

**AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Buildin  
Singapore 079120  
**Attn: Motor Claims**  
**Yr Ref: CC3/AIG21004695/ps3**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0320/2021/JT

From  
Telephone +65 -  
Telefax +65 -  
Email  
Our Dept  
Our Ref

19-JUL-2021  
1  
Date  
Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SDX 6690 U - Audi Q5 SPORT 2.0 TFSI QU**

With reference to the above-mentioned vehicle, no. **SDX 6690 U**, claimant, Ms. **Nurhaslinda Binte Ramli**, please find the related document per attached.

1. A copy of the Original invoice no. 85016479 – S\$ 6,469.65.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. A copy of Rental Bill – S\$ 600.00 (S\$ 150.00 x 4 Working days)
5. A copy of the GIA search – S\$ 2.00

Premium Automobiles Pte Ltd,  
Showroom  
9 Leng Kee Road  
Singapore 159090  
Telephone (65) 6566 1111  
Telefax (65) 6471 3733

Service & Parts Centres  
55 Ubi Rd 1  
Singapore 408699  
Telephone (65) 6336 2323  
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

This is a computer-generated document. No signature is required.

Norah Khai  
Claims Dept

Encl  
AIG Insurance – SDX 6690 U

**AUTHORISATION TO ACT**  
**(AIG Express Third Party Claim)**

I, NURHASLINDA BINTE RAMLI (the third party claimant) of BLK 56 CHAI CHEE DR  
#11-154, SINGAPORE 460056 (address), owner of SDX6690U (vehicle no.)  
hereby authorize PREMIUM AUTOMOBILES PTE LTD ("the workshop") to act for me  
with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle  
no. SDX6690U that was damaged pursuant to the accident which occurred on 13/4/2021  
(date) along PIE TOWARDS TUAS BEFORE (location) involving vehicle no/s  
STEVEN'S ROAD EXIT  
SMT907A ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit  
and the workshop is further authorized to receive payment further to settlement of my claim with  
payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without  
prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other  
vehicle/s is concerned.

Dated this 19 (day) of JUL (month) 2021 (year)



Signed by "the third party claimant"  
(with chop if applicable)



Signed by "the workshop"  
(with chop)



**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, **PREMIUM AUTOMOBILES PTE LTD** ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$6,469.65**(Repair Cost), **S\$600.00**(Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SDX 6690U** that was damaged pursuant to the accident which occurred on **13/04/2021** (date) along **PIE TOWARDS TUAS BEFORE STEVENS ROAD EXIT** (location) involving vehicle no/s **SMT 907A**. This is pursuant to the inspection conducted on **16/04/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **NURHASLINDA BINTE RAMLI** (the third party claimant") of vehicle no. **SDX 6690U** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to **SDX 6690U** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 30 (day) of JUL (month) 2021 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

# Premium Automobiles Pte Ltd



**Audi Centre Singapore**  
281 Alexandra Road  
Singapore 159938  
Main Telephone 6836 2223  
Main Telefax 6471 3733

**Alexandra Service Centre**  
281 Alexandra Road  
Singapore 159938  
Main Telephone 6388 2223  
Main Telefax 6475 1023

**Ubi Service Centre**  
55 Ubi Road 1  
Singapore 408699  
Main Telephone 6388 2323  
Main Telefax 6841 1183

**Customer Service**  
Service Appointment 6366 2323  
24-hour Breakdown Service 9828 1233  
Email customer.care@premiumauto.com.sg

