

**AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
**Attn: Motor Claims**  
**Yr Ref: CC3/AIG22004232/pa3**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0372/2022/MH

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

13-Dec-2022  
1  
Date  
Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SGU 5477 G - Audi A3 SEDAN 1.4 TFSI**

With reference to the above-mentioned vehicle, no. **SGU 5477 G**, claimant, **Mr. Chai Chew Yian (Cai Qiuyan)**, please find the related document per attached.

1. A copy of the Original invoice no. 85018042 – S\$ 2,192.64.
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\$ 150.00 (S\$ 50.00 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 – SGU 5477 G

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

I, CHAI CHEW YIAN (CAI QIUYAN) (the third party claimant) of 13 TOH YI DR  
#10-21, SINGAPORE 590013 (address), owner of SGU5477G (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. SGU5477G that was damaged pursuant to the accident which occurred on 03/05/2022  
(date) along TOA PAYOH CARPARK (location) involving vehicle no/s  
SND8529C ("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 2nd (day) of Nov (month) 2022 (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\$ 2,192.64 (Repair Cost), S\$ 150/- (Loss of ~~rental~~/use), S\$ 2/- (Disbursement), for vehicle no. SGU5477G that was damaged pursuant to the accident which occurred on 03/05/2022 (date) along TOA PAYOH CARPARK (location) involving vehicle no/s SND8529C. This is pursuant to the inspection conducted on 18/05/2022 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner CHAI CHEW YIAN (CAI QIUYAN) ("the third party claimant") of vehicle no. SGU5477G 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 SGU5477G (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 24 (day) of FEB (month) 2023 (year)

  
Lup

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 14:40

<b>AIG ASIA PACIFIC INSURANCE PTE LTD</b> <b>MOTOR CLAIM DEPT</b> <b>AIG BUILDING</b> <b>78 SHENTON WAY</b> <b>#07-16</b> <b>SINGAPORE 079120 079120</b>		<b>Invoice No:</b> 85018042  <b>Date :</b> 09/12/2022  <b>Order :</b> SGU5477G  <b>Term :</b> 30	<b>Account:</b> A0006 (T 0)  <b>AIG ASIA PACIFIC INSURANCE PTE LTD</b> <b>MOTOR CLAIM DEPT</b> <b>AIG BUILDING</b> <b>78 SHENTON WAY</b> <b>#07-16</b> <b>SINGAPORE 079120</b>		
<b>Regn No:</b> SGU5477G (V 30361) <b>Regn Date:</b> 28/10/2016 <b>Mileage:</b> 51376 <b>WIP No.:</b> 23034		<b>Model:</b> A3 SEDAN 1.4 TFSI (ATTRACTION) <b>Chassis:</b> WAUZZZ8V6G1101952 <b>Engine:</b> CZC 558920 <b>Dept:</b> U			
You have been assisted by :- UB-Lim Kee Siang ( 43 )					
		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE,CHECK AND TRANSFER FRONT WIRE HARNESS FOR HEADLIGHTS,HORNS,OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY.	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	700.00	1.00	700.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER.	700.00	1.00	700.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8V5807682 9B9	(SK)GRILL Less 020%	1.00	121.50	97.20
Parts 97.20 Labour 0.00 Sublet 1,952.00 Menus 0.00 Lubricant 0.00			<b>Sub-Total</b> 2,049.20  <b>7% GST</b> 143.44  <b>Grand Total</b> 2,192.64		



Received by

For & on behalf of  
Premium Automobiles Pte Ltd


## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SND8529C

Date of Accident

03/05/2022 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**Period of Insurance ..... **27/01/2022 - 26/01/2023**Requested By ..... **WONG KHONG SENG (PREMIU...**Requested Date ..... **07/05/2022 15:32**

## 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, 11 May 2022 12:16 PM  
**To:** cskoh88@yahoo.com  
**Subject:** Claim Notification - ACCIDENT INVOLVING SND 8529C(AIG) AND SGU 5477G AT/ALONG 178 TOA PAYOH CENTRAL ON 03/05/2022

11 May 2022

**Mr Koh Chwee Seng**

[By Email Only]

Dear Sir/Madam,

**You Ref: SND8529C**

**Our Ref: CC3/AIG22004232/pa3**

**ACCIDENT INVOLVING SND 8529C(AIG) AND SGU 5477G AT/ALONG 178 TOA PAYOH CENTRAL ON 03/05/2022**

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 SGU5477G against your insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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	07 May 2022 17:44	<b>Clm Dtl Modified</b>	Claimant's Name: -> CHAI CHEW YIAN. Claimant's ID: -> SXXXX035I.	[A] HOW MEI KWAN
2	07 May 2022 17:44	<b>Clm Veh Model Changed</b>	(205996) AUDI A3 1.4 SEDAN TFSI (ATTRACTION) (A).	[A] HOW MEI KWAN
3	07 May 2022 17:44	<b>Clm Created</b>	Reg No: SGU5477G. Acct Date: 2022/05/03. 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	07 May 2022 17:44	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	07 May 2022 17:44	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/05/18	[A] HOW MEI KWAN
6	07 May 2022 17:44	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	07 May 2022 17:44	<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	07 May 2022 17:44	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	07 May 2022 17:44	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
10	07 May 2022 17:44	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	11 May 2022 12:08	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
12	13 May 2022 15:02	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
13	13 May 2022 16:10	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Yong, Joanne
14	13 May 2022 16:11	<b>Video Downloaded</b>	Downloaded TP VIDEO	[A] CHEW HSIAO TONG
15	13 May 2022 16:12	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
16	17 May 2022 14:09	<b>Video Downloaded</b>	Downloaded TP VIDEO	[A] CHEW HSIAO TONG
17	19 May 2022 10:37	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Yong, Joanne
18	19 May 2022 10:40	<b>Video Downloaded</b>	Downloaded TP VIDEO	[I] Yong, Joanne
19	13 Dec 2022 16:06	<b>Adj Rpt Initiated</b>		[A] Elaine Kuan Hwa Meen
20	13 Dec 2022 16:06	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] Elaine Kuan Hwa Meen
21	13 Dec 2022 16:06	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2016/10/28.	[A] Elaine Kuan Hwa Meen
22	13 Dec 2022 16:06	<b>Clm Details Notified</b>		[A] Elaine Kuan Hwa Meen
23	15 Dec 2022 17:01	<b>Adj Mandate Request</b>	Cur.Req:2344.64:Liability: 100% *Quantum: \$2,344.64 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
24	21 Dec 2022 16:34	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/05/18	[I] Yong, Joanne
25	21 Dec 2022 16:34	<b>Adj Mandate Set</b>	Approved:2344.64.	[I] Yong, Joanne

Date From    Date To    Audit Type None 

ACTIVITY
[19/05/2022 16:35] CHEW HSIAO TONG: Called OI, Mr Koh. Confirm accident. Informed TP claim. He agreed to let insurance to settle at best. According to OI, he did try to propose private settlement to TP, get TP go to his wksp for repair. However, TP wants to go back to Audi for repair. So OI unable to private settle. OI has NCD protector.
[11/05/2022 12:16] CHEW HSIAO TONG: BOLA 24a - 50/50

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
2791133	10 May 2022 15:24:43	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SGU5477G	SND8529C	11.00
2792551	13 May 2022 15:00:16	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SGU5477G	CHEW HSIAO TONG	xx.xx
2883104	13 Dec 2022 16:06:58	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SGU5477G	SND8529C	11.00