

Surveyor

Steve

REF:

CCS / AIG 9022564 / Evol3

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.

2100408855-04

Claims No.

Sum Insured:

Excess:

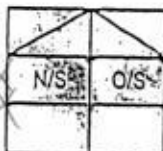
800

(Client's Record)

Make of Veh:

(Policy Condition)

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



Bal. or Market Value:

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR. Seen:

Consistent? : Yes or No

Est. Repairs:

3 4/3/20 Steve

Res.: Yes or No

Lum Sum:

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SCW 9208C

Yr Regn:

April 2015

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

Truck / Traller or

Make:

Audi A6

C.C

1984

Colour

Silk

A/C:

Insured / Std / NI / NA

Sp. Reading

4000

T/Radio: Insured / Std / NI / NA

Eng/No:

CiNo:

WAU 2224 60EN 291672

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modl: Nil / S/Rlm / STD A/Rlm or

Tyre Size:

F:

225/55R17

R:

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

TOYO / YOKO or

Front

Rear

R/Bal.

5

mm

R/Bal.

5

mm

L/Bal.

5

mm

L/Bal.

5

mm

D.O.A.

19/12/19

D.O.I.

24/12/19

Survey held at

Premium

Dos. of Damages: Frt / Rear / O/S / NIS / UIC / Rooftop or

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

Date / Time

Action / Instruction

MV-91K

24/12/19

Revert via merimen

26/12/19

Rece approved \$ 2316 from Lois by merimen

26/12/19

Informed TRoy c/A ex \$800 by email

5/3/20

Final fig \$ 2064.16 (Red 1839.84, 4710 confirmed by email

Date/Time, File Pass to?

☐

: Proll. Report

Days Of Repair:

3

1)

☐

: Final Report

Resurvey No. of Trip:

Survey Fee:

Date/Time, File Return to?

2)

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$

Transportation:

) S + RS - SI

) Plable

) Others

)

TOTAL

Report Format :

Lump Sum / I.B.I: (\$

Surveyor Steve
Mejmen

REF: CC3/A1419022564/Exd|3

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. 2100408855-04
Claims No. _____
Sum Insured: _____ Excess: _____
(Client's Record)
Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: _____
IDAC Accident Rpt: _____ Consistent? : Yes or No
GIA / PR. Seen: _____ Consistent? : Yes or No
Est. Repairs: 2 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: SCW 9208C Yr Regn: 15
Type: M.Cat / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
Truck / Trailer or
Make: Audi A6 cc 1984
Colour Silver AC: Insured / Std / Nil / NA
Sp. Reading 4200 T/Radio: Insured / Std / Nil / NA
EngNo: _____
C/Nr: WAA 222 460 EMI 201672
Gen. Cond: Good / Fair / Poor / Burnt
Steering: In order / Jammed / Leaked / Burnt or
Brake: In order / Jammed / Leaked / Burnt or
Mod: Nil / SRim / STD A/Rim or
Tyre Size: F: 195/55R17
R: _____
BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or
Front R/Bal. 5 mm R/Bal. 5 mm
L/Bal. 5 mm L/Bal. 5 mm
D.O.A. 19/12/19 D.O.I. 24/12/19
Survey held at Premium
Des. of Damages: Front / Rear / O/S / (N/S) / U/C / Roof top or

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

Date / Time	Action / Instruction
	<u>MV 91K</u>
	<u>SCW 9208C-X</u>

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

1) Date/Time, File Return to?

2)

Report Format :
Lump Sum / I.B.I. (\$) _____

Days Of Repair: _____
Resurvey No. of Trip: _____

Add Fee: ☐ : Site Insp (\$) _____
☐ : Interview (\$) _____
☐ : Tech Insp (\$) _____
☐ : Weekshd (\$) _____

Survey Fee: _____
Transportation: _____
S.R.S. \$ _____
Risque _____
Chans _____

TOTAL

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 26 December 2019 12:15 PM
To: Claims; SUR
Cc: (nora.khai@premiumauto.com.sg); (boojohnny@gmail.com)
Subject: RE: OD CLAIMS FOR SCW 9208 C -DOA: 19/12/2019

Dear TRoy,

As instructed by our client , please proceed to repair the **insured vehicle SCW 9208C (Excess S800/-)**.

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 rights **not to pay** if there is no valid approval obtained before repair.

NOTE: Re-inspection require in repaired panel.

AIG OIC- Nadaraja, Deeban] Deebanalnadaraja.Nadaraja@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: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 24 December 2019 2:01 PM
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIMS FOR SCW 9208 C

Dear all,

Survey was just carrier up by surveyor this morning, herein attached the estimate repair with marking for your next action.

Kindly assist and advise the mentioned claims for approval and who is the case handler for this.