## INS TAX INVOICE

Page 1 16:37

Company Reg. No. 199902271W

GST Reg. No. 199902271W

<b>AIG ASIA PACIFIC INSURANCE PTE LTD</b> <b>MOTOR CLAIM DEPT</b> <b>AIG BUILDING</b> <b>78 SHENTON WAY</b> <b>#07-16</b> <b>SINGAPORE 079120 079120</b>		<b>Invoice No:</b> 85016479  <b>Date :</b> 14/07/2021  <b>Order :</b> SDX6690U  <b>Term :</b> 30	<b>Account:</b> A0006 (T 0)  <b>AIG ASIA PACIFIC INSURANCE PTE LTD</b> <b>MOTOR CLAIM DEPT</b> <b>AIG BUILDING</b> <b>78 SHENTON WAY</b> <b>#07-16</b> <b>SINGAPORE 079120</b>
<b>Regn No:</b> SDX6690U (V 40027) <b>Regn Date:</b> 30/11/2018 <b>Mileage:</b> 55106 <b>WIP No.:</b> 23240		<b>Model:</b> Q5 SPORT 2.0 TFSI qu S tronic <b>Chassis:</b> WAUZZZF7J2238865 <b>Engine:</b> DAX 046620 <b>Dept:</b> U	
You have been assisted by :- UB-Lim Kee Siang ( 43 )			

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR.CHECK FUNCTION.	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW REAR BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER,REAR LOWER BUMPER, REAR LID AND BOTH REAR WHEEL ARCH TRIMS.	2050.00	1.00	2,050.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A80A807527 GRU	COVER(LAST)	Less 020%	1.00	1196.00
X	A80A807434B TB2	SPOILER(LAST)	Less 020%	1.00	866.00
X	A8D0853419F	PACKING	Less 020%	1.00	18.60
X	A4G5853742 2ZZ	AUDI SIGN	Less 020%	1.00	137.50
X	A8R0853741 2ZZ	INSCRIPTION 'Q5' (LAS	Less 020%	1.00	98.80
X	A8W9853737 2ZZ	INSCRIPTION 'QUATTRO	Less 020%	1.00	98.80
X	A4H0853737D 2ZZ	INSCRIPTION 'TFSI'	Less 020%	1.00	98.80
X	A80A853817A GRU	COVER	Less 020%	1.00	583.00
X	A80A853818A GRU	COVER	Less 020%	1.00	583.00

Parts 2,944.40  
Labour 0.00  
Sublet 3,102.00  
Menus 0.00  
Lubricant 0.00

**Sub-Total** 6,046.40

**7% GST** 423.25

**Grand Total** 6,469.65



Received by

For & on behalf of  
Premium Automobiles Pte Ltd



## RENTAL AGREEMENT

202105-0016

Hirer's Name <b>Nurhaslinda Binte Ramli</b>		Date of Birth <b>14/12/75</b>	Passport/ Nric No. <b>S7538047/I</b>	Nationality
Address <b>Blk 18 Marine Terrace</b>		Occupation	Driving Licence No. <b>As Above.</b>	Date of Expiry <b>Life.</b>
<b>#09-112</b>	Postal Code <b>440018</b>	Contact No	Mobile Phone No. <b>91000469</b>	
Joint Hirer's / Guarantor's Name		Date of Birth	Passport/ Nric No.	Nationality
Address		Occupation	Driving Licence No	Date of Expiry
	Postal Code	Contact No	Mobile Phone No.	

## CHECK OUT

Date <b>4.5.21</b>	Time <b>8.45am</b>	Mileage KM	E 1/4 1/2 3/4 F
-----------------------	-----------------------	---------------	-----------------

## CHECK IN

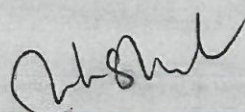
Date <b>7.5.21</b>	Time <b>4.15pm</b>	Mileage KM	Remarks <b>poccorosso73@yahoo.com.sg</b>
-----------------------	-----------------------	---------------	---

### IMPORTANT NOTES:-

- Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- No refund will be given for vehicle that returns early.
- Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- Third Party Liability - First \$2000 for any Third Party Accident Claim.
- Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- Hirer is responsible for all parking fines & traffic summons.
- Extension:- One day's advance notice is required otherwise no extension will be allowed.
- Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- Vehicle returned after office hour will be charged to the next working day.
- Hourly extension is charged at 1/5 of the daily rate.
- As preventive maintenance, please check water & engine oil daily.
- Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT		RATE (\$)	TOTAL (\$)
RATE	4	@	150	600
DISCOUNT				
GST @ 7%				
TOTAL				600
EXTENSION				V104228
				202105-0033
Audi/KS SDX6690U				
DEPOSIT (refundable) S\$				
CHANGED OVER FROM VEH.			DATE	

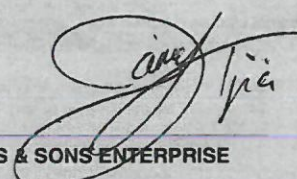
I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.  
 I/We declare that all information given on this form is true and accurate.



