

**AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
**Attn: Motor Claims**  
**Yr Ref: CC3/AIG21008025 (SFN911B)**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0626/2021/NH

From  
Telephone +65 -  
Telefax +65 -  
Email  
Our Dept  
Our Ref  
23-Nov-2021  
1  
Date  
Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SCQ 9780 Y - Audi A5 SB 2.0 TFSI S-TRONIC**

With reference to the above-mentioned vehicle, no. **SCQ 9780 Y**, claimant, **Mr. Ler Zhi Kang**, please find the related document per attached.

1. A copy of the Original invoice no. 85016970 – S\$ 1,981.64.
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 the Rental Bill – S\$ 450.00 (S\$ 150.00 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  
AIG Insurance – SCQ 9780 Y

(65) 6471 3733

(65) 6471 3733

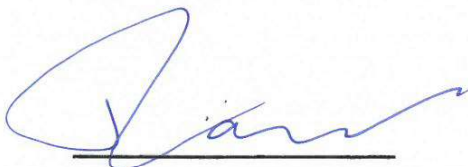
**AUTHORISATION TO ACT**  
**(AIG Express Third Party Claim)**

I, LER ZHI KANG (the third party claimant) of 164 CANBERRA DRIVE  
#08-55, SINGAPORE 768001 (address), owner of SCQ9780Y (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. SCQ9780Y that was damaged pursuant to the accident which occurred on 18/7/2021  
(date) along PENSHURST PLACE (location) involving vehicle no/s  
SFN911B ("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 03 (day) of 08 (month) 2021 (year)



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



Signed by "the workshop"  
(with chop)

**RELEASE VOUCHER**  
**(AIG 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\$1,981.64 (Repair Cost), S\$450.00 (Loss of rental/loss), S\$2.00 (Disbursement), for vehicle no. SCQ9780Y that was damaged pursuant to the accident which occurred on 18/7/2021 (date) along PENSHURST PLACE (location) involving vehicle no/s SFN911B. This is pursuant to the inspection conducted on 03/08/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner LER ZHI KANG ("the third party claimant") of vehicle no. SCQ9780Y 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 SCQ9780Y (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 25 (day) of MAR (month) 2022 (year)



*lwp*

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  
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 10:47

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice No: 85016970 Date: 20/11/2021 Order: SCQ9780Y Term: 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
Regn No: SCQ9780Y (V 46769)	Regn Date: 14/09/2020	Mileage: 12400 WIP No.: 37388
Model: A5 SPORTBACK 2.0 TFSI S tronic	Chassis: WAUZZZF56LA021158	Engine: DEM 024936 Dept: U
You have been assisted by :- UB-Tony Foong ( 33 )		

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE,CHECK AND TRANSFER FRONT WIRE HARNES FOR HEADLIGHTS,HORNS,OUTSIDE TEMPERATURE SENSOR,HEADLIGHT WASHER ASSY AND FRONT PARKING AID.	480.00	1.00	480.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER.	550.00	1.00	550.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
Q	OTHERS	M: TO REAPPLY PAINT COATING ON AFFECTED AREA. (BY OWNER)	130.00	1.00	130.00

Parts 0.00  
Labour 130.00  
Sublet 1,722.00  
Menus 0.00  
Lubricant 0.00

Sub-Total 1,852.00

7% GST 129.64

Grand Total 1,981.64



Received by

For & on behalf of  
Premium Automobiles Pte Ltd



**RENTAL AGREEMENT**

RA 010794 2021-09

Hirer's Name <b>Ler Zhi Kang</b>		Date of Birth <b>23/10/82</b>	Passport/ Nric No. <b>S8235101/E</b>	Nationality
Address <b>164 Canberra Drive #08-55</b>		Occupation	Driving Licence No. <b>As Above</b>	Date of Expiry
Postal Code <b>768001</b>		Contact No	Mobile Phone No. <b>98534199</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>13.9.2021</b>	Time <b>1pm.</b>	Mileage KM	E 1/4 1/2 3/4 F
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**CHECK IN**

