

QBE Insurance (Singapore) Pte Ltd
Motor Claim Dept
1 Raffles Quay, #29-10, South Tower
Singapore 048583
Attn: Motor Claims
Yr Ref: CC4/QBW21005044/ARA3 (SLV9151E)

Norah Khai
6768 9911
6841 1183
claims@premiumauto.com.sg
Body & Paint Dept
PA/TP/0346/2021/NH

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

23-Feb-2022
1
Date
Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SMP 7909 U - Audi A3 SEDAN 1.0 TFSI

With reference to the above-mentioned vehicle, no. **SMP 7909 U**, claimant, **Mr. Chang Ming ' En, Samuel**, please find the related document per attached.

1. A copy of the Original invoice no. 85017241 – S\$ 4,083.12.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. Loss of Use – S\$ 180.00 (S\$ 60.00 x 3 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
QBE Insurance – SMP 7909 U

Authorization Letter

PA/TP/0346/2021/NH

19 May 2021

Mr. Chang Ming'En, Samuel
11 Leedon Heights
#27-35
267955

QBE Insurance (Singapore) Pte Ltd
Motor Claim Dept
1 Raffles Quay, #29-10, South Tower
Singapore 048583
Attn: Motor Claims Dept
Yr Ref: VC014472

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES SMP 7909 U & SLV 9151 E
AT PORTSDOWN AVENUE LEADING INTO AYE ON
19/04/2021.**

I am the owner of SMP 7909 U.

I confirmed that I will be claiming for Loss of Use and hereby authorized your esteemed company to settle the Loss of Use and repair bill directly with Premium Automobiles Pte Ltd.

Your kind attention will be greatly appreciated.

Yours faithfully,



Mr. Chang Ming'En, Samuel

Copy to Norah Khai, Premium Automobiles Pte Ltd

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs


Your Reference : PA/TP/0346/2021/NH
Our Reference : VC014472

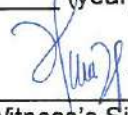
I/We, **CHANG MING'EN, SAMUEL** do hereby acknowledge the sum of Singapore Dollars: **FOUR THOUSAND TWO HUNDRED SIXTY FIVE AND CENTS TWELVE ONLY (S\$4,265.12)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**CHOI SUK HOON**', over damage to my/our vehicle **SMP 7909U** from an accident involving **SLV 9151E** and **SMP 7909U** at/along **PORTDOWN AVENUE LEADING INTO AYE** which occurred on **19/04/2021** at about **11:09 hours**.

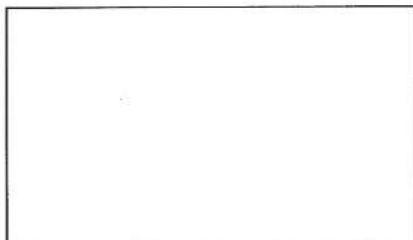
Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**CHOI SUK HOON**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 7TH of (month) APR (year) 2022


Signature
CHANG MING'EN SAMUEL
Claimant's Name
SXXXXX005F
FIN/NRIC No.
11 LEEDON HEIGHTS
#27-35
SINGAPORE 267955
Address


Witness's Signature
NADIA
Witness's Name
SXXXXX988E
FIN/NRIC No.
55 URI ROAD 1
SINGAPORE 408699
Address



Company stamp if applicable

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
60 Anson Road
#11-01 Mapletree Anson
Singapore 079914
Fax: 6534 5356

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6836 2223
Main Telefax 6471 3733
Co. & GST Reg. No.: 199902271W

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 16:27

QBE INSURANCE (SINGAPORE) PTE LTD MOTOR CLAIM DEPT 1 WALLICH ST, #35-01 GUOCO TOWER, SINGAPORE 078881 078881 ATTN: JOAN/ROSLINE	Invoice No: 85017241 Date : 18/02/2022 Order : SMP7909U Term : 30	Account: Q0001 (T 0) QBE INSURANCE (SINGAPORE) PTE LTD MOTOR CLAIM DEPT 1 WALLICH ST, #35-01 GUOCO TOWER, SINGAPORE 078881
Regn No: SMP7909U (V 43606)	Regn Date: 16/10/2019	Mileage: 22496
Model: A3 SEDAN 1.0 TFSI 8VMANG	Chassis: WAUZZZ8V8LA002754	Engine: CHZ C35208
WIP No.: 24219		
Dept: U		
You have been assisted by :- UB-Lim Kee Siang (43)		

	Details	Qty	Unit Price	Amount
S	BODYWORK M: TO REMOVE AND RENEW REAR PARKING AID. CHECK FUNCTION.	280.00	1.00	280.00
S	BODYWORK M: TO DISMANTLE AND RENEW REAR BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	700.00	1.00	700.00
S	BODYWORK M: TO RESPRAY REAR BUMPER.	700.00	1.00	700.00
S	BODYWORK M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8V5807067G GRU COVER	1.00	1944.00	1,944.00

Parts	1,944.00	Sub-Total	3,816.00
Labour	0.00		
Sublet	1,872.00	7% GST	267.12
Menus	0.00		
Lubricant	0.00	Grand Total	4,083.12



Received by

For & on behalf of
Premium Automobiles Pte Ltd


INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SLV9151E

Date of Accident

19/04/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance QBE Insurance (Singapore) Pt...

Period of Insurance 01/01/2021 - 31/12/2021

Requested By WONG KHONG SENG (PREMIU...

Requested Date 19/04/2021 14:28

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**

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 26 April 2021 11:33 AM
To: SUKHOON.CHOI@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING SLV 9151E & SMP 7909U ALONG/AT JUNCTION ALEXANDRA ROAD TO AYE ON 19/04/2021

OUR REF : CC3/QBE21000748/T1ra3

CHOI SUK HOON – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SLV 9151E & SMP 7909U ALONG/AT JUNCTION ALEXANDRA ROAD TO AYE ON 19/04/2021

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SMP 7909U against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

*c.c. QBE Insurance (Singapore) Pte Ltd
(Motor Claims Dept)*

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

Asher Sng (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 24 March 2022 12:25
To: Asher Sng (LKKAuto); claims-singapore
Cc: Admin A
Subject: RE: [MANDATE REQUEST] Your ref : VC014472 // ACCIDENT INVOLVING SMP 7909U AND SLV 9151E ON 19/04/2021

Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher

Please proceed as per advise.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)



SBR Management Excellence Awards 2021 – Innovator of the Year & Team of the Year – General Insurance, Singapore
Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia and Top Insurance Workplaces 2020, Asia
AustCham Singapore Business Awards – Business Excellence Award 2021 and Digital Capability Award 2020, Singapore

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, 23 March 2022 5:16 pm
To: Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] Your ref : VC014472 // ACCIDENT INVOLVING SMP 7909U AND SLV 9151E ON 19/04/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Your ref : VC014472

Our ref : CC4/QBE21005044/Aea3q2

Dear Sirs,

We refer to the above matter.

ACCIDENT INVOLVING SMP 7909U AND SLV 9151E ON 19/04/2021

The accident occurred when our insured rear ended third party vehicle.

We are of the opinion that BOLA scenario 27 is applicable for this matter. Liability is not in our insured's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **PREMIUM AUTOMOBILES PTE LTD**" at **\$4,265.12 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 6,085.09	\$ 4,083.12
2. Loss of Use (3days x \$60)	\$ 180.00	\$ 180.00 (3days x \$60)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total :	\$ 6,267.09	\$ 4,265.12

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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