

cc3/AIG 20001563 / Aq3

Merimen

## ASSIGNMENT

EY6262E, 2019 Sept.

Estimated Cost:

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

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

Truck / Trailer or

To Inspect Vehicle No:

Make:

Audi A4

cc 198Y

at Workshop m/s

Colour:

Grey.

A/C: Insured / Std / NI / NA

of

Sp Reading

6120

T/Radio: Insured / Std / NI / NA

Insured:

Eng/Ho:

Policy No.

1900163619

C/No:

NAU222F42ICA073683.

Claims No

8587416831SG

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured

Excess:

550 30/01/20

Steering: Inorder / Jammed / Leaked / Burnt or

(Client's Record)

Brake: Inorder / Jammed / Leaked / Burnt or

Make of Veh:

Modi:

Nil / S/Rim / STD A/Rim or

Tyre Size:

F: 245/40R18

R: 245/40R18

(Policy Condition)

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

N/S	O/S

Bal. or Market Value

Front

Rear

IDAC Accident Rpt:

Consistent? : Yes or No

R/Bal

db

mm

R/Bal

db

mm

GIA / PR Seen:

Consistent? : Yes or No

L/Bal

db

mm

L/Bal

db

mm

Est. Repairs

8

days

Res: Yes or No

D.O.A.

D.O.I.

29/01/20

Lum Sum:

%

3 Val: Yes or No

Survey held at

Premium

CA / REV / REP. / 24 HRS

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

Date:

Person Contacted:

Vehicle: IN / OUT

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

Date / Time

Action / Instruction

OD AIG.

EY 6262E - NA / PWD 20001444 / h4

DOA: 23/01/2020

MV: 183

29/01/20 @ 17:24 - Revert via Merimen

PV: 59K652

30/01/20 @ 4:51pm Victor informed C/A &amp; notes via Merimen.

Nett:

30/01/20 @ 5:11pm informed Kelvin C/A, ex: B550 &amp; H45 notes by email.

06/2/20 @ 10:53am 2nd revert to Victor via Merimen. (Supplementary)

27/03/20 @ 4.30pm Victor informed C/A at \$34657 via Merimen.

27/03/20 @ 4.47pm informed Premium to proceed repair supplementary (\$214) by email.

22/05/20 @ 2.23pm confirmed with Carrine final fig \$29,262.88, 8 days by email. (Red \$24038.12, 45%)

Date/Time, File Poss (o?)

: Prel. Report

Days Of Repair:

8

I)

: Final Report

Resurvey No. of Trip:

1

Siney Fee

Date/Time, File Poss (o?)

Transportation

A

Add Fee:

Site Insp: 15

Interview: 15

Tech. Insp: 15

Total Fee: 45

Notes

Notes

Notes

Patch Formed

MER-OD

Total Fee

I.B.I: \$29262.88

## AUDIT TRAIL

No.	On	Audit	Remarks	By
26	10 Feb 2020 11:02	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/02/07. Mandate Remarks: Provide diagnostics report of faulty Main light electronic power module, light control system control unit.	[I] Koh, Victor-CK
27	10 Feb 2020 11:02	Adj Mandate Set	Maintained:Provide diagnostics report of faulty Main light electronic power module, light control system control unit.	[I] Koh, Victor-CK

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 (Branch)	Ref 1	Ref 2	Amount
2420707	29 Jan 2020 15:56:51	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	EY6262E		11.77

10my  
94367628

Any diagnostics report to prove that the main light electronic power module (item 54), light control system control unit (item 55) are damaged?