Hirer's Signature

Joint Hirer's/ Guarantor's Signature

for CHAN'S & SONS ENTERPRISE



VEHICLE NO. **SMM2430G**

MODEL

FROM

RETURN

\*Estimate Date. For actual return see CHECK IN



**CHAN'S & SONS ENTERPRISE**

363 Sembawang Road  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-936900-M

**chan's**  
www.chans.com.sg

**TAX INVOICE****NURHASLINDA BINTE RAMLI**

BLK 18 #09-112  
MARINE TERRACE  
SINGAPORE 440018

ATTN : NURHASLINDA BINTE RAMLI

INVOICE : AR2105-0086  
DATE : 07/05/2021  
TERMS : C.O.D  
STAFF ID : AMIRA  
AGREEMENT NO. : HA202105-0016

DESCRIPTION	AMOUNT (SGD)
-------------	--------------

Vehicle Reg No : SMM2430G 560.75  
Make / Model :  
Rental Dates : Rental Billing From 04/05/2021 To 07/05/2021 (Inclusive)  
Period : 4 days  
Rental Rate : S\$ 150.00 Per Day (Including GST)  
Reference No : SDX6690U

**AMOUNT : S\$****SIX HUNDRED DOLLARS ONLY**

NON-TAXABLE VALUE : 0.00  
TAXABLE VALUE : 560.75  
GST 7% : 39.25  
**TOTAL S\$ : 600.00**

Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**

For Official Use Only

Payment Date :	F / Amt
CS / CC / CH :	
CS / CC / CH :	

# First Data

CHANS AND SONS ENTERPRISE  
363 SEMBAWANG ROAD  
SINGAPORE 758379

## CHANS & SONS ENTERPRISE

363 Sembawang Road, Goodlink Park,  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-936900-M

DATE: 07/05/21 TIME: 16:17:07  
BTH NUM: 000817 INV NUM: 004228  
MID: 000702053084422 TID: 72205400

**SALE**

Card Num: XXXX XXXX XXXX 0628 Manual

RREF NUM: 161707007065 Card TYPE: VISA  
APPR CODE: 009773 TRC NUM: 007065  
EXP DATE: \*\*/\*\*

TOTAL: SGD 600.00

NO SIGNATURE REQUIRED

Hirer:

**NURHASLINDA BINTE RAMLI**

## OFFICIAL RECEIPT

### DESCRIPTION

Official Receipt No : **202105-0033**  
Account of : **NURHASLINDA BINTE RAMLI**  
Date Issued : **07/05/2021**  
Vehicle Reg No. : **SMM2430G**  
Rental Dates : **04/05/2021**  
Amount Received : **S\$ 600.00**  
Payment Type: : **VISA**  
Payment for Invoice : **AR2105-0086**  
Comments :

V104228

S\$ 600.00

I AGREE TO PAY THE ABOVE TOTAL AMOUNT  
ACCORDING TO THE CARD ISSUER AGREEMENT  
--- CUSTOMER COPY ---  
REGIONAL\_FUWS 1.5.5.AG

**TOTAL AMOUNT RECEIVED**

**S\$ 600.00**

\* This is a computer generated document. No signature is required.

Member of  
VRA & ARTAS



**ARTAS**

363 Sembawang Road Goodlink Park Singapore 758379 T 67532536 F 67567565 E sales@chans.com.sg

## INSURER ENQUIRY

**Find  
insurer**

Vehicle reg. no.

