

AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way
#07-16 AIG Building
Singapore 079120
Attn: Motor Claims
Yr Ref: CC3/AIG22003833/pa3 (SMM 1712 A)

Norah Khai
6768 9911
6841 1183
Nora.khai@premiumauto.com.sg
Body & Paint Dept
PA/TP/0338/2022/MH

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

17-Nov-2022 Date
1 Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SLQ 5716 D - Audi A4 SEDAN 1.4 TFSI S TRONIC

With reference to the above-mentioned vehicle, no. **SLQ 5716 D**, claimant, **Ms. Chan Hong Choo**, please find the related document per attached.

1. A copy of the Original invoice no. 85017953 – S\$ 6,066.04.
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 Invoice – S\$ 500.00 (S\$ 100.00 x 5 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 – SLQ 5716 D

AUTHORISATION TO ACT
(AIG Express Third Party Claim)

I, CHAN HONG CHOO (the third party claimant) of 9 JALAN MATA AYER
#03-55, EUPHONY GARDENS, S759153 (address), owner of SLQ5716D (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. SLQ5716D that was damaged pursuant to the accident which occurred on 23/4/2022
(date) along BLK 110 YISHUN RING ROAD CARPARK (location) involving vehicle no/s
SMM1712A ("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 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\$6,066.04** (Repair Cost), **S\$500.00** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SLQ5716D** that was damaged pursuant to the accident which occurred on **23/04/2022** (date) along **BLK 110 YISHUN RING ROAD CARPARK** (location) involving vehicle no/s **SMM1712A**. This is pursuant to the inspection conducted on **28/04/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **CHAN HONG CHOO** (the third party claimant”) of vehicle no. **SLQ5716D** 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 **SLQ5716D** (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 06 (day) of 12 (month) 20 22 (year)


LKP

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 11:01

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice No: 85017953 Date: 16/11/2022 Order: SLQ5716D 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: SLQ5716D (V 33962) Regn Date: 14/07/2017 Mileage: 116550 WIP No.: 21497

Model: A4 SEDAN 1.4 TFSI S tronic Chassis: WAUZZZF44HA164740 Engine: CVN 038995 Dept: u

You have been assisted by :- UB-Lim Kee Siang (43)

		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 AND LHS REAR DOOR.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED.	1000.00	1.00	1,000.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER,LHS REAR FENDER, LHS REAR DOOR AND DOOR HANDLE.	1750.00	1.00	1,750.00
S	BODYWORK	M: TO RENEW LHS REAR RIM AND CARRY OUT WHEEL ALIGNMENT.	280.00	1.00	280.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8W5807067A GRU	COVER Less 020%	1.00	2609.00	2,087.20

Parts 2,087.20
Labour 0.00
Sublet 3,582.00
Menus 0.00
Lubricant 0.00

Sub-Total 5,669.20

7% GST 396.84

Grand Total 6,066.04



Received by

For & on behalf of
Premium Automobiles Pte Ltd

RENTAL AGREEMENT

RA 012097 2022-05

Hirer's Name CHAN HONG CHOU		Date of Birth 27/11/1961	Passport/ Nric No. S1462443 J	Nationality SINGAPOREAN
Address NO. 9, JALAN MATA AYER, #03-55		Occupation TRADER	Driving Licence No. S1462443 J	Date of Expiry LIFE
Postal Code 759153		Contact No. 97835274	Mobile Phone No. 97835274	
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 30.5.22	Time 10.30am	Mileage 10.30am KM	E 1/4 1/2 3/4 F
Date 3.6.22	Time 5pm	Mileage 5pm KM	Remarks swetha.campanella@gmail.com


CHECK IN

IMPORTANT NOTES:-

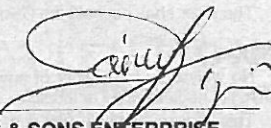
- Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- No refund will be given for vehicle that returns early.
- Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- Third Party Liability - First \$2000 for any Third 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	5	@	100	500
DISCOUNT				
GST @ 7%				
TOTAL				500
EXTENSION				A105450
And: KS				
SLQ 5716D				
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. SNR 53582	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:
INV0600632022-06

Dated:
June 4, 2022

Rental Agreement No:
RA 012097 2022-05

Terms of Payment:
Due upon receipt

Customer Reference:
SLQ5716D

Notes:
SLQ5716D

Customer Details
CHAN HONG CHOO
NO. 9 JALAN MATA AYER #03-55 Singapore 759153

Executive Name: AUDI KEE SIANG

S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SMR5358L		2022-05-30	2022-06-03 (Incl.)	5 Days	93.46	467.29
							467.29

