

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 22 November 2019 12:00 PM
To: Claims; Admin A; SUR
Cc: (nora.khai@premiumauto.com.sg)
Subject: RE: OD CLAIM FOR SLW 5769 U ON 14/11/2019

Dear TRoy,

As instructed by our client , please proceed to repair the **insured vehicle SLW 5769U (Excess S1000/-)**.

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

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

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

AIG OIC -Aashweenjeetkaur.Mithoosingh@aig.com

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 20 November 2019 2:06 PM
To: Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SLW 5769 U ON 14/11/2019

Dear TRoy,

Pending approval from AIG.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 20 November 2019 1:58 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SLW 5769 U ON 14/11/2019

Dear all,

Any update?

Thanks

Best Regards,
TRoy Goh
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Tuesday, 19 November 2019 12:50 PM
To: 'Admin A'; 'Admin-D (LKKAuto)'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLW 5769 U ON 14/11/2019

Dear all,

Survey was just carried up by Adrian this morning, herein attached the estimate with marking for your reference. Kindly assist to update the claims status.

Thanks

Best Regards,
TRoy Goh
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 18 November 2019 3:08 PM
To: 'Admin A'; 'Admin-D (LKKAUTO)'; 'SUR'
Cc: 'Claims'
Subject: RE: OD CLAIM FOR SLW 5769 U ON 14/11/2019

Dear all,

Attached is the estimate for your kind reference.

Best Regards,
 Syafiq
 Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
 55 Ubi Road 1 Road Singapore 408699
 p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
 e. claims@premiumauto.com.sg w. www.audi.com.sg
 Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 15 November 2019 5:37 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIM FOR SLW 5769 U ON 14/11/2019

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.

Kindly arrange survey on 19/11/2019, 10:30am. Owner waiting.

Best Regards,
Syafiq
Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
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View Received Message

This mail is associated with :

***SLW5769U (6334640726SG)**

OD

Nov 14 2019 5:00PM

[COCOBA PTE LTD]

Premium Automobiles Pte Ltd

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From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 22/11/2019 11:20 AM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$10523.00) - SLW5769U - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Approved:10523.00:Re-inspection to be done for damage check and supplementary items / labour.

DOCUMENTS SUMMARY

There are no documents.

Nivitha (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 15 November 2019 5:37 PM
To: 'Admin A'; 'Admin-D (LKKAuto)'; 'SUR'
Cc: 'Claims'
Subject: OD CLAIM FOR SLW 5769 U ON 14/11/2019
Attachments: SLW 5769 U - 14112019.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.

Kindly arrange survey on 19/11/2019, 10:30am. Owner waiting.

Best Regards,
Syafiq
Claims Admin Assistant

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	419E
Vehicle Details	
Vehicle No.:	SLW5769U
Vehicle to be Exported:	No
Intended Deregistration Date:	19 Nov 2019
Vehicle Make:	AUDI
Vehicle Model:	Q5 SPORT 2.0 TFSI QU S TRONIC
Primary Colour:	Blue
Manufacturing Year:	2017
Engine No.:	DAX025620
Chassis No.:	WAUZZZF9J2086927
Maximum Power Output:	185.0 kW (248 bhp)
Open Market Value:	\$44,743.00
Original Registration Date:	22 Feb 2018
First Registration Date:	22 Feb 2018
Transfer Count:	0
Actual ARF Paid:	\$54,641.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	21 Feb 2028
PARF Rebate Amount:	\$40,980.00
Intended COE Rebate Details	
COE Expiry Date:	21 Feb 2028
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$42,322.00
COE Rebate Amount:	\$34,939.00
Total Rebate Amount:	\$75,919.00

The information contained herein is correct as at 19 Nov 2019

OK

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 : 19452

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/1369/2019/NS
Date : 18-Nov-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 : Cocoba Pte Ltd
Address : 421 Tagore Industrial Avenue
#01-25
Singapore 787805
Telephone : HP +65 82811542
Type of Claim : Own Damage Claims
Policy No. : 1900078385
Vehicle No : **SLW 5769 U**
Model Code : Audi Q5 SPORT 2.0 TFSI qu
Model / Year : 22/2/2018
Engine No : DAX 025620
Chassis No : WAUZZZF9J2086927
Mileage : -
Date In : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 14-Nov-19
Place of Accident : Meadows @ Peirce Carpark 626 Upper Thomson