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: Monday, 23 December 2019 4:52 PM

To: 'SUR'; 'assignments'

Cc: 'Claims'

Subject: RE: OD CLAIMS FOR SCW 9208 C

Dear all,

Attached is the estimate for your 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, 20 December 2019 1:58 PM
To: 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: OD CLAIMS FOR SCW 9208 C

Dear All,

Please assist to register own policy claims for the above mentioned vehicle.

Attached is the GIA report, DL, Insurance certificate, undertaking and interview form for your reference.

Kindly arrange the survey on 24 of Dec@10am, owner waiting.

Address : 281 Alexandra Road Singapore 159938

Thank you.

Best Regards,
George Wong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6366 2323, option 1
e. Claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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View Received Message

This mail is associated with :

*SCW9208C (0148090488SG)

OD

Dec 19 2019 9:00AM

[ANITA BOENTORO]

Premium Automobiles Pte Ltd

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 26/12/2019 11:38 AM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$2316.00) - SCW9208C - Claim Handler: Nadaraja, Deeban

Approved:2316.00:re-inspection require in repaired panel.

DOCUMENTS SUMMARY

There are no documents.

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 : 23927

Telefax

Estimate	:	Accident Repairs
Workshop	:	Ubi Road 1
Contact No	:	6366 2323
Fax No	:	6841 1183
Reference	:	PA/OD/1506/2019/NS
Date	:	23-Dec-19

Vehicle NOT IN workshop. Please 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 Anita Boentoro
Address	:	9 Newton Road #12-07 Singapore 307997
Telephone	:	HP +65 98623193
Type of Claim	:	Own Damage Claim
Policy No.	:	2100408855-04
Vehicle No	:	SCW 9208 C
Model Code	:	Audi A6 C7 2.0 TFSI MU 4G
Model / Year	:	Apr-15
Engine No	:	CDN 41705
Chassis No	:	WAUZZZ4G0EN201672
Mileage	:	-
Date In	:	-
Estimated By	:	Johnny Boo / Allan Wu
Accident Date	:	19-Dec-19
Place of Accident	:	9 Newton Road Car Park B1

Premium Automobiles

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

Telefax

Estimated Labour Charges for Accident Vehicle SCW 9208 C

S/N	Nature of Jobs	Estimated Charges	Surveyor's Recommendations
1	To dismantle and renew lhs sill panel trim. To repair lhs sill panel. Re-organise crash management components. Reinstall all parts removed. <i>591X1</i>	\$ 1,600.00	<i>590</i> ✓
2	To respray lhs sill panel trim and lhs sill panel. <i>550X1</i>	\$ 2,000.00	<i>550</i> ✓
3	To carry out diagnostic check.	S/N \$ 192.00	✓
SUB TOTAL LABOUR CHARGES		: \$ 3,792.00	

Premium Automobiles

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

Telefax

Material List for Accident Vehicle Regn No. SCW 9208 C

S/N	Parts Description	Damage Parts & Prices	
		S/NETT	REMARKS
1	SIDE MEMBER - LH ✓ RR	\$ 783.00	626.46
2	CLIP ATTACHMENT PARTS ✓ NK	4 \$ 96.00	76.56
3	ADHESIVE TAPE ATTACHMENT PARTS ✓ NK	\$ 15.00	11.36
4	STONE CHIP 8 NK X NM	S/N \$ 180.00	X
5	SUNDRIES ? ✓ NK	\$ 300.00	18.64
TOTAL SPARE PARTS		: \$ 1,374.00	
TOTAL LABOUR CHARGES		: \$ 3,792.00	3904

Premium Automobiles

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

[Signature]
26/12/2019

Telefax

Name

Surveyed Date

Authorised Date

Excess Cost

Liability

Remarks

: Steve (LKK)

:

:

:

:

:

24/12/19, 10.00 am

OA - Not Author (Cred)

Excess - ?

P/P

Ry Bel SJ

3 2 dy

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

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 approved by LKK and is subject to final approval from insurance company

Acknowledged by Repairer

Signature:

Date:

Johnny Boo
Body Repair Manager

Allan Wu
Claims Consultant

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Thursday, 13 February 2020 10:36 AM
To: glory.tan@premiumauto.com.sg; SUR
Cc: allan.wu@premiumauto.com.sg; 'Claims'
Subject: RE: Supplementary item for SCW 9208 C
Attachments: IMG.pdf

Dear Glory,

Refer marking.

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: glory.tan@premiumauto.com.sg <glory.tan@premiumauto.com.sg>
Sent: Thursday, 13 February 2020 10:16 AM
To: SUR <sur@lkkauto.com>
Cc: allan.wu@premiumauto.com.sg; 'Claims' <claims@premiumauto.com.sg>
Subject: Supplementary item for SCW 9208 C

Hi all,

Please refer to the attached for supplementary item for SCW 9208 C.