GST 7% (7%) 32.71

Amount in words :
Five Hundred Singapore Dollar (SGD)

Total (SGD) 500.00

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

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 060024 2022-06
Date : 04/06/2022

Customer Details

CHAN HONG CHOO
NO. 9 JALAN MATA AYER , #03-55 Singapore -
759153
Phone no: 97835274
IC: SXXXX443J

Particulars	Price (SGD)
Invoice # INV 60063 2022-06 Date # 04/06/2022 Car Plate No: SMR5358L	500.00
Paid amount:	500.00
Payment Method : CREDIT CARDS	
Through : UOB Cheque No: A105450 Cheque Date:04/06/2022 Amount (in Words) : Five Hundred Singapore Dollar (SGD) Only	

* Computer Generated Receipt no Sign Required

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SMM1712A

Date of Accident

23/04/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**

Period of Insurance **20/06/2021 - 19/06/2022**

Requested By **LIM KEE SIANG (PREMIUM AU...**

Requested Date **25/04/2022 14:57**

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)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 28 April 2022 1:46 PM
To: 'TEOJP1@GMAIL.COM'
Subject: Claim Notification - ACCIDENT INVOLVING SMM 1712A (AIG) AND SLQ 5716D AT/ALONG BLK 108 YISHUN RING ROAD SURFACE CARPARK ON 23/04/2022
Attachments: SLQ5716 Video_Front.mp4; SLQ5716 Video_Rear .mp4

28 April 2022

Mr Teo Joo Peck *[By Email Only]*

Dear Sir/Madam,

You Ref: SMM1712A

Our Ref: CC3/AIG22003833/pa3

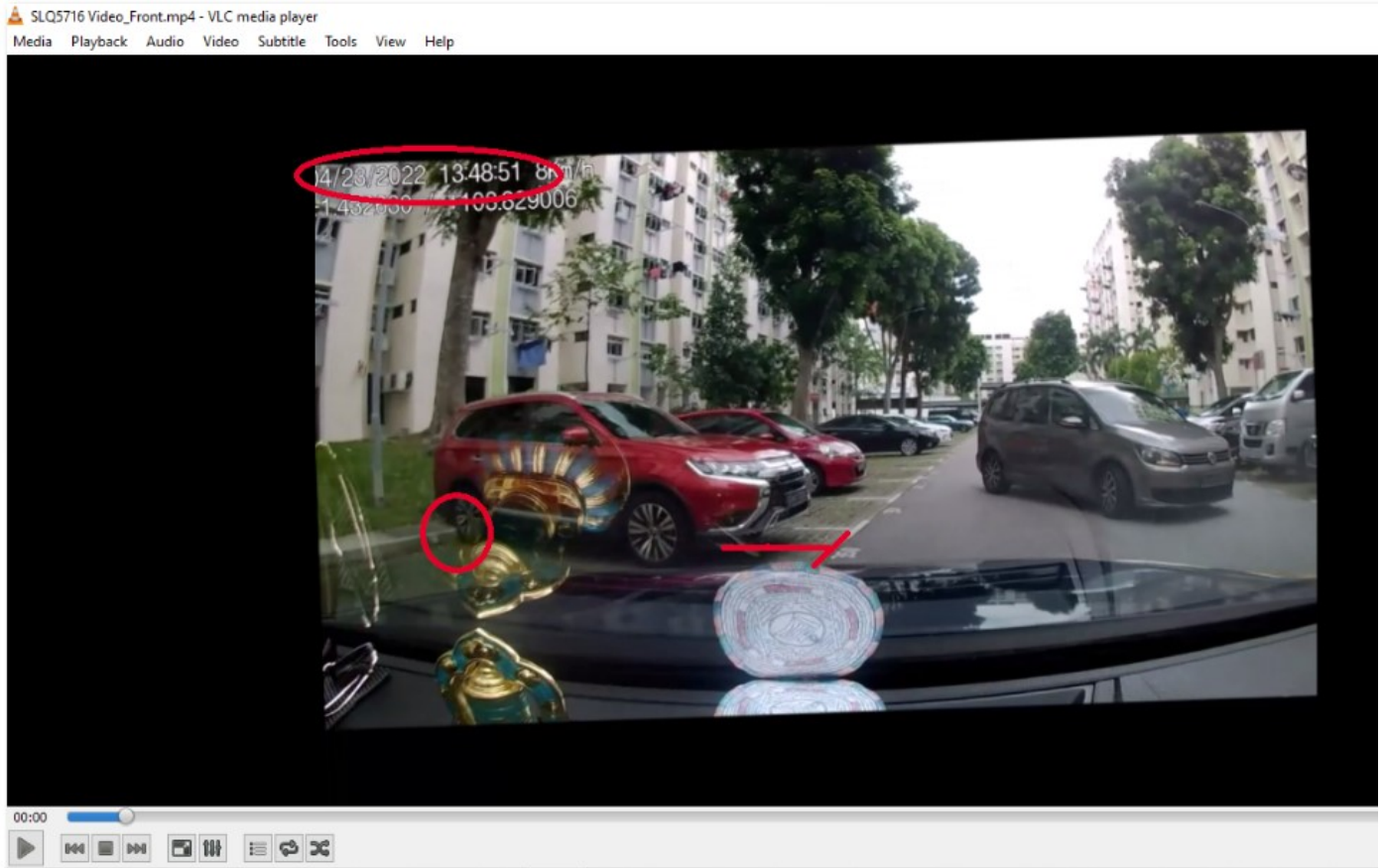
ACCIDENT INVOLVING SMM 1712A (AIG) AND SLQ 5716D AT/ALONG BLK 108 YISHUN RING ROAD SURFACE CARPARK ON 23/04/2022

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.

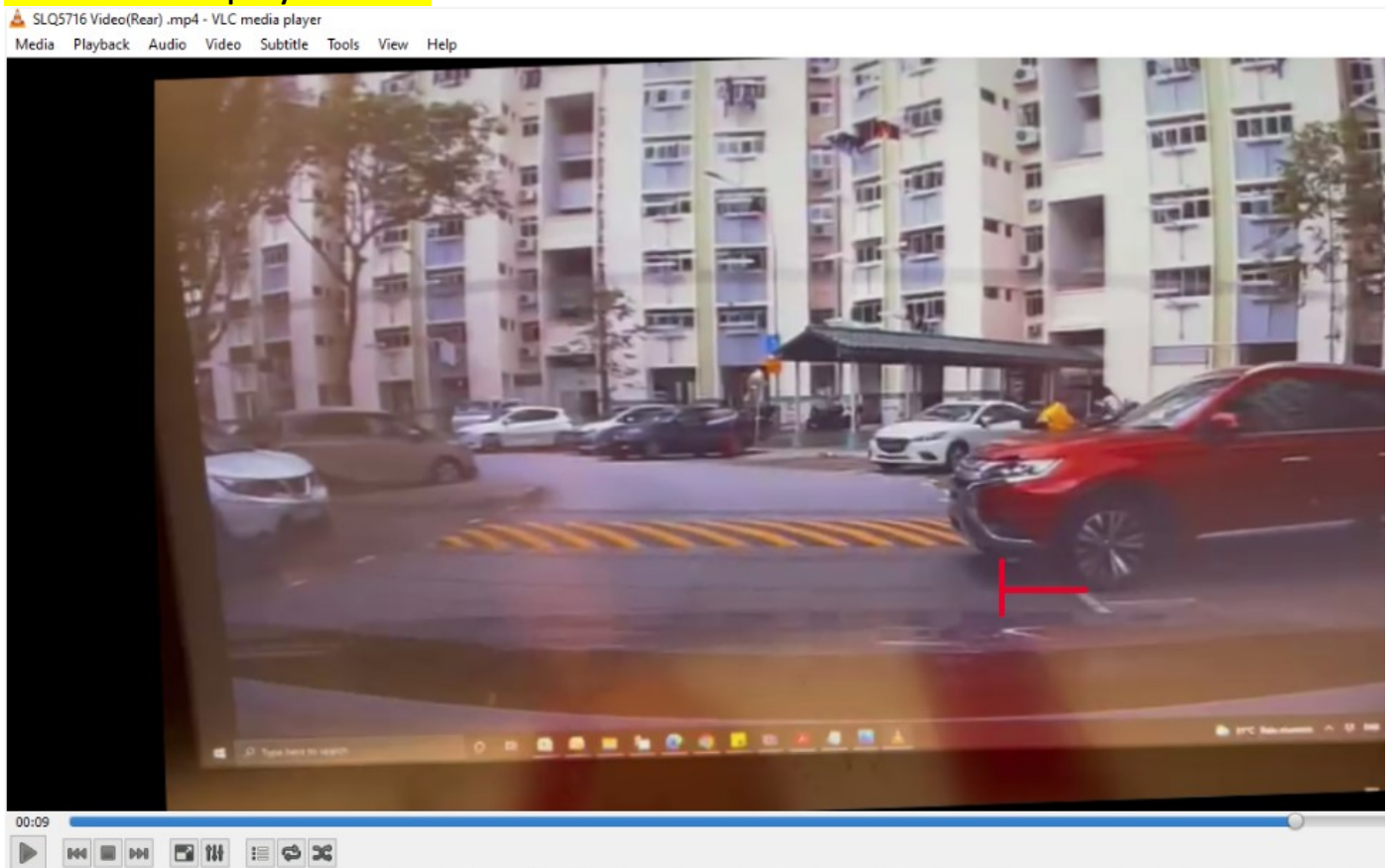
We have received a claim from SLQ5716D against your insurance policy.