SMT907A

Date of Accident

13/04/2021 

Reset

% **RESULT & RECEIPT**

## TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**Period of Insurance ..... **27/03/2021 - 26/03/2022**Requested By ..... **LIM KEE SIANG (PREMIUM AU...**Requested Date ..... **13/04/2021 14:59****Payment details**Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**



## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 16 April 2021 10:49 AM  
**To:** 'CTLOW90@GMAIL.COM'  
**Subject:** ACCIDENT INVOLVING SMT 907A (AIG) / SDX 6690U / OTHERS AT/ALONG PIE TOWARDS TUAS NEAR STEVEN ROAD ON 13/04/2021

16 April 2021

**Mr Low Choon Teck**

[By Email Only]

Dear Sir/Madam,

**You Ref: SMT907A**

**Our Ref: CC3/AIG21004695/ps3**

**ACCIDENT INVOLVING SMT 907A (AIG) / SDX 6690U / OTHERS AT/ALONG PIE TOWARDS TUAS NEAR STEVEN ROAD ON 13/04/2021**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SDX6690U against your insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be with held for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call us if you have further queries.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	13 Apr 2021 18:02	<b>Clim Dtl Modified</b>	Claimant's Name: -> NURHASLINDA BINTE RAMLI.	[A] Lee Su Li
2	13 Apr 2021 18:02	<b>Clim Veh Model Changed</b>	(206231) AUDI Q5 SPORT 2.0 TFSI QU S TRONIC (A).	[A] Lee Su Li
3	13 Apr 2021 18:02	<b>Clim Created</b>	Reg No: SDX6690U. Acct Date: 2021/04/13. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). Workshop: Premium Automobiles Pte Ltd (UBI)	[A] Lee Su Li
4	13 Apr 2021 18:02	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	13 Apr 2021 18:02	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/04/22	[A] Lee Su Li
6	13 Apr 2021 18:02	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	13 Apr 2021 18:02	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	13 Apr 2021 18:02	<b>Label Added</b>	(23):Express.	[A] Lee Su Li
9	13 Apr 2021 18:02	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
10	14 Apr 2021 15:22	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Tan, Wilson-KL
11	16 Apr 2021 10:43	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
12	19 Apr 2021 09:15	<b>Adj Adjuster Assigned</b>	ACCUSER4 -> XING GUO QIANG	[A] Lee Su Li
13	19 Apr 2021 09:17	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] XING GUO QIANG
14	22 Jun 2021 17:31	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] XING GUO QIANG
15	06 Jul 2021 09:31	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
16	06 Jul 2021 09:31	<b>Clim Dtl Modified</b>	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	06 Jul 2021 09:31	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2018/11/30.	[A] JOANNE LEE KHANG MIN
18	06 Jul 2021 09:31	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
19	20 Jul 2021 18:25	<b>Adj Mandate Request</b>	Cur Req:7071.65:Liability: 100%(B28) *Quantum: (a)CORw/GST: \$6,469.65 + (b)LOR(3days x \$150.00): \$600.00 + (c)LTA/GIA search fee: \$2.00 = Total: \$7,071.65 *4 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
20	22 Jul 2021 08:55	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/04/22. Mandate Remarks: try LOR at \$140/day.	[I] Loh, Chee-Heng
21	22 Jul 2021 08:55	<b>Adj Mandate Set</b>	Approved:7071.65:try LOR at \$140/day.	[I] Loh, Chee-Heng

Date From     Date To     Audit Type  

### 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
2685910	13 Apr 2021 18:06:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SDX6690U	SMT907A	11.00
2686059	14 Apr 2021	Video Upload	Motor	AIG Asia	AIG Asia	SDX6690U	Teo,	xx.xx



	11:15:01			Pacific Insurance Pte. Ltd.	Pacific Insurance Pte. Ltd. (SG)		Ericweihong	
2706754	06 Jul 2021 09:31:31	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SDX6690U	SMT907A	11.00