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	23 Jan 2020 18:45	<b>Cim Veh Model Changed</b>		[ ] Merimen Administrator
2	23 Jan 2020 18:45	<b>Cim Created</b>	Reg No: EY6262E, Policy No: 1900163619, Acct Date: 2020/01/23, Claim Type: SC, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), Ins.Status => Notification, Created from SAS:MPA120011372	[I] Merimen Administrator
3	29 Jan 2020 14:29	<b>Cim Registration Modified</b>	Setl.Type:3->0, Claim Type:SC->OD.	[ ] Nivitha Govindasamy
4	29 Jan 2020 14:29	<b>Adj Cim Retrieved</b>	Adj: LKK Auto Consultants Pte Ltd (HQ)	[ ] Nivitha Govindasamy
5	29 Jan 2020 14:29	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Nivitha Govindasamy
6	29 Jan 2020 14:29	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/02/07	[A] Nivitha Govindasamy
7	29 Jan 2020 14:29	<b>Adj Mandate Set</b>	Approved:8000.00.Reinsp:Adj decides.	[A] Nivitha Govindasamy
8	29 Jan 2020 14:29	<b>Cim Registration Modified</b>	Rep:1137->200611.	[A] Nivitha Govindasamy
9	29 Jan 2020 14:29	<b>Cim Veh Model Changed</b>	(202153) AUDI A4 2.0 TFSI QU S-TRONIC (A).	[A] Nivitha Govindasamy
10	29 Jan 2020 14:30	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] Nivitha Govindasamy
11	29 Jan 2020 15:56	<b>Adj Rpt Initiated</b>		[A] DENISE TAY KWEE CHENG
12	29 Jan 2020 15:56	<b>Cim Dtl Modified</b>	Claim Conclusion: -> 3,	[A] DENISE TAY KWEE CHENG
13	29 Jan 2020 15:56	<b>Cim Dtl Modified</b>	JPJ Reg. Date: -> 2019/09/24.	[A] DENISE TAY KWEE CHENG
14	29 Jan 2020 15:56	<b>Cim Details Notified</b>		[A] DENISE TAY KWEE CHENG
15	29 Jan 2020 17:24	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2020/02/07	[A] DENISE TAY KWEE CHENG
16	29 Jan 2020 17:24	<b>Adj Mandate Request</b>	Cur.Req:37943.00:DAMAGE CONSISTENT REPAIR COST ECONOMICAL	[A] DENISE TAY KWEE CHENG
17	30 Jan 2020 15:24	<b>Cim Registration Modified</b>	Init.Est.:>4,000 - 5,000, Excess: -> 550.00, Excess Waived: -> 550.00, 2F Remarks: -> Not Applicable, GST: -> 7.00.	[I] Nadaraja, Deeban
18	30 Jan 2020 15:24	<b>Label Added</b>	(20226):Coverage Confirmed.	[A] Merimen Administrator
19	30 Jan 2020 16:55	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/02/07, Mandate Remarks: Note: Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs - 3.5 days) @ \$1750.00, With lock carrier at 4.5 days \$2250.00, To re-negotiate, Re-inspection to be done for damage check	[I] Koh, Victor-CK
20	30 Jan 2020 16:55	<b>Adj Mandate Set</b>	Approved:30032.00:Note: Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs - 3.5 days) @ \$1750.00, With lock carrier at 4.5 days \$2250.00, To re-negotiate, Re-inspection to be done for damage check and supplementary items / labour.	[I] Koh, Victor-CK
21	05 Feb 2020 10:23	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt, Cur Due Date:2020/02/07, Mandate Remarks: To commence OD repairs, Photos to be provided for all parts replaced and work performed.	[I] Fong, Andy-SY
22	05 Feb 2020 10:23	<b>Adj Mandate Set</b>	Approved:37943.00:To commence OD repairs, Photos to be provided for all parts replaced and work performed.	[I] Fong, Andy-SY
23	06 Feb 2020 10:58	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2020/02/07	[A] SHIAU CHAN
24	06 Feb 2020 10:59	<b>Adj Mandate Request</b>	Cur.Req:39643.00:DAMAGES CONSISTENT, REPAIR COST ECONOMICAL, KINDLY APPROVE ON SUPPLEMENTARY & CHECK ITEMS.	[A] SHIAU CHAN
25	06 Feb 2020 15:00	<b>Cim Registration Modified</b>	Acct Time:15:10:00->16:00:00.	[I] AIG OneClaim Integration User

**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: Nadaraja, Deeban

Date: 06 Feb 2020

**Preliminary Advice**

Vehicle No	: EY6262E	Accident Date	: 23/01/2020
Make	: AUDI A4	Policy No.	: 1900163619
Assignment Date	: 29/01/2020	Excess	: S\$550.00
Date of Inspection	: 29/01/2020	Est. Duration of Repair	: 12.00
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 rear portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	53,301.00	(ESTIMATE \$53,087.00 + SUPPLEMENTARY \$214.00)
Revised Amount	:S\$	34,657.00	(INCLUSIVE OF SUPPLEMENTARY & CHECK ITEMS)
Check Items (Estimated)	:S\$	4,986.00	
Total	:S\$	39,643.00	
Lump Sum Repair	:S\$		

**Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	143,000.00
COE / PARF Rebate	:S\$	65,117.00
Salvage Value	:S\$	
Margin for Repair	:S\$	77,883.00

**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.
- ( X ) Other comments : KINDLY APPROVE ON SUPPLEMENTARY & CHECK ITEMS.

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 31 January 2020 3:32 PM  
**To:** claims@premiumauto.com.sg; SUR  
**Subject:** RE: OD CLAIM FOR EY 6262 E TOW IN

Dear Kelvin,

As spoken with you.

