

A19 CC3/A19 20001216/A19A3

ASSIGNMENT

Mikmer

From

Date

20.1.2020

Veh No

SJW4392C

yr Regn

2019, Nov

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

Truck / Trailer or

Make:

Audi A4 Sedan.

c.c

1984

Colour

Grey.

A/C:

Insured / Std / NI / NA

Sp. Reading

638

T/Radio:

Insured / Std / NI / NA

Eng/No:

WAUZZZF44KA113388.

C/No:

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

Tyre Size:

F:

205/60R16.

R:

205/60R16.

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

TOYO / YOKO or

Continental

Front

Rear

R/Bal.

06

mm

R/Bal.

06

mm

L/Bal.

06

mm

L/Bal.

06

mm

D.O.A.

D.O.I.

20/01/20

Survey held at

Premium

Des. of Damages: ☒ Frt / ☒ Rear / ☒ N/S / ☒ UIC / ☒ Rooftop or

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

Date / Time

Action / Instruction

OD A19

SJW 4392C - CC6 / A19 1300431 / mirm 302 12/11/2019

21/01/2020 10.22am revert to Victor via Mikmer.

MV: 160k 28/11@11.55am - authorise repair by Victor Koh *Note labour

PV: 68.5k 28/11@12.07pm - inform premium authorise repair

Nett: excess \$600 *Note labour

30/06/20@4.04pm confirmed with Mr Boo final fig \$8528.08, 4 days. (Red \$5948.92, 41%)

Date/Time, File Pass to?

☐

Prel. Report

1)

☐

Final Report

Date/Time, File Return to?

Days Of Repair:

4

Resurvey No. of Trip:

Survey Fee:

Transportation

S + RS: \$

Pindex

Other:

TOTAL

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

Meal and

Report Form

MER-OD

I.B.I: \$ 8528.08

Nivitha (LKK Auto)

From: Claims <claims@premiumauto.com.sg>
Sent: Thursday, 16 January 2020 5:52 PM
To: 'Admin A'; 'Nivitha (LKK Auto)'; 'SUR'
Cc: 'Claims'
Subject: OD CLAIM FOR SJW 4392 C ON 16/1/2020
Attachments: SJW 4392 C - 16012020.pdf

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 20/1/2020, 12.30pm. 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 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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Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 5 February 2020 11:04 AM
To: claims@premiumauto.com.sg; Denise Tay (LKKAUTO); SUR
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Kee Siang,

As instructed by our client, please proceed to repair the insured vehicle **SJW 4392C** based on our **surveyor recommendation. (Excess \$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 rights **not to pay** if there is no valid approval obtained before repair.

"Wishing you a Happy and Prosperous Lunar New Year"

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@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Tuesday, 4 February 2020 3:09 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Denise,

Any update from AIG regard to our email below ?

Best Regards,
Kee Siang
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 **P.** +65 9871 9902

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@premiumauto.com.sg <claims@premiumauto.com.sg>

Sent: Tuesday, 28 January 2020 12:35 PM

To: 'Denise Tay (LKKAUTO)' <denisetay@lkkauto.com>; 'Shiau Chan (LKKAUTO)' <siewsc@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Denise,

We maintain our asking price.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 P. +65 9871 9902

e. claims@premiumauto.com.sg w. www.audi.com.sg

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From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Tuesday, 28 January 2020 12:07 PM
To: claims@premiumauto.com.sg; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SJW 4392C (Excess \$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 rights **not to pay** if there is no valid approval obtained before repair.

Note: Labour at (4hrsx2=8hrs) 1.5 days @\$750.00 - To re-negotiate.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Thursday, 23 January 2020 5:10 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Denise,

Attached is the document for your reference.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 P. +65 9871 9902



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From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Sent: Thursday, 23 January 2020 3:37 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; claims@premiumauto.com.sg; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Kelvin,

We have request for the interview form and undertaking letter.

Please sent us. Approval cannot be given if we don't have the documents

Best Regards,

Denise Tay | 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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Thursday, 23 January 2020 9:51 AM

To: claims@premiumauto.com.sg; SUR <sur@lkkauto.com>

Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Kelvin,

Not yet.

"Wishing you a Happy and Prosperous Lunar New Year"

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Thursday, 23 January 2020 7:44 AM
To: SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Hi All,

Any update ?

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 P. +65 9871 9902
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@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Tuesday, 21 January 2020 9:17 AM
To: 'SUR' <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear All,

Any update on repair approval ?

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 P. +65 9871 9902

e. claims@premiumauto.com.sg w. www.audi.com.sg

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

Sent: Monday, 20 January 2020 3:25 PM

To: 'SUR' <sur@lkkauto.com>

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

Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear All,

Attached is the marked estimate and CI for your reference.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

D. +65 6768 9911 P. +65 9871 9902

e. claims@premiumauto.com.sg w. www.audi.com.sg

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

Sent: Thursday, 16 January 2020 5:52 PM

To: 'Admin A' <admin-a@lkkauto.com>; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>; 'SUR' <sur@lkkauto.com>

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

Subject: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear all,

Kindly register OD claim for this vehicle. Attached is the GIA for your reference.

We will forward you the estimate once it is available.

