

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims
Yr Ref: CC3/AIG21010075/pa3 (SLA9271C)

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0797/2021/NH

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

12-Jan-2022
1 Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SMR 8345 D - Audi A6 1.8 TFSI ULTRA

With reference to the above-mentioned vehicle, no. **SMR 8345 D**, claimant, **Ms. Foo Mei Lian**, please find the related document per attached.

1. A copy of the Original invoice no. 85017120 – S\$ 2,332.17.
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\$ 240.00 (S\$ 80.00 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 – SMR 8345 D

AUTHORISATION TO ACT
(AIG Express Third Party Claim)


I, FOO MEI LIAN (the third party claimant) of BLK 997B BUANGKOK CRESCENT, #12-863, SINGAPORE 532997 (address), owner of SMR8345D (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. SMR8345D that was damaged pursuant to the accident which occurred on 27/09/2021 (date) along 105 BUANGKOK CRES (CARPARK) (location) involving vehicle no/s SLA9271C ("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 28 (day) of Sept (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 amount claimed for AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for SS\$2,332.17 (Repair Cost), SS\$240.00 (Loss of Use/Rental), SS\$2.00 (Disbursement) for vehicle no. SMR 8345D that was damaged pursuant to the accident which occurred on 27/09/2021 (date) along BLK 105 MULTI-STOREY CARPARK (location) involving vehicle no/s SLA 9271C. This is pursuant to the inspection conducted on 04/10/2021 (date) at "the workshop".

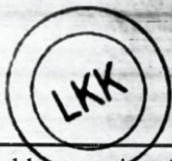
We/I confirm that we/I are/am authorized by the owner FOO MEI LIAN (the third party claimant") of vehicle no. SMR 8345D make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of 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 SMR 8345D (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 17 (day) of MAR (month) 20 22 (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
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 11:39

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice No: 85017120 Date : 11/01/2022 Order : SMR8345D Term : 30	Account: A0006 (T 0) AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120
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Regn No: SMR8345D (V 37831) Regn Date: 21/05/2018 Mileage: 54489 WIP No.: 46508

Model: A6 1.8 TFSI ULTRA (PI) (NAV) Chassis: WAUZZZ4G2JN058900 Engine: CYG024727 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 HARNESS 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
X	A4G0807647C BMT	(SK) (2) GRILL Less 020%	1.00	572.00	457.60

Parts 457.60
Labour 0.00
Sublet 1,722.00
Menus 0.00
Lubricant 0.00

Sub-Total 2,179.60

7% GST 152.57

Grand Total 2,332.17



Received by

For & on behalf of
Premium Automobiles Pte Ltd


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SLA9271C

Date of Accident

27/09/2021 **Reset**% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **22/03/2021 - 21/03/2022**Requested By **FOONG CHIN FONG (PREMIUM ...**Requested Date **28/09/2021 12:02****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**

Claim Notification - ACCIDENT INVOLVING SLA 9271C(AIG) AND SMR 8345D AT/ALONG BLK 105 HOUGANG AVE 1 ON 27/09/2021

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Fri 8/10/2021 11:21 AM

To: Yujin.chan@gmail.com <Yujin.chan@gmail.com>

08 Oct 2021

Mr Iek Tong Fei

[By Email Only]

Dear Sir/Madam,

You Ref: SLA9271C

Our Ref: CC3/AIG21010075/Apa3

ACCIDENT INVOLVING SLA 9271C(AIG) AND SMR 8345D AT/ALONG BLK 105 HOUGANG AVE 1 ON 27/09/2021

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 Premium Automobiles Pte Ltd acting on behalf of the owner of SMR8345D against your motor insurance policy.

As discussed, based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by SMR8345D. The video footage submitted by SMR8345D shows that your vehicle was reversing into a parking lot and collided onto third party parked vehicle. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost. Please be assured that we will do our due diligence to mitigate the cost.

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.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

Thank you.

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.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	28 Sep 2021 20:33	Clm Dtl Modified	Claimant's Name: -> FOO MEI LIAN.	[A] HOW MEI KWAN
2	28 Sep 2021 20:33	Clm Veh Model Changed	(204651) AUDI A6 1.8 TFSI Ultra (PI) (NAV) (A).	[A] HOW MEI KWAN
3	28 Sep 2021 20:33	Clm Created	Reg No: SMR8345D. Acct Date: 2021/09/04. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Premium Automobiles Pte Ltd (HQ)	[A] HOW MEI KWAN
4	28 Sep 2021 20:33	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	28 Sep 2021 20:33	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/10/07	[A] HOW MEI KWAN
6	28 Sep 2021 20:33	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	28 Sep 2021 20:33	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[A] Merimen Administrator
8	28 Sep 2021 20:33	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	28 Sep 2021 20:37	Label Added	(23):Express.	[A] HOW MEI KWAN
10	28 Sep 2021 20:37	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	30 Sep 2021 08:44	Clm Registration Modified	Acct Date:2021/09/04->2021/09/27.	[I] Low, Xianyu
12	07 Oct 2021 10:54	Video Downloaded	Downloaded TP VIDEO	[A] CHEW HSIAO TONG
13	08 Feb 2022 21:25	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	08 Feb 2022 21:25	Clm Dtl Modified	JPJ Reg. Date: -> 2018/05/21.	[A] JOANNE LEE KHANG MIN
15	08 Feb 2022 21:25	Clm Details Notified		[A] JOANNE LEE KHANG MIN
16	11 Feb 2022 09:11	Adj Mandate Request	Cur.Req:2574.17:Liability: 100%(B22) *Quantum: (a)CORw/GST: \$2,332.17 + (b)LOU(3days x \$80.00): \$240.00 + (c)Search fee: \$2.00 = Total: \$2,574.17 *3 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
17	08 Mar 2022 15:23	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/10/07. Mandate Remarks: mandate approved. subejct to documents in order. settle at best.	[I] Goh, Jeremy-CX
18	08 Mar 2022 15:23	Adj Mandate Set	Approved:2574.17:mandate approved. subejct to documents in order. settle at best.	[I] Goh, Jeremy-CX

Date From   Date To   Audit Type 

ACTIVITY

[07/10/2021 11:01] CHEW HSIAO TONG:
Called OI Mr Lek to follow up on the case. He had lodged report. Informed him on estimate repair cost after survey done is abt \$2,300.00. He said to liaise with AIG.

[04/10/2021 11:09] CHEW HSIAO TONG:
Called OI Mr Lek. Confirm that he went to the accident location 105 Buangkok Cres carpark on 27/09/2021.However he is not aware that he collided onto TP parked vehicle. Advised him that TP submitted video footage to show there is a slight impact on TP car while OI reversed into the parking lot beside TP. OI asked about the claim amount. Advised him that car has yet survey, we will get back to him on amount after survey done. Meantime, he will lodge report asap.

[01/10/2021 15:06] CHEW HSIAO TONG:
*TP GIA REPORT DAMAGES PHOTO INCORRECT*PENDING FOR TP AMENDED GIA & VIDEO

[30/09/2021 09:48] HOW MEI KWAN:
OINR. To send out first letter. (via email only)

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
2728818	28 Sep 2021 20:42:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific	SMR8345D	SLA9271C	11.00

					Insurance Pte. Ltd. (Express)			
2730344	04 Oct 2021 10:57:24	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMR8345D	CHEW HSIAO TONG	xx.xx
2764052	08 Feb 2022 21:25:12	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMR8345D	SLA9271C	11.00