Nivitha (LKK Auto)

From:

Claims <claims@premiumauto.com.sg>

Sent:

Tuesday, 31 December 2019 9:37 AM

To:

'SUR'; 'assignments'

Cc:

'Claims'

Subject:

OD CLAIMS FOR 753 R

Attachments:

SJX 753 R 30122019.PDF; SKM_364e19123109280.pdf

Dear All,

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

Attached is the GIA report, DL, Interview form and undertaking form for your reference.

Kindly arrange the survey on 3 of Jan 2020@330pm, 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

WELCOME TO THE 8TH DIMENSION.

THE ALL-NEW AUDI Q8.

FIND OUT MORE

Email Disclaimer

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

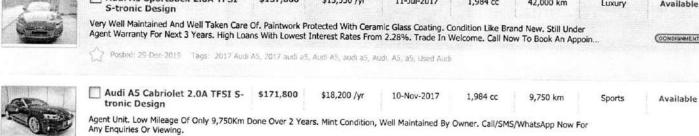
Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	680J
Vende Denails	
Vehicle No.:	SJX753R
Vehicle to be Exported:	No
Intended Deregistration Date:	06 Jan 2020
Vehicle Make:	AUDI
Vehicle Model:	A5 SB 2.0 TFSI S TRONIC (DESIGN)
Primary Colour:	Green
Manufacturing Year:	2017
Engine No.:	CVK050875
Chassis No.:	WAUZZZF5XJA049879
Maximum Power Output:	140.0 kW (187 bhp)
Open Market Value:	\$37,949.00
Original Registration Date:	07 Dec 2017
First Registration Date:	07 Dec 2017
Transfer Count:	0
Actual ARF Paid:	\$40,129.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	06 Dec 2027
PARF Rebate Amount:	\$30,096.00
Intended CO=Repare Details	e de les altres de la companya de l
COE Expiry Date:	06 Dec 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$57,390.00
COE Rebate Amount:	\$45,433.00
Total Rebate Amount:	\$75,529.00

The information contained herein is correct as at 06 Jan 2020

ОК

142,000 75,529 66471

1/6/2020 Used Audi A5 Car & Used Cars & Vehicles Singapore - sgCarMart SGCARMART.COM Login | Sign up | f Connect **New Cars Used Cars Rental Cars** Sell My Car Directory **Products** Insurance Articles Forum Resourc 24-Hour Clinic @ Bedok Open on all weekends & public holidays. Visit our website for estimat Audi Q5 2.0(A) TFSI Quattro S-tronic Sport (S-Line) Post an Advertisement **VALUE FOR MONEY** Sell it yourself! Advertise it at just Most Sporty Q5 In SGI **VALUE FOR TIME** \$58 until it's SOLD! Expensive 20" Rims! 5+5yrs A PEACE OF MIND Servicing By PA! Low Mileage! Direct Owner StarAd Post an Ad Advertiser Login Ways of Selling HOTLINE: 6741 9997 view our cars Browse by Category Save Search Print Sort by Date Posted ▼ 20 results/page 3 vehicles Search Audi A5 Advanced Search Search Model Price • Depreciation -Reg Date -Eng Cap ▼ Mileage v Veh Type ▼ Status 🔻 Search Selection Audi A5 Any Any 2017 Any Available Audi A5 Sportback 2.0A TFSI \$136,800 \$15,350 /yr 19-Jul-2017 1.984 cc 44.238 km Luxury Available S-tronic Design Latest Audi A5 Model, Luscious Tango Red Wrap With Nougat Brown Interior, 5 Years Audi Agent Warranty Till Dec 2022, Fully Audi Agent Servicing Since Day One, One Meticulous Owner Whom Wash The Car Daily By Himself And Grooming Done Monthly By The Detailers, V. Posted: 04-Jan-2020 Tags: 2017 Avid: A5, 2017 avd: a5, Avd: A5, avd: a5, Avd: A5, avd: A5, a5, Used Avd: Audi A5 Sportback 2.0A TFSI \$137,800 \$15,530 /yr 11-Jul-2017 1.984 cc 42,000 km Luxury Available S-tronic Design Very Well Maintained And Well Taken Care Of, Paintwork Protected With Ceramic Glass Coating. Condition Like Brand New, Still Under Agent Warranty For Next 3 Years. High Loans With Lowest Interest Rates From 2.28%. Trade In Welcome, Call Now To Book An Appoin. (CONSIGNMENT)