The stone guard film is a necessary item whenever the sill panel trim is renewed.

Herby attached with the sample of the stone guard film looks like.

Please revise the supplementary list in the attached and get back to us.

Thank you.

Best Regard,
Glory Tan
Bodyworks Department

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 f. +65 6841 1183
e. glory.tan@premiumauto.com.sg w. www.audi.com.sg

Veron Chen (LKKAUTO)

From: glory.tan@premiumauto.com.sg
Sent: Thursday, 13 February 2020 10:16 AM
To: SUR
Cc: allan.wu@premiumauto.com.sg; 'Claims'
Subject: Supplementary item for SCW 9208 C
Attachments: 13022020101034-0001.pdf; WhatsApp Image 2020-02-13 at 9.42.11 AM.jpeg

Hi all,

Please refer to the attached for supplementary item for SCW 9208 C.

The stone guard film is a necessary item whenever the sill panel trim is renewed.

Herby attached with the sample of the stone guard film looks like.

Please revise the supplementary list in the attached and get back to us.

Thank you.

Best Regard,
Glory Tan
Bodyworks Department

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **f.** +65 6841 1183

e. glory.tan@premiumauto.com.sg **w.** www.audi.com.sg

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

Premium Automobiles Pte Ltd

55 Ubi Road 1, Singapore 408699

Tel : (65) 6366 2323 Fax : (65) 6841 1183

Supplementary Estimate 1

GST Reg No. 19-9902271-W

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

Estimate No.

PA/OD/1506/2019/NS

Date

13-Feb-20

Service Advisor

Glory Tan

Pages

1 of 1

Regn No

SCW 9208 C

Model No

Audi A6 C7 2.0 TFSI MU 4G

Quantity	Description	Unit Price	Amount
<u>Parts</u>			
1	Stone guard film LHS / MC	\$ 112.00	89.20

TOTAL

\$ 112.00

Steve 13/2/20

For Premium Automobiles Pte Ltd

Authorised Signature

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 : 23927

Telefax

Estimate : Accident Repairs
Workshop : Ubi Road 1
Contact No : 6366 2323
Fax No : 6841 1183
Reference : PA/OD/1506/2019/NS
Date : 23-Dec-19

Vehicle NOT IN workshop. Please arrange for survey

AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way

#07-16 AIG Building

Singapore 079120

Hi Steve,

3 days - ok - Jy - 04 Mar 2020

Attn: Mr. Adrian Ling - Motor Claims Dept

Tel: 6841 0055 - Fax: 6256 4315

Owner's Name : Ms Anita Boentoro
Address : 9 Newton Road
#12-07
Singapore 307997
Telephone : HP +65 98623193
Type of Claim : Own Damage Claim
Policy No. : 2100408855-04
Vehicle No : **SCW 9208 C**
Model Code : Audi A6 C7 2.0 TFSI MU 4G
Model / Year : Apr-15
Engine No : CDN 41705
Chassis No : WAUZZZ4G0EN201672
Mileage : -
Date In : -
Estimated By : Johnny Boo / Allan Wu
Accident Date : 19-Dec-19
Place of Accident : 9 Newton Road Car Park B1

Premium Automobiles Pte Ltd

55 Ubi Road 1, Singapore 408699

Tel : (65) 6366 2323 Fax : (65) 6841 1183

Supplementary Estimate 1

GST Reg No. 19-9902271-W

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		Estimate No. Date Service Advisor Pages Regn No Model No	PA/OD/1506/2019/NS 13-Feb-20 Glory Tan 1 of 1 SCW 9208 C Audi A6 C7 2.0 TFSI MU 4G	
Quantity	Description	Unit Price	Amount	
<u>Parts</u> 1	Stone guard film LHS	\$ 112.00	\$ 89.20	
TOTAL		\$ 112.00	\$89.20	

For Premium Automobiles Pte Ltd

Authorised Signature

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: Thursday, 5 March 2020 11:15 AM
To: jiayee.yap@premiumauto.com.sg; Steve Chen (LKK Auto); SUR; Admin A; CS A Team
Cc: 'Boo seng yak'; 'Carrine Leong'; 'Chang Chee Sing'
Subject: RE: FINAL REVISION - SCW9208C - OD AIG - SURVEYED 24 DEC 19

Dear Jia Yee,

Confirm repair cost of \$2064.16 before excess \$800 and GST @ 3 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: jiayee.yap@premiumauto.com.sg <jiayee.yap@premiumauto.com.sg>
Sent: Wednesday, 4 March 2020 2:19 PM
To: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Adrian Ling (LKKAuto) <adrianling@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@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 - SCW9208C - OD AIG - SURVEYED 24 DEC 19

Hi Steve and all,

Revised estimate is attached.

Please confirm repair cost of \$2064.16 @ 3 days.

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. jiayee.yap@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223