

**AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
**Attn: Motor Claims**  
**Yr Ref: CC3/AIG22002603/PA3 (SLC352B)**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0227/2022/NH

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

23-May-2022  
1 Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SNC 1135 G - Audi A5 SB 2.0 TFSI**

With reference to the above-mentioned vehicle, no. **SNC 1135 G**, claimant, **Ms. Chan Siew Lian Angeline**, please find the related document per attached.

1. A copy of the Original invoice no. 85017457 – S\$ 4,105.38.
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\$ 600.00 (S\$ 150.00 x 4 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 1135 G

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

I, CHAN SIEW LIAN ANGELINE (the third party claimant) of 3356 PASIR PANJANG RD  
SINGAPORE 118665 (address), owner of SNC1135G (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. SNC1135G that was damaged pursuant to the accident which occurred on 20/3/2022  
(date) along JELITA SHOPPING CENTRE, COLD STORAGE (CARPARK) (location) involving vehicle no/s  
SLC352B ("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 14 (day) of 04 (month) 2022 (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\$4,105.38** (Repair Cost), **S\$600.00** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SNC 1135G** that was damaged pursuant to the accident which occurred on **20/03/2022** (date) along **293 HOLLAND ROAD #01-01 JELITA SHOPPING CENTRE (CARPARK AT COLDS STORAGE)** (location) involving vehicle no/s **SLC 352B**. This is pursuant to the inspection conducted on **24/03/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **CHAN SIEW LIAN ANGELINE** (the third party claimant”) of vehicle no. **SNC 1135G** 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 1135G** (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<sup>rd</sup> (day) of June (month) 2022 (year)

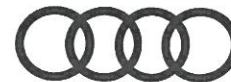
 TTK

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 17:25

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice No: 85017457 Date : 17/05/2022 Order : SNC1135G 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: SNC1135G (V 50227) Regn Date: 28/09/2021 Mileage: 11435 WIP No.: 16755  
Model: A5 SPORTBACK 2.0 TFSI S tronic Chassis: WAUZZZF5XMA059848 Engine: DEM 034040 Dept: U  
You have been assisted by :- UB-Tony Foong ( 33 )

		Details	Qty	Unit Price	Amount
S	SUBLET	M: BNP - TO SUPPLY VEHICLE NUMBER PLATE	60.00	1.00	60.00
S	BODYWORK	M: TO REMOVE, CHECK AND TRANSFER FRONT WIRE HARNES FOR HEADLIGHT, 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 AND BONNET. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER AND BONNET	1100.00	1.00	1,100.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8W6853651BG3FZ	GRILLE Less 020%	1.00	1881.00	1,504.80
Parts		1,504.80			
Labour		0.00			
Sublet		2,332.00			
Menus		0.00			
Lubricant		0.00			
				Sub-Total	3,836.80
				7% GST	268.58
				Grand Total	4,105.38



Received by

For & on behalf of  
Premium Automobiles Pte Ltd



# RENTAL AGREEMENT

Hirer's Name <b>CHAN SIEW LIAN ANGELINE</b>		Date of Birth <b>25.04.1956</b>	Passport/ Nric No. <b>S 1177707 Z</b>	Nationality <b>S'pore</b>
Address <b>335 E PASIR PANJANG RD.</b>		Occupation	Driving Licence No.	Date of Expiry
Postal Code <b>0511</b>		Contact No.	Mobile Phone No. <b>9634 8427</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>11.04.2022</b>	Time <b>1000</b>	Mileage <b>KM</b>	E <b>1/4</b> 1/2 3/4 F
Date <b>14.04.22</b>	Time <b>6PM</b>	Mileage <b>KM</b>	Remarks

## CHECK IN

### 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	4	@ \$150	600
DISCOUNT			
GST @ 7%			
TOTAL			600
EXTENSION		\$ 450	V105261
TONY/Audr - claim TP			RC 040079 2022-04
(Benoi)			
SNC 1135G		\$ 150	V105262
			RC 040080 2022-04
DEPOSIT (refundable) S\$			
CHANGED OVER FROM VEH.			