Republic Auto Posted: 14-Nov-2019 Tags: 2017 Audi A5, 2017 audi a5, Audi A5, audi a5, Audi, A5, a5, Used Audi

Save this search criteria, to get email alerts whenever a match is found. Save Search Make Model Price ▼ Depreciation ▼ Reg Date Eng Cap ▼ Mileage ▼ Veh Type ▼

20 ▼ results/page

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For old advertisements, view Expired ads

Shirley Hiew (LKK Auto)

From:

Shirley Hiew (LKK Auto)

Sent:

Tuesday, 7 January 2020 12:05 pm

To:

Claims

Cc:

SUR; assignments

Subject:

RE: OD CLAIMS FOR 753 R

Dear All,

As instructed by our client, please proceed to repair the insured vehicle SJX 753R (Excess \$ 1,600/-).

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

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

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

"Wishing you a Happiness and Prosperity New Year"

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: <u>Sur@lkkauto.com</u> | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims <claims@premiumauto.com.sg>

Sent: Thursday, 2 January 2020 4:20 pm

To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OD CLAIMS FOR 753 R

Dear all,

Attached is the estimate for your reference.

Best Regards,

Syafiq

Claims Admin Assistant

View Sent Message

This mail is associated with:

*SJX753R (28187263785G)

OD Dec 30 2019 9:10AM [BEATRICE CHENG BEE ONG] Premium Automobiles Pte Ltd

Resend	View Recipients Print Message Delete Message Forward
	LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 09/01/2020 17:13 PM.
From To	victor-ck,koh@aig.com

Subject	sur@ikkauto.com Re: Alert - Adj Mandate Approved (S\$15896.00) - SJX753R - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Dear Victor,

We refer to your below email above matter.

According to our surveyor, as for labour no.2, agreed that should be removed,

Labour no.7 reduced to 6 days (\$ 3,000.00).

Spray paint will be 4 panel (\$ 2,200.00).

Sorry for the inconvenience cause.

Thank you. Best Regards, Shirley Hiew | 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)

<-- Original Message -->

From: AIG_SG To: LKK_HQ

Sent On: 07/01/2020 09:11 AM

Subject: Alert - Adj Mandate Approved (S\$15896.00) - SJX753R - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Approved:15896.00:To authorize repair first. Note: Why labour 2 is necessary door not replace? To take out. Why labour 7 at 9 days kindly breakdown? Labour 8 - why 5.5 panels? Rear door, rear fender -2, Rocker panel, roof panel, end panel - blendi

DOCUMENTS SUMMARY

There are no documents.

View Received Message

This mail is associated with:

*SJX753R (28187263785G)

OD Dec 30 2019 9:10AM [BEATRICE CHENG BEE ONG] Premium Automobiles Pte Ltd

Mark as Unread Print Message Delete Message Forward Reply All Reply

AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 07/01/2020 09:11 AM. From

LKK_HQ Tο

Subject

Alert - Adj Mandate Approved (S\$15896.00) - SJX753R - Claim Handler: Mithoo Singh, Aashweenjeet Kaur

Approved:15896.00:To authorize repair first. Note: Why labour 2 is necessary door not replace? To take out. Why labour 7 at 9 days kindly breakdown? Labour 8 - why 5.5 panels? Rear door, rear fender -2, Rocker panel, roof panel, end panel - blendi

DOCUMENTS SUMMARY

There are no documents.

As for the labour 2, agreed that this labour should be removed. It for the labour 7, reduced to 6 days (\$3000) not 9 days. Spray paint will be 4 panel (82,200) Borry for the inconvenience cause.

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:

Tan, Bennie-WZ

Date: 06 Jan 2020

Preliminary Advice

Vehicle No

: SJX753R

Accident Date

: 30/12/2019

Make

Policy No.

: 1700086430-01

Inspection At

: AUDI A5

Assignment Date

: 06/01/2020

Excess

: \$\$0.00

Date of Inspection

: 03/01/2020

Est. Duration of Repair

: 12 days

: Premium Automobiles Pte Ltd (UBI) 55 Ubi Road 1

Singapore 408699

Point of Impact / General Description of Damages

The vehicle sustained impact / damages n/s rear portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	27,274.00
Revised Amount	:S\$	15,896.00
Check Items (Estimated)	:S\$	800.00
Total	:S\$	16,696.00

Lump Sum Repair

Margin for Repair

:S\$

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	142,000.00
COE / PARF Rebate	:S\$	75,529.00
Salvage Value	:S\$	
Margin for Repair	:S\$	66,471.00

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

- 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 witholding 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.

