

## Claim Audit

| AUDIT TRAIL |                   |                               |                                                                                                                                                                                                                                  |                           |
|-------------|-------------------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| No.         | On                | Audit                         | Remarks                                                                                                                                                                                                                          | By                        |
| 1           | 13 Nov 2019 19:46 | <b>Clim Dtl Modified</b>      | Claimant's Name: -> CHONG CHAI. Claimant's ID: -> S2038390I.                                                                                                                                                                     | [A] HOW MEI KWAN          |
| 2           | 13 Nov 2019 19:46 | <b>Clim Veh Model Changed</b> | (206264) VOLKSWAGEN JETTA GP 1.4 TSI 90 HL HID 1634G5 (A).                                                                                                                                                                       | [A] HOW MEI KWAN          |
| 3           | 13 Nov 2019 19:46 | <b>Clim Created</b>           | Reg No: SLP762H. Acct Date: 2019/11/07. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)                    | [A] HOW MEI KWAN          |
| 4           | 13 Nov 2019 19:46 | <b>Adj Co Assigned</b>        | LKK Auto Consultants Pte Ltd (HQ):: Suggested Adj. : FormTeam Adjusters Pte Ltd.                                                                                                                                                 | [A] HOW MEI KWAN          |
| 5           | 13 Nov 2019 19:46 | <b>Adj Next Rpt Changed</b>   | Next Rpt:Final Rpt.Due Date:2019/11/22                                                                                                                                                                                           | [A] HOW MEI KWAN          |
| 6           | 13 Nov 2019 19:46 | <b>Adj Mandate Set</b>        | Approved:0.00.Reinsp:Adj decides.                                                                                                                                                                                                | [A] HOW MEI KWAN          |
| 7           | 13 Nov 2019 19:46 | <b>Clim Ins Co Changed</b>    | [200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Expre ss)                                                                                                                   | [I] Merimen Administrator |
| 8           | 13 Nov 2019 19:47 | <b>Label Added</b>            | (23):Express.                                                                                                                                                                                                                    | [A] HOW MEI KWAN          |
| 9           | 13 Nov 2019 19:47 | <b>Adj Adjuster Assigned</b>  | [None] -> MOHD TAUFIKH BIN HAMID                                                                                                                                                                                                 | [A] HOW MEI KWAN          |
| 10          | 19 Nov 2019 16:15 | <b>Adj Adjuster Assigned</b>  | MOHD TAUFIKH BIN HAMID -> MOHD RASUL                                                                                                                                                                                             | [A] HOW MEI KWAN          |
| 11          | 07 Jan 2020 15:59 | <b>Adj Rpt Initiated</b>      |                                                                                                                                                                                                                                  | [A] JOANNE LEE KHANG MIN  |
| 12          | 07 Jan 2020 15:59 | <b>Clim Dtl Modified</b>      | Claim Conclusion: -> 3.                                                                                                                                                                                                          | [A] JOANNE LEE KHANG MIN  |
| 13          | 07 Jan 2020 15:59 | <b>Clim Dtl Modified</b>      | JPJ Reg. Date: -> 2017/05/25.                                                                                                                                                                                                    | [A] JOANNE LEE KHANG MIN  |
| 14          | 07 Jan 2020 15:59 | <b>Clim Details Notified</b>  |                                                                                                                                                                                                                                  | [A] JOANNE LEE KHANG MIN  |
| 15          | 14 Feb 2020 11:11 | <b>Adj Mandate Request</b>    | Cur Req:10053.29:PENDING MANDATE APPROVAL AS BELOW: LIABILITY: 100% COR(w/gst):\$9,532.24 LOR(w/gst):\$ 513.60 (\$80 x 5 recommended days + 1 day weekend/downtime - BKW activated) LTA :\$ 7.45 TOTAL :\$10,053.29 REMARKS : BO | [A] VIC ALPEH             |
| 16          | 11 Mar 2020 10:53 | <b>Adj Next Rpt Changed</b>   | Next Rpt:Final Rpt.Due Date:2019/11/22. Mandate Remarks: Please settle at best and ensure all docs read y.                                                                                                                       | [I] Lee, Ming-Yao         |
| 17          | 11 Mar 2020 10:53 | <b>Adj Mandate Set</b>        | Approved:10053.29:Please settle at best and ensure all docs ready.                                                                                                                                                               | [I] Lee, Ming-Yao         |

Date From     Date To     Audit Type

### ACTIVITY

[11/03/2020 15:42] VIC ALPEH:  
 SETTLED @ \$20,053.29  
 BREAKDOWN: \$9,539.69 payable to VOLKSWAGEN GROUP SINGAPORE PTE LTD  
 : \$ 513.60 payable to BKW RENT A CAR PTE LTD  
 [11/03/2020 12:13] VIC ALPEH:  
 Alert - Adj Mandate Approved (S\$10053.29) - SLP762H - Claim Handler: Lee, Ming-Yao  
 Approved:10053.29:Please settle at best and ensure all docs ready.  
 [14/02/2020 11:11] VIC ALPEH:  
 PENDING MANDATE APPROVAL AS BELOW:  
 LIABILITY: 100%  
 COR(w/gst):\$9,532.24  
 LOR(w/gst):\$ 513.60 (\$80 x 5 recommended days + 1 day weekend/downtime - BKW activated)  
 LTA :\$ 7.45  
 TOTAL :\$10,053.29  
 REMARKS : BOLA 22 - OID hit parked TP vehicle  
 [11/12/2019 14:31] VIC ALPEH:  
 PREPARING REPORT FOR MANDATE APPROVAL

### 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 |
|-------------|-------------|-----------|----------|----------|------------------|---------|----------|--------|
| 2345161     | 14 Nov 2019 | TP Case   | Motor    | LKK Auto | AIG Asia         | SLP762H | GBE6109G | 11.77  |

|         |                         |                          |       |                                    |                                             |         |          |       |
|---------|-------------------------|--------------------------|-------|------------------------------------|---------------------------------------------|---------|----------|-------|
|         | 11:18:19                | (Insurer)                |       | Consultants<br>Pte Ltd             | Pacific<br>Insurance Pte.<br>Ltd. (Express) |         |          |       |
| 2398890 | 07 Jan 2020<br>15:59:08 | OD/TP Case<br>(Adjuster) | Motor | LKK Auto<br>Consultants<br>Pte Ltd | LKK Auto<br>Consultants<br>Pte Ltd (HQ)     | SLP762H | GBE6109G | 11.77 |