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 **SMM2430G**

MODEL

FROM

RETURN

\*Estimate Date. For actual return see CHECK IN

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

# Tax Invoice

**chan's**

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:  
**INV0401342022-04**

Dated:  
**April 16, 2022**

Rental Agreement No:  
**RA 011810 2022-04**

Terms of Payment:  
**Due upon receipt**

Customer Reference:  
**SNC1135G**

Notes:  
**SNC1135G**

**Customer Details**  
**CHAN SIEW LIAN ANGELINE**  
NO. 335E PASIR PANJANG ROAD Singapore 118665

**Executive Name:**AUDI TONY

S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SMM2430G		2022-04-11	2022-04-14 (INCL.)	4 DAYS	140.19	560.75
							560.75

**GST 7% (7%) 39.25**

Amount in words :  
**Six Hundred Singapore Dollar (SGD)**

**Total (SGD) 600.00**

**Declaration:**  
Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**

**For CHAN'S & SONS ENTERPRISE**

**This is a Computer generated document.  
No signature is required.**

**Income Terms**  
Terms


## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SLC352B

Date of Accident

20/03/2022 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**Period of Insurance ..... **29/04/2021 - 28/04/2022**Requested By ..... **WONG KHONG SENG (PREMIU...**Requested Date ..... **21/03/2022 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**

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 23 March 2022 11:24 AM  
**To:** SINGLUTTONY@GMAIL.COM  
**Subject:** Claim Notification - ACCIDENT INVOLVING SLC 352B(AIG) AND SNC 1135G AT/ALONG JELITA SHOPPING CENTRE CARPARK ON 20/03/2022

23 March 2022

**LIM WENYAN**

[By Email Only]

Dear Sir/Madam,

**You Ref: SLC352B**

**Our Ref: CC3/AIG22002603/pa3**

**ACCIDENT INVOLVING SLC 352B(AIG) AND SNC 1135G AT/ALONG JELITA SHOPPING CENTRE CARPARK ON 20/03/2022**

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 SNC1135G against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. 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.

In addition, we would like to request for a copy of video footage as stated in your accident report for our necessary action.

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.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	21 Mar 2022 20:23	<b>Clm Dtl Modified</b>	Claimant's Name: -> CHAN SIEW LIAN ANGELINE. Claimant's ID: -> SXXX797Z.	[A] HOW MEI KWAN
2	21 Mar 2022 20:23	<b>Clm Veh Model Changed</b>	(202153) AUDI A4 2.0 TFSI QU S-TRONIC (A).	[A] HOW MEI KWAN
3	21 Mar 2022 20:23	<b>Clm Created</b>	Reg No: SNC1135G. Acct Date: 2022/03/20. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Premium Automobiles Pte Ltd (HQ)	[A] HOW MEI KWAN
4	21 Mar 2022 20:23	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	21 Mar 2022 20:23	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/03/30	[A] HOW MEI KWAN
6	21 Mar 2022 20:23	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	21 Mar 2022 20:23	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	21 Mar 2022 20:23	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	21 Mar 2022 20:23	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
10	21 Mar 2022 20:23	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	29 Mar 2022 08:58	<b>Video Downloaded</b>	Downloaded SNC1135G TP VIDEO	[I] Chin, Lee-Ying
12	29 Mar 2022 14:58	<b>Adj Adjuster Assigned</b>	ADRIAN LING -> Thevan Thomas Karthikesavan	[A] HOW MEI KWAN
13	30 Mar 2022 17:19	<b>Video Downloaded</b>	Downloaded SNC1135G TP VIDEO	[I] MdNoor, Norsiah
14	06 Apr 2022 11:31	<b>Video Downloaded</b>	Downloaded SNC1135G TP VIDEO	[I] Yong, Joanne
15	26 May 2022 08:17	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
16	26 May 2022 08:17	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	26 May 2022 08:17	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2021/09/28.	[A] JOANNE LEE KHANG MIN
18	26 May 2022 08:17	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
19	10 Jun 2022 15:14	<b>Adj Mandate Request</b>	Cur.Req:4707.38:Liability: 100%(OID reversed & hit TP) *Quantum: (a)CORw/GST: \$4,105.38 + (b)LO R(4days x \$150.00): \$600.00 + (c)Search fee: \$2.00 = Total: \$4,707.38 *4 recommendation repair da ys *For your approval please.	[A] CHEW HSIAO TONG
20	17 Jun 2022 09:57	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/03/30	[I] MdNoor, Norsiah
21	17 Jun 2022 09:57	<b>Adj Mandate Set</b>	Approved:4707.38.	[I] MdNoor, Norsiah

Date From    Date To    Audit Type  

### ACTIVITY

[23/03/2022 11:24] CHEW HSIAO TONG:  
Pending TP & OI Video

### 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
2775519	21 Mar 2022 20:30:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SNC1135G	SLC352B	11.00

2776524	24 Mar 2022 14:19:13	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SNC1135G	CHEW HSIAO TONG	xx.xx
2796584	26 May 2022 08:17:19	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SNC1135G	SLC352B	11.00