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	31/12/2019 09:03				
Date Of Accident	30/12/2019 09:10				
Exact Location Of Accident	GOLDEN MILE COMPLEX CAR PARK				
Country/State of Loss	SINGAPORE				

Vehicle Registration Number

SJX753R

Insured/Policyholder

Name Of Registered Owner

BEATRICE CHENG BEE ONG

NRIC No

SXXXX680J

Email Address

BEATRICEONG14@GMAIL.COM

Mobile Phone No

(LOCAL) +65-91370140

Alternative Phone No

OFFICE-91370140

Vehicle Particulars

Manufacturer

AUDI

Model

A5 SPORTBACK 2.0 TFSI

Exact Purpose for which vehicle was being used at

time of accident

PRIVATE USE

Are you claiming under your own insurance policy

for repair to your vehicle?

YES

If No, Please state action to be taken

Vehicle Category

PRIVATE CAR

Insurance Company

Name of Insurance Company

AIG ASIA PACIFIC INSURANCE PTE. LTD.

Type Of Coverage

COMPREHENSIVE

Fleet Policy

NO

Policy Number

1700086430-01

Cover Note Number

Driver

Name of Driver

BEATRICE CHENG BEE ONG

NRIC No Date Of Birth SXXXX680J

19/12/1965 INDOOR Occupation

Date Of Driving Pass

16/01/1998

Driving Experience

21 YEARS AND 11 MONTHS

Gender

FEMALE

Mobile Number

Fax Number

(LOCAL) +65-91370140

Contact Number

OFFICE-91370140

14 MOULMEIN RISE Address 308129 Postcode Was driver an employee of the Insured's Company NO If No, Relationship of the Driver with the Insured **OWNER** Vehicle Registration Number of Driver's Own Vehicle Insurance Company of Driver's Own Vehicle **General Information of the Accident** COLLIDED INTO PROPERTY Type Of Accident Weather Conditions **CLEAR** DRY Road Surface Other Information Was any foreign vehicle involved in this accident? NO Number of vehicles (including own vehicle) 1 involved in the accident NO Was any body injured in the Accident? Was any injured conveyed to hospital by NO ambulance? Was any other material or property damaged? NO I have been approached by unknown person(s) NO soliciting/offering accident claims assistance. 1 Number of Passengers (Including Driver) **Details of Police Action** NO Was the accident reported to the police? If Yes, Please state which Police Station NO Was notice of intended Prosecution given? If Yes, against whom?

Circumstances of Accident

SCRAPED THE LEFT HAND REAR SIDE OF CAR AGAINST PILLAR WHILST TURNING INTO CAR PARK @ BARRIER.

Attachment(s)

Are accident photos available for attachment? YES
Was there any video captured by Car Camera? NO
Was there any audio recorded? NO

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.
- Information provided must be as <u>truthful</u> and <u>accurate as possible</u>. Any wilful misrepresentation or withholding of material facts may allow insurance companies to <u>repudiate policy liability</u>.
- 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.
- 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.
- 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 collectively.
 - 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:

8.40 am

Driver's Signature

(If driver is not the policyholder)

Date & Time:

8.40 am

Reporting Centre Personnel's Signature

Name: WONG EHOLIG SENS, GEN

NRIC/FIN No.: 627871+34

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

Email: Nora.khai@premiumauto.com.sg / claims@premiumauto.com.sg

WIP: 24732

Telefax

Accident Repairs Estimate

Ubi Road 1 Workshop 6366 2323 **Contact No** 6841 1183 Fax No

PA/OD/1544/2019/NS Reference

2-Jan-20 Date

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

Ms Beatrice Cheng Bee Ong Owner's Name

90 Chestnut Drive Address

Singapore 679319

(HP) 91370140 Telephone Own Damage Claims Type of Claim 1700086430-01

Policy No.

SJX 753 R Vehicle No :

Audi A5 SB 2.0 TFS Model Code

7/12/2017 Model / Year CVK 050875 **Engine No** :

WAUZZZF5XJA049879 Chassis No

Mileage Date In

Johnny Boo / Allan Wu **Estimated By**

Accident Date 30-Dec-20

Golden Mile Complex Car Park **Place of Accident**

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

Telefax

Estimated Labour Charges for Accident Vehicle SJX 753 R

S/n	Nature of Jobs		Estimated Charges	Surveyor's Recommendations
1	To remove and reinstall rear parking aid and rear lid kick sensor. Check function and renew according to damage.	S/N	\$ 360.00	
2	To remove and transfer lhs rear door's multi- lock system and power window devices. Check function and renew if necessary.	S/N	\$ 280.00	· X
3	To renew lhs 1/4 glass to facilitate fender renewal.	S/N	\$ 300.00	
4	To install 1/4 glass solar film.	S/N	\$ 400.00?	invoite.
5	To dislodge and reinstall rear wire harness for lights, battery manager, fuse and relay trays, electrical and audio equipment.	5/N	\$ 1,400.00	
	SUB TOTAL LABOUR CHARGES	:	\$ 2,740.00	

Premium Automobiles 55 Ubi Road 1, Singapore 408699

Tel: 6366 2323 Fax: 6841 1183

Telefax

Estimated Labour Charges for Accident Vehicle SJX 753 R

			Estimated	Surveyor's
S/n	Nature of Jobs		Charges	Recommendations
6	To remove and reinstall rear seat, back rest, hat tray, abcd pillar trims, luggage compartment trims. Dislodge roof liner and disengage curtain airbag etc.	S/N	\$ 1,400.00	
7	To dismantle rear bumper, rear lid, lhs sill panel trim and lhs rear door. Cut out and weld lhs rear fender. To renew lhs rear door. Re-organise crash management components. Reinstall all parts removed.		\$ 8,000.00	500 Buro.
8	To respray lhs rear door, door handle, lhs rear fender, lhs sill panel, door entrances, roof channel, drain panel and end panelling. To carry out stone chip treatment and joint sealer works.		\$ 5,460.00 3	1025 2010.
9	To renew lhs rear rim and carry out wheel alignment.	S/N	\$ 280.00	`
10	To carry out diagnostic check.	S/N	\$ 192.00	
	TOTAL LABOUR CHARGES	:	\$ 18,012.00	

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

Telefax

Material List for Accident Vehicle Regn No. SJX 753 R

			Damaged Parts	
S/N	Parts Description		 S/Nett	Remarks
1	SIDE PANEL - LH X		\$ 2,285.00	
2	SIDE WINDOW - LH		\$ 653.00	
3	REAR DOOR - LH report		\$ 2,829.00	
4	REAR DOOR OUTER SEAL-LH	NEC	\$ 201.00	
5	BONDING AGENT New /	NEC	\$ 45.00	
6	CLEANING SOLUTION MA	NEC	\$ 65.00	
7	REAR DOOR CATCH 🗡		\$ 109.00	
8	DOOR HANDLE TRIM PLATE - LH 🗡		\$ 80.00	
9	TRIM - LH 🏏		\$ 124.00	
10	SILL PANEL TRIM ATTACHMENT PARTS		\$ 118.00	
11	SILL PANEL TRIM ATTACHMENT PARTS AND SILL PANEL TRIM ADHESIVE TAPES & New		\$ 192.00	
12	WHEEL HOUSING LINER - LH 🖟		\$ 256.00	
13	WHEEL HOUSING LINER ATTACHMENT PARTS 🔨		\$ 82.00	
14	REAR ALUMINIUM RIM - LH 💢		\$ 943.00	
15	ACRYLIC SEALANT NO.	S/N	\$ 180.00	
16	CAVITY WAX Ne	S/N	\$ 140.00	
17	METAL FILLER POWDER /	S/N	\$ 280.00	
18	1/4 GLASS SEALANT ALL	S/N	\$ 100.00	
19	STONE CHIP LL	S/N	\$ 180.00	
20	SUNDRIES ?		\$ 400.00 7	
	TOTAL SPARE PARTS CHARGES	:	\$ 9,262.00	
	TOTAL LABOUR CHARGES	:	\$ 18,012.00	
	GRAND TOTAL	•	\$ 27,274.00	

All charges are not inclusive of GST.

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

Spare parts are Special Nett.

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

Telefax

Name

RASIL - Hp 90010668 03/01/2020@1550 12 days.

Surveyed Date

Authorised Date Excess Cost

Liability

Remarks

RESURT Resurg be for privat

This estimate is based on visual inspection of the affected vehicle. Please Note

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 resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Johnny Boo **Body Repair Manager** Allan Wu Claims Consultant