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle. SLW 5769 U

S/n	Nature of Jobs	Estimated Charges	Surveyor's Recommendations
1	To remove and transfer lhs front door and lhs rear door multi-lock system and power window devices. Check function and renew in necessary.	S/N \$ 560.00 ✓	✓
2	To dismantle lhs front dorr panel trim. To remove and transfer lhs wing mirror assy.	S/N \$ 300.00 X.	
3	To dismantle and renew lhs front door and lhs rear door. Re-organise crash management components. Reinstall all parts removed.	\$ 2,400.00 ✓	1000 ✓
4	To respray lhs front door, lhs rear door and door covers. ✓	\$ 3,000.00 ✓	1500 ✓ 550 x 2 = 1100 200 x 2 = 400
5	To carry out diagnostic checks.	S/N \$ 192.00 ✓	✓
TOTAL LABOUR CHARGES		: <u>\$ 6,452.00</u>	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SLW 5769 U

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remarks
1	FRONT DOOR - LH <i>Dented</i>	\$ 2,829.00 ✓	2263.20
2	FRONT OUTER DOOR SEAL <i>Nec</i>	NEC \$ 185.00 ✓	147.60
3	BONDING AGENT <i>Nec</i>	NEC \$ 45.00 ?	35.92
4	CLEANING SOLUTION <i>Nec</i>	NEC \$ 65.00 ?	51.68
5	FRONT DOOR ATTACHMENT PARTS <i>Not Nec</i>	\$ 239.00 ?	X
6	FRONT DOOR CATCH <i>Nec</i>	\$ 132.00 +	
7	FRONT DOOR COVER - LH <i>Nec</i>	\$ 661.00 ✓	528.80
8	REAR DOOR - LH <i>Dented</i>	\$ 2,829.00 ✓	2263.20
9	REAR DOOR SEAL BRACKET <i>Nec</i>	\$ 39.00 +	
10	REAR OUTER DOOR SEAL - LH <i>Nec</i>	NEC \$ 190.00 ✓	152
11	BONDING AGENT <i>Nec</i>	NEC \$ 45.00 ?	35.92
12	CLEANING SOLUTION <i>Nec</i>	NEC \$ 65.00 ?	51.68
13	SEALING STRIP <i>Not Nec</i>	\$ 15.00 ?	X
14	REAR DOOR OUTER SEAL <i>Nec</i>	\$ 201.00 +	
15	REAR DOOR ATTACHMENT PARTS <i>Not Nec</i>	\$ 201.00 ?	X
16	REAR DOOR CATCH <i>Not Damaged</i>	\$ 132.00 +	105.60
17	SILL PANEL SEAL - LH <i>Not Nec</i>	\$ 234.00 X	
18	REAR DOOR COVER - LH <i>Nec</i>	\$ 577.00 ✓	461.20
19	SUNDRIES <i>Nec</i>	\$ 300.00 ?	236

TOTAL SPARE PARTS

: \$ 8,984.00

TOTAL LABOUR CHARGES

: \$ 6,452.00

GRAND TOTAL

: \$ 15,436.00

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

Premium Automobiles

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

Telefax

Name

:

Adrian King

Surveyed Date

:

19/11/19

Authorised Date

:

Excess Cost

:

Liability

:

Remarks

:

Not authorised, 0 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 : 19452

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/1369/2019/NS
Date : 18-Nov-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

*We took 5 days exclude 1 Sunday
jb 19 Mar 20*

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Cocoba Pte Ltd
Address : 421 Tagore Industrial Avenue
#01-25
Singapore 787805
Telephone : HP +65 82811542
Type of Claim : Own Damage Claims
Policy No. : 1900078385
Vehicle No : **SLW 5769 U**
Model Code : Audi Q5 SPORT 2.0 TFSI qu
Model / Year : 22/2/2018
Engine No : DAX 025620
Chassis No : WAUZZZFY9J2086927
Mileage : -
Date In : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 14-Nov-19
Place of Accident : Meadows @ Peirce Carpark 626 Upper Thomson