As instructed by our client, please proceed to repair the insured vehicle **EY 6262E based on our surveyor recommendation. (Excess \$550/-).**

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](mailto: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:** Thursday, 30 January 2020 5:23 PM  
**To:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** 'Claims' <claims@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR EY 6262 E TOW IN

Dear Shiau Chan,

We maintain our asking price. We will not proceed for the repair.

**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](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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

**Shiau Chan (LKKAUTO)**

---

**From:** Koh, Victor-CK <Victor-CK.Koh@aig.com>  
**Sent:** Friday, 31 January 2020 3:00 PM  
**To:** Shiau Chan (LKKAUTO); Bryan Ang (LKKAUTO); Fong, Andy-SY  
**Cc:** SUR; Lim, Kok-Chong  
**Subject:** RE: OD / EY 6262E / 8587416831SG

Hi Shiau Chan,

SMQ230J, EV6262E.

As spoken, these 2 cases have already been authorize to repair. We will honor what your surveyor has already given but we will need to call for a meeting to sort out this issue.

Bryan/Adrian,

Kindly arrange what is the convenient time to meet on Monday 3/2/2020 at our Aperia Mall office.

Andy,

Kindly advise what is your prefer timing as well.

Thanks & Regards

Victor Koh  
AIG  
Claims Technical Controller  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120  
Tel +65 6419 1785 | Fax +65 68357416  
[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

---

**From:** Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]  
**Sent:** Friday, January 31, 2020 10:30 AM  
**To:** Koh, Victor-CK  
**Cc:** SUR  
**Subject:** [EXTERNAL] OD / EY 6262E / 8587416831SG

This message is from an external sender; be cautious with links and attachments.

Dear Victor,

Please note that the repairer: M/s Premium Automobiles Pte Ltd will not proceed repair due to disagreement on your labour charges.

Kindly advise.

*"Wishing you a Happy and Prosperous Lunar New Year"*

Best Regards,

**Shiau Chan (LKKAuto)**

---

**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 31 January 2020 10:30 AM  
**To:** Koh, Victor-CK  
**Cc:** SUR  
**Subject:** OD / EY 6262E / 8587416831SG

Dear Victor,

Please note that the repairer: M/s Premium Automobiles Pte Ltd will not proceed repair due to disagreement on your labour charges.

Kindly advise.

*"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](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

## Shiau Chan (LKKAUTO)

---

**From:** claims@premiumauto.com.sg  
**Sent:** Thursday, 30 January 2020 5:23 PM  
**To:** Shiau Chan (LKKAUTO); SUR  
**Cc:** 'Claims'  
**Subject:** RE: OD CLAIM FOR EY 6262 E TOW IN

Dear Shiau Chan,

We maintain our asking price. We will not proceed for the repair.

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://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

---

**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Sent:** Thursday, 30 January 2020 5:11 PM  
**To:** claims@premiumauto.com.sg; SUR <sur@lkkauto.com>  
**Subject:** RE: OD CLAIM FOR EY 6262 E TOW IN

Dear Kelvin,

Please take note the message from AIG: " Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs - 3.5 days) @ \$1750.00. With lock carrier at 4.5 days \$2250.00. To re-negotiate."

As instructed by our client , please proceed to repair the insured vehicle EY 6262E, (Excess \$550/-).

## Shiau Chan (LKKAUTO)

---

**From:** Shiau Chan (LKKAUTO)  
**Sent:** Thursday, 30 January 2020 5:11 PM  
**To:** claims@premiumauto.com.sg; SUR  
**Subject:** RE: OD CLAIM FOR EY 6262 E TOW IN

Dear Kelvin,

Please take note the message from AIG: " Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs - 3.5 days) @ \$1750.00. With lock carrier at 4.5 days \$2250.00. To re-negotiate."

As instructed by our client , please proceed to repair the **insured vehicle EY 6262E, (Excess \$550/-).**

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](mailto: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:** Wednesday, 29 January 2020 4:21 PM  
**To:** Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** 'Claims' <claims@premiumauto.com.sg>  
**Subject:** RE: OD CLAIM FOR EY 6262 E TOW IN

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](mailto:claims@premiumauto.com.sg) w. [www.audi.com.sg](http://www.audi.com.sg)

