AIR GUIDE GRILLE - LH / RH	Not Necessary	278.00 FS	*- FS
4	1		*FRONT BUMPER GRILLE - CENTRE	Not Necessary	197.00 FS	*157.60 FS
5	1		*FRONT BUMPER CLOSING ELEMENT - LOWER	Not Necessary	160.00 FS	*- FS
6	1		*FRONT BUMPER SPONGE	Not Necessary	349.00 FS	*- FS
7	1		*RADIATOR GRILLE	Cracked	1,053.00 FS	*842.40 FS
8	1		*RADIATOR GRILLE STRIKER PLATE	Cracked	111.00 FS	*88.80 FS
9	1		*FRONT BUMPER SIDE REINFORCEMENT BEAM	Not Necessary	770.00 FS	*- FS
10	1		*FRONT BUMPER FOAM FILLER PIECE	Not Necessary	93.00 FS	*- FS
11	1		*FOAM FILLER PIECE COVER	Not Necessary	59.00 FS	*- FS
12	1		*FRONT BUMPER COVER	Deformed	112.00 FS	*89.20 FS
13	1		*CAUTION SIGN STICKER	Necessary	13.00 FS	*9.76 FS
14	1		*SIGNAL HORN - LH LOW TONE	Not Necessary	182.00 FS	*- FS
15	1		*SIGNAL HORN - RH HIGH TONE	Not Necessary	182.00 FS	*- FS
16	2		*HEADLIGHT MOUNTING - LH / RH	Not Necessary	214.00 FS	*- FS
17	2		*HEADLIGHT SUPPORT - LH / RH	Not Necessary	46.00 FS	*- FS
18	1		*HEADLIGHT RETAINING PLATE - LH / RH	Not Necessary	158.00 FS	*- FS
19	1		*LED HEADLIGHT - LH / RH	O/s Cut	14,174.00 FS	*5,669.60 FS
20	2		*HEADLIGHT LIFT CYLINDER - LH / RH	Not Necessary	384.00 FS	*- FS
21	1		*HEADLIGHT HOSE	Not Necessary	170.00 FS	*- FS
22	2		*RADIATOR AIR GUIDE - LH / RH	Not Necessary	46.00 FS	*- FS
23	1		*RADIATOR SEALING STRIP - CENTRE	Not Necessary	21.00 FS	*- FS
24	2		*FRONT WHEEL COVER - LH / RH	Necessary	472.00 FS	*377.60 FS
25	1		*FRONT NO PLATE	Dented	40.00 FS	*40.00 FS
26	1		*SUNDRIES	Not Necessary	300.00 FS	*- FS

F=Franchise part. S=SpcNett.

Total Parts (S\$) 21,471.00 8,705.36

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, CHECK AND REINSTALL FRONT WIRE HARNESS FOR HEADLIGHTS, HORNS, OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY.	New	360.00	360.00
2	TO DISMANTLE AND RENEW FRONT BUMPER AND BOTH HEADLIGHTS. TO REPAIR BONNET. RE-ORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	New	2,800.00	750.00
3	TO RESPRAY FRONT BUMPER AND BONNET.	New	2,400.00	550.00
4	TO CARRY OUT DIAGNOSTIC CHECKS.	New	192.00	192.00
Gross Labour Cost (\$\$)			5,752.00	1,852.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >