

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


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 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\$5,695.40** (Repair Cost), **S\$300.00** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SNC 5366E** that was damaged pursuant to the accident which occurred on **16/11/2021** (date) along **THE CAPARK AT 10 LEEDON ROAD JADE MANSION** (location) involving vehicle no/s **SBF 1680A**. This is pursuant to the inspection conducted on **23/11/2021** (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. **SNC 5366E** 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 **SNC 5366E** (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 23 (day) of May (month) 2022 (year)



Signed by appointed surveyor

A handwritten signature in blue ink next to a circular blue ink stamp with the text "PREMIUM AUTOMOBILES PTE LTD" around the perimeter.

Signed by “the workshop” (with chop)

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

RENTAL AGREEMENT

RA 011231 2021-12

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 19/10/2025
Postal Code Jade Mansion 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 14-12-2021	Time 9.20am	Mileage KM	E 1/4 1/2 3/4 F
Date 16.12.21	Time 7 pm	Mileage KM	Remarks 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
Audi Z				
SNC5366E				
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. SMG-2419Y	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**

Claim Notification - ACCIDENT INVOLVING SBF 1680A(AIG) AND SNC 5366E AT/ALONG 10 LEEDON ROAD ON 16/11/2021

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

Tue 30/11/2021 2:04 PM

To: asia_antiaging@yahoo.com.sg <asia_antiaging@yahoo.com.sg>

30 Nov 2021

Ho Shuit Hung

[By Email Only]

Driver: Low Cze Hong

Dear Sir/Madam,

You Ref: SBF1680A

Our Ref: CC3/AIG21011786/Aps3

ACCIDENT INVOLVING SBF 1680A(AIG) AND SNC 5366E AT/ALONG 10 LEEDON ROAD ON 16/11/2021

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 SNC5366E against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour. 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 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	18 Nov 2021 16:31	CIm Dtl Modified	Claimant's Name: -> CHANG CHING LOU.	[A] Lee Su Li
2	18 Nov 2021 16:31	CIm Veh Model Changed	(206231) AUDI Q5 SPORT 2.0 TFSI QU S TRONIC (A).	[A] Lee Su Li
3	18 Nov 2021 16:31	CIm Created	Reg No: SNC5366E. Acct Date: 2021/11/16. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Premium Automobiles Pte Ltd - Alexandra (HQ)	[A] Lee Su Li
4	18 Nov 2021 16:31	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	18 Nov 2021 16:31	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/11/29	[A] Lee Su Li
6	18 Nov 2021 16:31	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	18 Nov 2021 16:31	CIm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	18 Nov 2021 16:31	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	18 Nov 2021 16:31	Label Added	(23):Express.	[A] Lee Su Li
10	18 Nov 2021 16:31	Adj Adjuster Assigned	[None] -> ACCUSER4	[A] Lee Su Li
11	24 Nov 2021 12:02	Adj Adjuster Assigned	ACCUSER4 -> ADRIAN LING	[A] Lee Su Li
12	26 Nov 2021 16:42	CIm Registration Modified	Acct Time:16:00:00->02:55:00. Pol No:2100398511->2100398511-07.	[I] AIG OneClaim Integration User
13	30 Nov 2021 13:57	Video Downloaded	Downloaded Video - Accident from TP	[A] CHEW HSIAO TONG
14	17 Jan 2022 11:25	Video Downloaded	Downloaded Video - Accident from TP	[I] Syed-Yusoff, Saliha
15	25 Mar 2022 09:56	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
16	25 Mar 2022 09:56	CIm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	25 Mar 2022 09:56	CIm Dtl Modified	JPJ Reg. Date: -> 2021/10/27.	[A] JOANNE LEE KHANG MIN
18	25 Mar 2022 09:56	CIm Details Notified		[A] JOANNE LEE KHANG MIN
19	03 May 2022 11:02	Adj Mandate Request	Cur.Req:5997.40:Liability: 100%(B23) *Quantum: (a)CORw/GST: \$5,695.40 + (b)LOR(3days x \$10 0.00): \$300.00 + (c)Search fee: \$2.00 = Total: \$5,997.40 *3 recommendation repair days *For you r approval please.	[A] CHEW HSIAO TONG
20	20 May 2022 16:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/11/29. Mandate Remarks: set mandate approval in merimen for s ettlement @ \$5,997.40 [COR-\$5695.40 LOR-\$300 LTA-\$2.00] ** Subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha
21	20 May 2022 16:04	Adj Mandate Set	Approved:5997.40:set mandate approval in merimen for settlement @ \$5,997.40 [COR-\$5695.40 LO R-\$300 LTA-\$2.00] ** Subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha

Date From    Date To    Audit Type 

ACTIVITY

[24/11/2021 12:15] Lee Su Li:
OINR *** SENT OUT FIRST NON-REPORTING LETTER BY EMAIL

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
2742074	18 Nov 2021 16:36:01	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific	SNC5366E	SBF1680A	11.00

					Insurance Pte. Ltd. (Express)			
2742695	22 Nov 2021 16:12:19	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SNC5366E	Syed-Yusoff, Saliha	xx.xx
2776745	25 Mar 2022 09:56:44	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SNC5366E	SBF1680A	11.00