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

## Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	23 Jan 2020 18:45	Clim Veh Model Changed			[ ] Merimen Administrator
2	23 Jan 2020 18:45	Clim Created	Reg No: EY6262E, Policy No: 1900163619, Acct Date: 2020/01/23, Claim Type: SC, Insurer: AIG Asia Pacific Insurance Pte. Ltd, (SG), Ins.Status => Notification, Created from SAS:MPA120011372		[I] Merimen Administrator
3	29 Jan 2020 14:29	Clim Registration Modified	Setl.Type:3->0, Claim Type:SC->OD.		[ ] Nivitha Govindasamy
4	29 Jan 2020 14:29	Adj Clim Retrieved	Adj: LKK Auto Consultants Pte Ltd (HQ)		[ ] Nivitha Govindasamy
5	29 Jan 2020 14:29	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] Nivitha Govindasamy
6	29 Jan 2020 14:29	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/07		[A] Nivitha Govindasamy
7	29 Jan 2020 14:29	Adj Mandate Set	Approved:8000.00.Reinsp:Adj decides.		[A] Nivitha Govindasamy
8	29 Jan 2020 14:29	Clim Registration Modified	Rep:1137->200611.		[A] Nivitha Govindasamy
9	29 Jan 2020 14:29	Clim Veh Model Changed	(202153) AUDI A4 2.0 TFSI QU S-TRONIC (A).		[A] Nivitha Govindasamy
10	29 Jan 2020 14:30	Adj Adjuster Assigned	[None] -> ADRIAN LING		[A] Nivitha Govindasamy
11	29 Jan 2020 15:56	Adj Rpt Initiated			[A] DENISE TAY KWEE CHENG
12	29 Jan 2020 15:56	Clim Dtl Modified	Claim Conclusion: -> 3.		[A] DENISE TAY KWEE CHENG
13	29 Jan 2020 15:56	Clim Dtl Modified	JPJ Reg. Date: -> 2019/09/24.		[A] DENISE TAY KWEE CHENG
14	29 Jan 2020 15:56	Clim Details Notified			[A] DENISE TAY KWEE CHENG
15	29 Jan 2020 17:24	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2020/02/07		[A] DENISE TAY KWEE CHENG
16	29 Jan 2020 17:24	Adj Mandate Request	Cur.Req:37943.00:DAMAGE CONSISTENT REPAIR COST ECONOMICAL		[A] DENISE TAY KWEE CHENG
17	30 Jan 2020 15:24	Clim Registration Modified	Init.Est.:>4,000 - 5,000, Excess: -> 550.00, Excess Waived: -> 550.00, 2F Remarks: -> Not Applicable, GST: -> 7.00.		[I] Nadaraja, Deeban
18	30 Jan 2020 15:24	Label Added	(20226):Coverage Confirmed.		[A] Merimen Administrator
19	30 Jan 2020 16:55	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/07, Mandate Remarks: Note: Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs - 3.5 days) @ \$1750.00, With lock carrier at 4.5 days \$2250.00. To re-negotiate. Re-inspection to be done for damage check		[I] Koh, Victor-CK
20	30 Jan 2020 16:55	Adj Mandate Set	Approved:30032.00>Note: Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs - 3.5 days) @ \$1750.00, With lock carrier at 4.5 days \$2250.00. To re-negotiate. Re-inspection to be done for damage check and supplementary items / labour.		[I] Koh, Victor-CK

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 (Branch)	Ref 1	Ref 2	Amount
2420707	29 Jan 2020 15:56:51	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	EY6262E		11.77

## Shiau Chan (LKKAUTO)

---

**From:** Koh, Victor-CK <Victor-CK.Koh@aig.com>  
**Sent:** Thursday, 30 January 2020 5:03 PM  
**To:** SUR  
**Cc:** Fong, Andy-SY; Chang, Lois-KL  
**Subject:** A4 labour

Hi,

Do take note for A4 model:

Labour for front portion without lock carrier at (9.5hrs x2 = 19hrs = 3.5 days) @ \$1750.00.

With lock carrier at 4.5 days \$2250.00.

Also I think I have emphasis on each cases submitted that the S/Nett labour need to provide repairer public list price charge to customer base on cash job.

Still I see your surveyor just pay whatever repairer quoted without any justification.

Thanks & Regards

Victor Koh

AIG

Claims Technical Controller

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +65 6419 1785 | Fax +65 68357416

[Victor-ck.koh@aig.com](mailto:Victor-ck.koh@aig.com) | [www.aig.com](http://www.aig.com)

**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: Ler, Bernard-JQ

Date: 29 Jan 2020

**Preliminary Advice**

Vehicle No	: EY6262E	Accident Date	: 23/01/2020
Make	: AUDI A4	Policy No.	: 1900163619
Assignment Date	: 29/01/2020	Excess	: S\$0.00
Date of Inspection	: 29/01/2020	Est. Duration of Repair	: 10.00
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 rear portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	53,087.00
Revised Amount	:S\$	30,032.00
Check Items (Estimated)	:S\$	7,911.00
Total	:S\$	37,943.00
Lump Sum Repair	:S\$	

**Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	143,000.00
COE / PARF Rebate	:S\$	65,117.00
Salvage Value	:S\$	
Margin for Repair	:S\$	77,883.00

**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 :

*Celine* 29/1/2020