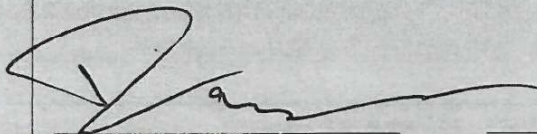
Date <b>16.9.21</b>	Time <b>5pm.</b>	Mileage KM	Remarks <b>davekera@singnet.com.sg</b>
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**IMPORTANT NOTES:-**

- ☒ 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	3	@	150	450
DISCOUNT				
GST @ 7%				
TOTAL				450
EXTENSION				V104598
			RC090089	2021-09
Aud: Tony				
SCQ 97804				
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.** SMS 8602G


**MODEL**

**FROM**

**RETURN**

\*Estimate Date. For actual return see CHECK IN



Tax Invoice							
 <b>www.chans.com.sg</b> <b>CHAN'S &amp; SONS ENTERPRISE</b> Company Reg No:51936900M 363 Sembawang Road, Goodlink Park, Singapore - 758379 Email: admin@chans.com.sg				Tax Invoice No: <b>INV0901542021-09</b>		Dated: <b>September 16, 2021</b>	
				Rental Agreement No: <b>RA 010794 2021-09</b>		Terms of Payment: <b>Due upon receipt</b>	
				Customer Reference: <b>SCQ9780Y</b>			
				Notes: <b>SCQ9780Y</b>			
<b>Customer Details</b> <b>LER ZHI KANG</b> 164 CANBERRA DRIVE #08-55 768001				<b>Executive Name:</b> AUDI TONY			
S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SMS8602G		2021-09-13	2021-09-16	3 DAYS	420.56	420.56
							420.56
<b>GST 7% (7%)</b>							<b>29.44</b>
Amount in words : <b>Four Hundred Fifty Singapore Dollar (SGD)</b>						<b>Total (SGD)</b>	<b>450.00</b>
<b>Declaration:</b> Please make your cheques payable to : <b>CHAN'S &amp; SONS ENTERPRISE</b>			<b>For CHAN'S &amp; SONS ENTERPRISE</b>  <b>This is a Computer generated document.</b> <b>No signature is required.</b>				
<b>Income Terms</b> Terms							

# Official Receipt

## CHAN'S & SONS ENTERPRISE

363 Sembawang Road,  
Goodlink Park, 758379  
Mobile no: 97429446 / 96621176  
Phone no: 67532536  
Email: admin@chans.com.sg  
Web: www.chans.com.sg

### Receipt Details

Receipt # : **RC 090089 2021-09**  
Date : 16/09/2021

### Customer Details

LER ZHI KANG  
164 CANBERRA DRIVE , #08-55 - 768001  
Phone no: 98534199  
IC: SXXXX1011

Particulars	Price (SGD)
Invoice # INV 90154 2021-09	
Date # 16/09/2021	450.00
Car Plate No: SMS8602G	
Paid amount:	450.00
Payment Method : CREDIT CARDS	
Through : UOB	
Cheque No: V104598	
Cheque Date:16/09/2021	
Amount (in Words) :	
Four Hundred Fifty Singapore Dollar (SGD) Only	

\* Computer Generated Receipt no Sign Required

## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SFN911B

Date of Accident

18/07/2021 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**Period of Insurance ..... **25/07/2020 - 24/07/2021**Requested By ..... **WONG KHONG SENG (PREMIU...**Requested Date ..... **27/07/2021 17:55****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**



## Mei Kwan (LKKAuto)

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**From:** Jaslin Kok (LKK Auto)  
**Sent:** Sunday, 15 August, 2021 1:00 PM  
**To:** dawn ng  
**Cc:** Admin A  
**Subject:** Re: ACCIDENT INVOLVING SFN 911B AND SCQ 9780Y ON 18/07/2021 ALONG /AT PENSHURST PLACE  
**Attachments:** WhatsApp Image 2021-07-27 at 5.37.36 PM.jpeg; WhatsApp Image 2021-07-27 at 5.37.37 PM.jpeg; WhatsApp Image 2021-07-27 at 5.37.38 PM.jpeg  
**Categories:** LSL

Dear Ms Dawn

As mentioned, We attached Third Party's vehicle photo for your reference.

