

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: / Motor Claims
Yr Ref: CC3/AIG21011786/ps3 (SBF1680A)

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0943/2021/NH

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

20-Apr-2022
1
Date
Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SNC 5366 E - Audi Q5 2.0 TFSI QU S-TRONIC

With reference to the above-mentioned vehicle, no. **SNC 5366 E**, claimant, **Ms. Chang Ching Lou**, please find the related document per attached.

1. A copy of the Original invoice no. 85017388 – S\$ 5,695.40.
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\$ 300.00 (S\$ 100.00 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 – SNC 5366 E

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6366 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 11:53

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120		Invoice No: 85017388 Date : 18/04/2022 Order : SNC5366E 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: SNC5366E (V 50330)		Regn Date: 27/10/2021	Mileage: 8537	WIP No.: 54548	
Model: Q5 2.0 TFSI qu S tronic FYGA3Y		Chassis: WAUZZZF1M2109721	Engine: DGK 007654	Dept: u	
You have been assisted by :- UB-Tony Foong (33)					
		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND TRANSFER REAR PARKING AID AND REAR LID KICK SENSOR.	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 UPPER BUMPER AND BOTH REAR WHEEL ARCH TRIMS.	950.00	1.00	950.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A80A807067G GRU	(GER)COVER Less 020%	1.00	1961.00	1,568.80
X	A80A807521J 9B9	009577/(GER N/S)SPOI Less 020%	1.00	325.00	260.00
X	A80A945070B	(A)(SK)TAILLIGHT 2/1 Less 020%	1.00	699.00	559.20
X	A80A853817A GRU	COVER Less 020%	1.00	583.00	466.40
X	A80A853818A GRU	COVER Less 020%	1.00	583.00	466.40
Parts 3,320.80 Labour 0.00 Sublet 2,002.00 Menus 0.00 Lubricant 0.00			Sub-Total		5,322.80
			7% GST		372.60
			Grand Total		5,695.40



Received by

For & on behalf of
Premium Automobiles Pte Ltd


AUTHORISATION TO ACT
(AIG Express Third Party Claim)

I, CHANG CHING LOU (the third party claimant) of APT BLK 10 LEEDON
ROAD, #06-01, JADE MANSION S 267833 (address), owner of SNC5366E (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. SNC5366E that was damaged pursuant to the accident which occurred on 16/11/2021
(date) along 10 LEEDON ROAD JADE MANSION (CARPARK) (location) involving vehicle no/s
SBF1680A ("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 16 (day) of DEC (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\$ 5695.40 (Repair Cost), S\$ 300.00 (Loss of rental/use), S\$ (Disbursement), for vehicle no. SNC5366E that was damaged pursuant to the accident which occurred on 16/11/2021 (date) along 10 LEEDON ROAD JADE MANSION (CARPARK) (location) involving vehicle no/s SBF1680A. This is pursuant to the inspection conducted on _____ (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner CHANG CHING LOU ("the third party claimant") of vehicle no. SNC5366E 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 SBF1680A (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 20th (day) of Apr (month) 2021 (year)

Signed by appointed surveyor

Signed by "the workshop" (with chop)



BREAKDOWN OF PAYMENT

Vehicle No: SNC5366E

Accident on 16/11/2021 at 10 LEEDON ROAD JADE MANSION (CARPARK)

Involving vehicle/s SBF1680A

1) Repair cost \$ 5695.40 Payable to: Premium Automobiles Pte Ltd

2) GIA/LTA search fee \$ 2.00 Payable to: Premium Automobiles Pte Ltd

3) Loss of Use or Rental Car \$ 300.00 Payable to: PREMIUM AUTOMOBILES PTE LTD

4) Medical fees \$ _____ Payable to: _____

5) Others \$ _____ Payable to: _____

RA 011231 2021-62 RSP

Hirer's Name Chang Ching Lou		Date of Birth 24/12/82	Passport/ Nric No. G5182008N	Nationality
Address 10 Leedon Road #06-01		Occupation	Driving Licence No. AS Above	Date of Expiry 19/10/2023
Jade Mansion		Postal Code 267833	Contact No.	Mobile Phone No. 83899499
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	14-12-2024	Time	9.20am	Mileage	
					KM	
CHECK IN	Date	16.12.21	Time	7 pm	Mileage	Remarks
					KM	CHERRY L CHANG @ GMAIL.COM

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	@	100	300
DISCOUNT				
GST @ 7%				
TOTAL				300
EXTENSION				m 104885
DEPOSIT (refundable) S\$				
CHANGED OVER FROM VEH.			DATE	

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

for **CHAN'S & SONS ENTERPRISE**

VEHICLE NO. SMG2419Y	MODEL
FROM	RETURN <small>*Estimate Date. For actual return see CHECK IN</small>

OPERATING HOURS: MONDAY TO FRIDAY 8.30AM TO 5.00PM. SATURDAY 8.30AM TO 12.00PM. CLOSED ON SUNDAY & PUBLIC HOLIDAY

Tax Invoice

www.chans.com.sg
CHAN'S & SONS ENTERPRISE

Company Reg No:51936900M
363 Sembawang Road, Goodlink Park,
Singapore - 758379
Email: admin@chans.com.sg

Tax Invoice No:
INV1103872021-12

Dated:
December 17, 2021

Rental Agreement No:
RA 011231 2021-12

Terms of Payment:
Due upon receipt.

Customer Reference:
SNC5366E

Notes:
SNC5366E

Customer Details
CHANG CHING LOU
NO. 10 LEEDON ROAD #06-01, JADE MANSION
Singapore 267833

Executive Name:AUDI.ZOEY

[illegible]

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 120088 2021-12

Date : 17/12/2021

Customer Details

CHANG-CHING LOU

NO. 10 LEEDON ROAD #06-01, JADE MANSION

Singapore - 267833

Phone no: 83899499

IC: GXXXX008N

Particulars	Price (SGD)
Invoice # INV 110387 2021-12	
Date # 17/12/2021	
Car Plate No: SMG2419Y	
	300.00
Paid amount:	
Payment Method : CREDIT CARDS	
Through : UOB	
Cheque No: M104885	
Cheque Date: 17/12/2021	
Amount (in Words) :	
Three Hundred Singapore Dollar (SGD) Only	
	300.00

* Computer Generated Receipt no Sign Required


INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SBF1680A

Date of Accident

16/11/2021 **Reset****% RESULT & RECEIPT****TP Insurer Enquiry**Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **08/01/2021 - 07/01/2022**Requested By **WONG KHONG SENG (PREMIU...**Requested Date **18/11/2021 15:26****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**



CERTIFICATE OF INSURANCE

AUDI AUTO PROTECTOR PRIVATE VEHICLE

Name of Policyholder : CHANG CHING LOU
Period of Insurance : 27 Oct 2021 To 26 Oct 2023
Engine No. : DGK007654
Chassis No. : WAUZZZF1M2109721

Vehicle No. : SNC5366E
Policy No. : 7210128140
Endorsement No. :
Issued Date : 28 Oct 2021

ABOUT THE COVER

Make/Model : AUDI Q5 2.0 TFSI quattro S Tronic
Engine Capacity/Tonnage : 1,984.00 CC
Driver Restriction : NA
Sum Insured : Market Value
Off Peak Car : No
First Year of Registration : 2021
Insuring with COE/PARF : Yes

Person or Classes of Persons Entitled to Drive* :

- a) The Policyholder
b) Any other person who is driving on the Policyholder's order or with his/her permission.
This Policy will indemnify the Policyholder or any authorised driver only if he/she meets the specified age condition.

You have to pay an additional sum of \$3,000 as "Young and/or Inexperienced Driver Excess" ("YIDR") if You are or Your Authorised Driver (named or unnamed) is under the age of 23 and/or has less than 2 years' driving experience.

Age Condition : All Age Condition
Mileage Condition : Unlimited Mileage
Limitation as to use* :

Use only for social, domestic and pleasure purposes and for the Policyholder's business.
This Policy does not cover use for hire or reward, driving tuition, driving test, racing, pace-making, reliability trial or speed-testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with Motor Trade.

Loss of Use 1800cc - 2000cc Optional

* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189), Section 95 of the Road Transport Act, 1987 (Malaysia) and Road Transport (Amendment) Act 2019, are not to be included under these headings

EXCESS

Section 1

Fire - \$0 Own Damage - \$1000 Theft - \$0 Flood Cover - \$1000

Section 2

Property Damage - \$0

Windscreen : \$100

Named Driver and Excess (where applicable)

CHANG CHING LOU - \$1000 (Own Damage), \$1000 (Flood Cover)

APPROVED REPORTING CENTRES/AUTHORISED REPAIRERS (FOR CLAIMS RELATED REPAIRS)

1. Audi Customer Service Center Add: 55 Ubi Road 1 Singapore 408699 63662323

For other Approved Reporting Centres/AIG Authorised Repairers, please contact our 24-hour accident emergency hotline at +65 6338 6200. Alternatively, you may refer to AIG website www.aig.sg or AIG SG Mobile App. Simply search and download "AIG SG" from iTunes or Google Play.

IMPORTANT NOTES

Hire Purchase Company/Employer's Loan: United Overseas Bank Limited

I/We hereby certify that the policy to which this Certificate of Insurance relates is issued in accordance with the provisions of the Motor Vehicles(Third Party Risks and Compensation) Act (Cap. 189), Part IV of the Road Transport Act, 1987 (Malaysia), Road Transport (Amendment) Act 2019 and Motor Vehicles (Third Party Risks) Rules, 1959 (Malaysia).

0504125210

PREMIUM LEASING - VL

281 ALEXANDRA ROAD AUDI CUSTOMER SERVICE CENTRE
SINGAPORE 159938

Underwritten by AIG Asia Pacific Insurance Pte. Ltd.

AIG Asia Pacific Insurance Pte. Ltd.

This computer generated document does not require a signature.

Cheng Cheng Chee

24-HOUR AIG AUTO HOTLINE: +65 6338 6200

IMPORTANT: KEEP THIS DOCUMENT IN YOUR CAR AT ALL TIMES.

What can the 24-hour AIG Auto Emergency Hotline provide for you?

- Immediate assistance after an accident
- Emergency breakdown service
- Towing service (accident or non-accident related)
- Advice on Motor Claims procedures
- Medical Referral Assistance

If no one is injured in the accident:

- You are not required to make any police report.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s).
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.

If the accident involves injuries or damage to government property & vehicles, foreign registered vehicles or non-injury hit & run case:

- Report the accident to the police, providing full details of the circumstances of the accident.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s), if applicable.
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.

What should I do in the event of an accident?

- Keep calm and move your car to a safe place.
- Do not admit or discuss fault or blame with the other party(ies).
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised repairers within 24 hours or the next working day of the accident.
- Submit Writ/Summons/Correspondences from third party(ies) to AIG immediately.

LOSS OF USE CAR REPLACEMENT BENEFIT

Applicable only if this benefit is included in your motor insurance. Please refer to your Policy Schedule for details. Policy terms and conditions apply. Please call our customer service hotline number (65) 6419-3000 for assistance.

The Certificate of Insurance (CI) should be produced without demand when collecting the Rental Car and the Rental Car Company reserves the right to verify the identity of the holder. The CI is the property of AIG and its use is subject to the terms and conditions contained in the Loss of Use Endorsement under the policy issued to the policyholder.

Steps to activate Loss of Use Car Replacement Benefit and Important Information

1. To activate your loss of use car replacement, please report the accident to us with your accident vehicle via our reporting centres or authorised repairers within 24 hours or by the next working day of the accident.
2. Please contact the rental car company (please refer to the rental car company listed below, hereinafter known as the "Rental Car Company") after AIG's authorised surveyor has surveyed and authorised the own damage repair of your accident vehicle.
3. Your rental car will be made available within 5 working hours of you contacting the Rental Car Company.
4. At the time of collection of the rental car, the **original** insurance policy and schedule issued by AIG and a copy of the accident report from Audi Customer Service Centre must be produced.
5. The rental period will be the shorter of (i) the repair period certified by AIG's-authorised surveyor or (ii) the period your accident vehicle is actually under repair (and not for any period during which your accident vehicle is not under repair due to the unavailability of spare parts).
6. Rental cars are strictly for the social and domestic use of the policyholder who is the registered owner of the accident vehicle only, and not for the policyholder's business or other purposes and the rental car must only be used in Singapore.
7. Any extension of the rental period beyond the period specified in paragraph 5 above will be chargeable by the Rental Car Company on a per day basis and the cost of the additional rental will be borne by you.
8. Upgrade of the rental car is available upon request and availability, and subject to additional charges by the Rental Car Company which will be borne to you.

Rental Car Company: Popular Rent A Car Pte. Ltd.

Activation Hotline: 67428888

501 Guillemard Road Singapore 399840

Operation Hours: Monday to Friday: 9am to 6pm Saturday (Half Day): 9am to 4pm

*The Rental Car Company's Terms & Conditions apply (i.e., refundable security deposit, excess liability for the Rental Car, Collision Damage Waiver, etc).

IMPORTANT NOTICE

If you sell your motor vehicle, this Notice is **IMPORTANT** and **MUST** be complied with. Policyholders are hereby warned that under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.99), it shall be unlawful for any person to use or cause or permit any other person to use a motor vehicle without a valid policy of insurance under the Act.

The Policyholder is further warned that on the sale of a motor vehicle, they must surrender the Certificate of Insurance and the Policy to the insurance company. If the Certificate of Insurance has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third Party Risks and Compensation) Act (Cap.88).

This Policy will cease to be valid once the motor vehicle has been sold to another person unless the transfer of interest has been duly notified to and agreed to by the insurance company concerned. If the insurance company agrees to cover the new owner, they will issue a new Certificate of Insurance in the new owner's name. The premium chargeable may vary according to the new owner's profile.