Based on all available information on hand, we are of the view that we do not have a good defense towards the claim submitted by third party (SLQ5716D). Attached here with a copy of video from car camera of SLQ5716D for your easy reference. We have extracted video screenshot as below for your understanding. We observe that the position of your vehicle was within the parking lot before third party pass by your vehicle. After third party drove pass, there is slight jerk on his vehicle. From the rear view of camera, we observe that your vehicle already out of the parking lot. In view of this, we are of the view that your vehicle had moved forward and collided with third party who was passing by your vehicle.

Front view of third party car camera



Rear view of third party car camera



Furthermore, the damages sustained to third party vehicle was on left rear side and your vehicle damages was on front portion. The damage profile to both vehicles suggested that third party had already driven pass and hit by your 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.

“The video footage is confidential information and is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd







Phone: 6742-3197 | Email: 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	25 Apr 2022 18:21	Clm Dtl Modified	Claimant's Name: -> CHAN HONG CHOO. Claimant's ID: -> SXXXX443J.	[A] HOW MEI KWAN
2	25 Apr 2022 18:21	Clm Veh Model Changed	(204616) AUDI A4 1.4 TFSI S TRONIC (A).	[A] HOW MEI KWAN
3	25 Apr 2022 18:21	Clm Created	Reg No: SLQ5716D, Acct Date: 2022/04/23, Claim Type: TP, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), TP Insurer: United Overseas Insurance Ltd (HQ), Workshop: Premium Automobiles Pte Ltd (UBI)	[A] HOW MEI KWAN
4	25 Apr 2022 18:21	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	25 Apr 2022 18:21	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/05/05	[A] HOW MEI KWAN
6	25 Apr 2022 18:21	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] HOW MEI KWAN
7	25 Apr 2022 18:21	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	25 Apr 2022 18:21	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	25 Apr 2022 18:21	Label Added	(23):Express.	[A] HOW MEI KWAN
10	25 Apr 2022 18:21	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	09 May 2022 14:08	Video Downloaded	Downloaded SLQ5716 Video_Front	[I] MdNoor, Norsiah
12	09 May 2022 14:08	Video Downloaded	Downloaded SLQ5716 Video_Rear	[I] MdNoor, Norsiah
13	09 May 2022 14:09	Video Downloaded	Downloaded SLQ5716 Video_Front	[I] MdNoor, Norsiah
14	25 Oct 2022 15:44	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	25 Oct 2022 15:44	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	25 Oct 2022 15:44	Clm Dtl Modified	JPJ Reg. Date: -> 2017/07/14.	[A] JOANNE LEE KHANG MIN
17	25 Oct 2022 15:44	Clm Details Notified		[A] JOANNE LEE KHANG MIN
18	18 Nov 2022 13:29	Adj Mandate Request	Cur.Reg:6568.04:Liability: 100% (BOLA 24) *Quantum: \$6,568.04 (all-in). Please refer to adjuster report for details. *For your approval please.	[A] Ezlyna
19	28 Nov 2022 16:19	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/05/05	[I] MdNoor, Norsiah
20	28 Nov 2022 16:19	Adj Mandate Set	Approved:6568.04.	[I] MdNoor, Norsiah

Date From    Date To    Audit Type 

ACTIVITY

[10/05/2022 14:34] CHEW HSIAO TONG:

Called OI Mr Teo, Confirm accident and he did received our email dated 28/04/2022. He will let insurer to settle the matter. No further feedback/comments.

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
2786353	25 Apr 2022 18:30:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLQ5716D	SMM1712A	11.00
2787500	28 Apr 2022 11:56:01	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SLQ5716D	CHEW HSIAO TONG	xx.xx
2787501	28 Apr 2022 11:56:02	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SLQ5716D	CHEW HSIAO TONG	xx.xx
2859396	25 Oct 2022 15:44:03	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLQ5716D	SMM1712A	11.00