An orange color stain that stays on the vehicle frontier(impact point) is consistent with your vehicle color.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** dawn ng <dawnng.chin@gmail.com>  
**Sent:** Saturday, August 7, 2021 11:48 AM  
**To:** Su Li (LKK Auto) <suli@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Subject:** Re: ACCIDENT INVOLVING SFN 911B AND SCQ 9780Y ON 18/07/2021 ALONG /AT PENSHURST PLACE

Hi Jaslin

Thank you for your email.

I am writing to inform you that there was no accident at the site.

My daughter was parking the car by the side of the road at a residential estate Penhurst Place on Sunday 18 July 21 around mid day as she was heading to lunch at the shops near there with a friend. She found a parking space at Penhurst Place. It was a parking space behind a white car. While parallel parking behind this white car, she noticed that the driver was waiting for her to park, and did not move away to provide her space to park, even though there was space in front of the white car.

Once our daughter had parallel parked the car, the driver of the white car then drove away.

Our daughter remembered the situation because her friend, whom she was meeting for lunch that day, subsequently drove by to take the parking space vacated by the white car.

Only upon receiving the email notice on 4 Aug 2021 from you and LKK Auto did I realise that the white car had made a 3rd party claim against me. And that the white car had the license plate number SCQ 9780Y. I was very puzzled,

and worried as our daughter did not recall being in any accident or having anyone stop her to exchange contact details as would be usual in an accident.

I tried to seek help to dispute this claim as we have no evidence of the accident as this email alarmed us all very much and made us very anxious.

While searching the internet for help on this process, and looking up SCQ 9780Y I found videos and reports of unsafe driving by SCQ9780Y on public forums and newsites. It made this claim even more suspicious and worrying. These are the information I found:

<https://news.nestia.com/detail/-/3128154>

<https://www.youtube.com/watch?v=4yEBbLVPZM8>

<https://www.facebook.com/SGRVigilante/videos/28dec2019-tpe-to-cte-exit-audi-a4-scq9780y-cut-over-the-chevron-marking-and-near/750799095406573/>

It seems that this car has been reported for unsafe driving by members of the public on public forums.

In this case, as we do not recall there being any supposed accident, I would like to request proof of the supposed accident.

I am concerned that an unfair 3rd party claim has been made against me, and that it will affect my NCB. I have enjoyed many years of good record with my auto insurance and this is very distressing. I worry that the driver of SCQ 9780Y is using this opportunity to claim for previous damages sustained in other situations.

I will try to report this via the website per your advice.

<https://online.aig.com.sg/AIGSingapore/apps/services/www/AIGSG/desktopbrowser/default/AIGSG.html#accident-report-claim>

Meanwhile, I'd be grateful if you could advise what will be the next steps and whether my record and my NCB will be affected, and what action will be taken with driver or owner of SCQ9780Y.

Thank you for your help.

Vincent Chin  
94879092

On Wed, 4 Aug 2021 at 17:12, Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)> wrote:



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51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG21008025/Ars3

**04 August, 2021**

**Vincent Chin Sze Heong  
11 DAFFODIL DRIVE  
SINGAPORE 579059**

**Dear Sirs,**

**ACCIDENT INVOLVING SFN 911B AND SCQ 9780Y ON 18/07/2021 ALONG /AT PENSHURST PLACE**

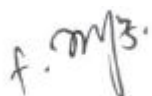
We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,



**Jaslin Kok**

**Claims**

**Tel : 6841 2157**

**Fax: 6741 4108**

**Email : [jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)**

*c.c. Claims Manager*

*AIG Asia Pacific Insurance Pte Ltd*

*(Motor Claims Dept)*



## Print Received Message

This mail is associated with :

**\*SCQ9780Y (8864661433SG)**  
**[SFN911B]**

TP

LER ZHI KANG (LU ZHIKANG)

Jul 18 2021 12:30PM

[Vincent Chin Sze Heong]

Premium Automobiles Pte Ltd

**From**      **AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS)**, sent on **17/03/2022 16:12 PM**.  
**To**         LKK\_HQ  
**Subject**   **Alert - Adj Mandate Approved (\$2433.64) - SCQ9780Y - Claim Handler: Ler, Bernard-JQ**

Approved:2433.64:mandate approved, subject that OI is cleared.