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle. SLW 5769 U

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendations
1	To remove and transfer lhs front door and lhs rear door multi-lock system and power window devices. Check function and renew in necessary.	S/N \$	560.00	\$ 560.00
2	To dismantle lhs front dorr panel trim. To remove and transfer lhs wing mirror assy.	S/N \$	300.00	
3	To dismantle and renew lhs front door and lhs rear door. Re-organise crash management components. Reinstall all parts removed.	\$	2,400.00	\$ 1,000.00
4	To respray lhs front door, lhs rear door and door covers.	\$	3,000.00	\$ 1,500.00
5	To carry out diagnostic checks.	S/N \$	192.00	\$ 192.00
TOTAL LABOUR CHARGES		:	\$ 6,452.00	\$ 3,252.00

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SLW 5769 U

S/N	Parts Description	Damaged Parts & Prices	
		S/Nett	Remarks
1	FRONT DOOR - LH	\$ 2,829.00	\$ 2,263.20
2	FRONT OUTER DOOR SEAL	NEC \$ 185.00	\$ 147.60
3	BONDING AGENT	NEC \$ 45.00	\$ 35.92
4	CLEANING SOLUTION	NEC \$ 65.00	\$ 51.68
5	FRONT DOOR ATTACHMENT PARTS	\$ 239.00	
6	FRONT DOOR CATCH	\$ 132.00	
7	FRONT DOOR COVER - LH	\$ 661.00	\$ 528.80
8	REAR DOOR - LH	\$ 2,829.00	\$ 2,263.20
9	REAR DOOR SEAL BRACKET	\$ 39.00	
10	REAR OUTER DOOR SEAL - LH	NEC \$ 190.00	\$ 152.00
11	BONDING AGENT	NEC \$ 45.00	\$ 35.92
12	CLEANING SOLUTION	NEC \$ 65.00	\$ 51.68
13	SEALING STRIP	\$ 15.00	
14	REAR DOOR OUTER SEAL	\$ 201.00	
15	REAR DOOR ATTACHMENT PARTS	\$ 201.00	
16	REAR DOOR CATCH	\$ 132.00	\$ 105.60
17	SILL PANEL SEAL - LH	\$ 234.00	
18	REAR DOOR COVER - LH	\$ 577.00	\$ 461.20
19	SUNDRIES	\$ 300.00	\$ 7.26
TOTAL SPARE PARTS		: \$ 8,984.00	\$ 6,104.06
TOTAL LABOUR CHARGES		: \$ 6,452.00	\$ 3,252.00
GRAND TOTAL		: \$ 15,436.00	\$ 9,356.06

All charges are not inclusive of GST.

Legend : Remarks (OK) = Approved, Remarks (X) = Not approved
Spare parts are Special Nett.

Premium Automobiles

55 Ubi Road 1, Singapore 408699

Tel : 6366 2323 Fax : 6841 1183

Telefax

Name :
Surveyed Date :
Authorised Date :
Excess Cost :
Liability :
Remarks :

Please Note : This estimate is based on visual inspection of the affected vehicle.
Should we require further labour charges and spare parts in the
progress of repair, we shall inform you accordingly.
For inspection of vehicle, please refer to Ms Norah Khai at
Tel:6768 9828 for appointment.

Yours faithfully,
Premium Automobiles Pte Ltd

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Friday, 27 March 2020 5:53 PM
To: Boo seng yak; Carrine Leong; Chang Chee Sing; jiayee.yap@premiumauto.com.sg;
SUR
Subject: RE: FINAL REVISION - SLW5769U - OD AIG - SURVEYED 19 NOV 19

Dear Mr Boo,

Confirm repair cost of **\$9356.06** before excess \$1000 and GST @ 5 days

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

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Boo seng yak <boojohnny@gmail.com>
Sent: Thursday, 19 March 2020 3:57 PM
To: Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@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 - SLW5769U - OD AIG - SURVEYED 19 NOV 19

Hi Adrian and all,

Revised estimate and photographs is attached.

Please confirm repair cost of \$9356.16 @ 5 days exclude 1 Sunday.

Your early closure is well appreciated.

Best regards - jb