Kindly arrange survey on 20/1/2020, 12.30pm. 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 9828 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

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Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	16 Jan 2020 17:49	Clim Veh Model Changed			[] Merimen Administrator
2	16 Jan 2020 17:49	Clim Created	Reg No: SJW4392C. Policy No: 1900247429. Acct Date: 2020/01/16. Claim Type: SC. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Ins.Status => Notification. Created from SAS:MPA120007588		[I] Merimen Administrator
3	21 Jan 2020 09:15	Clim Registration Modified	Setl.Type:3->0. Claim Type:SC->OD.		[] LEE SU THING
4	21 Jan 2020 09:15	Adj Clm Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)		[] LEE SU THING
5	21 Jan 2020 09:15	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] LEE SU THING
6	21 Jan 2020 09:15	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/01/31		[A] LEE SU THING
7	21 Jan 2020 09:15	Adj Mandate Set	Approved:8000.00.Reinsp:Adj decides.		[A] LEE SU THING
8	21 Jan 2020 09:15	Clim Registration Modified	Rep:1137->200611.		[A] LEE SU THING
9	21 Jan 2020 09:15	Clim Veh Model Changed	(201407) AUDI A4 2.0 TFSI Limited Edition (A).		[A] LEE SU THING
10	21 Jan 2020 09:15	Adj Adjuster Assigned	[None] -> ADRIAN LING		[A] LEE SU THING
11	21 Jan 2020 10:17	Adj Rpt Initiated			[A] SHIAU CHAN
12	21 Jan 2020 10:17	Insured Phone No Updated	[None] -> [+6591849073]		[A] SHIAU CHAN
13	21 Jan 2020 10:17	Clim Dtl Modified	Claim Conclusion: -> 3.		[A] SHIAU CHAN
14	21 Jan 2020 10:17	Clim Dtl Modified	JPJ Reg. Date: -> 2019/11/27.		[A] SHIAU CHAN
15	21 Jan 2020 10:17	Clim Details Notified			[A] SHIAU CHAN
16	21 Jan 2020 10:21	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2020/01/31		[A] SHIAU CHAN
17	21 Jan 2020 10:22	Adj Mandate Request	Cur.Req:11241.00:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT AUTHORISE R EPORT.		[A] SHIAU CHAN
18	24 Jan 2020 09:59	Clim Registration Modified	Init.Est.->6,000 - 7,000. Excess: -> 600.00. 2F Remarks: -> Not Applicable. GST: -> 7.00.		[I] Nadaraja, Deeban
19	24 Jan 2020 09:59	Label Added	(20226):Coverage Confirmed.		[A] Merimen Administrator
20	28 Jan 2020 11:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/01/31. Mandate Remarks: Note: Labour at (4hrsx2=8hrs) 1.5 days @\$750.00 - To re-negotiate. Re-Inspection to be done for damage check and supplementary items / labour.		[I] Koh, Victor-CK
21	28 Jan 2020 11:56	Adj Mandate Set	Approved:10563.00:Note: Labour at (4hrsx2=8hrs) 1.5 days @\$750.00 - To re-negotiate. Re-inspection to be done for damage check and supplementary items / labour. Reinsp:Yes.		[I] Koh, Victor-CK
22	05 Feb 2020 10:26	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/01/31. Mandate Remarks: To commence OD repairs, photos to be provided for all replaced items and labour performed.		[I] Fong, Andy-SY
23	05 Feb 2020 10:26	Adj Mandate Set	Approved:11241.00:To commence OD repairs, photos to be provided for all replaced items and labour performed.		[I] Fong, Andy-SY

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	Ref 1	Ref 2	Amount
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Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Tuesday, 28 January 2020 12:07 PM
To: claims@premiumauto.com.sg; Shiau Chan (LKKAuto); SUR
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SJW 4392C (Excess \$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 rights **not to pay** if there is no valid approval obtained before repair.

Note: Labour at (4hrsx2=8hrs) 1.5 days @\$750.00 - To re-negotiate.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: claims@premiumauto.com.sg <claims@premiumauto.com.sg>
Sent: Thursday, 23 January 2020 5:10 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: RE: OD CLAIM FOR SJW 4392 C ON 16/1/2020

Dear Denise,

Attached is the document for your reference.

Thank you.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
D. +65 6768 9911 P. +65 9871 9902
e. claims@premiumauto.com.sg w. www.audi.com.sg

View Received Message

This mail is associated with :

***SJW4392C (3999447713SG)**

OD

Jan 16 2020 8:30AM

[RAJAN PRABURAM]

Premium Automobiles Pte Ltd

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From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on **28/01/2020 11:56 AM**.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$10563.00) - SJW4392C - Claim Handler: Nadaraja, Deeban

Approved:10563.00:Note: Labour at (4hrsx2=8hrs) 1.5 days @\$750.00 - To re-negotiate. Re-inspection to be done for damage check and supplementary items / labour.

DOCUMENTS SUMMARY

There are no documents.

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: 21 Jan 2020

Preliminary Advice

Vehicle No	: SJW4392C	Accident Date	: 16/01/2020
Make	: AUDI A4	Policy No.	: 1900247429
Assignment Date	: 21/01/2020	Excess	: S\$0.00
Date of Inspection	: 20/01/2020	Est. Duration of Repair	: 4.00
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 o/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	14,477.00
Revised Amount	:S\$	10,563.00
Check Items (Estimated)	:S\$	678.00
Total	:S\$	11,241.00

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	160,000.00
COE / PARF Rebate	:S\$	68,496.00
Salvage Value	:S\$	
Margin for Repair	:S\$	91,504.00

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 :