

**AIG Asia Pacific Insurance Pte Ltd**  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
**Attn: Motor Claims**  
**Yr Ref: SMP 2938 T**

Norah Khai  
6768 9911  
6841 1183  
Nora.khai@premiumauto.com.sg  
Body & Paint Dept  
PA/TP/0818/2022/NH

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

15-Feb-2023 Date  
1 Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SND 1217 Z - Audi Q7 2.0 TFSI QU TIPTRONIC**

With reference to the above-mentioned vehicle, no. **SND 1217 Z**, claimant, **Ms. Aw Xiaoying, Eleanor**, please find the related document per attached.

1. A copy of the Original invoice no. 85018282 – S\$ 16,465.33.
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\$ 600.00 (S\$ 100.00 x 5 working days + 1 Sunday)
5. A copy of the LTA search – S\$ 7.45

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 – SND 1217 Z


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


I, AW XIAOYING, ELEANOR (the third party claimant) of 26 SEA AVENUE  
#04-05 SINGAPORE 424246 (address), owner of SND1217Z (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. SND1217Z that was damaged pursuant to the accident which occurred on 14/09/2022  
(date) along 1 SELETAR ROAD, SINGAPORE 807011 (location) involving vehicle no/s  
SMP2938T ("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 20 (day) of SEPT (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\$ 16465.33 (Repair Cost), S\$ 600.00 (Loss of rental/use), S\$ 7.45 (Disbursement), for vehicle no. SND1217Z that was damaged pursuant to the accident which occurred on 14/09/2022 (date) along 1 SELETAR ROAAD, SINGAPORE 807011 (location) involving vehicle no/s SMP2938T. This is pursuant to the inspection conducted on 30/09/2022 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner AW XIAOYING, ELEANOR ("the third party claimant") of vehicle no. SND1217Z 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 SND1217Z (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 17 (day) of MARCH (month) 2023 (year)

  
LKK

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 15:26

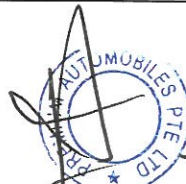
Company Reg. No. 199902271W  
GST Reg. No. 199902271W

AIG ASIA PACIFIC INSURANCE PTE LTD MOTOR CLAIM DEPT AIG BUILDING 78 SHENTON WAY #07-16 SINGAPORE 079120 079120	Invoice No: 85018282 Date : 13/02/2023 Order : SND1217Z 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: SND1217Z (V 51055)	Regn Date: 06/12/2021	Mileage: 16360	WIP No.: 42758
Model: Q7 2.0 TFSI qu tiptronic 4MGAI	Chassis: WAUZZZ4M0ND006828	Engine: CYR 105194	Dept: U
You have been assisted by :- UB-Tony Foong ( 33 )			

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND TRANSFER RHS FRONT DOOR AND RHS REAR DOOR'S MULTI LOCK SYSTEM AND POWER WINDOW DEVICES.INSPECT FOR DAMAGES.	720.00	1.00	720.00
S	BODYWORK	M: TO DISMANTLE AND RENEW RHS FRONT DOOR AND RHS REAR DOOR.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED.	1200.00	1.00	1,200.00
S	BODYWORK	M: TO RESPRAY RHS FRONT DOOR,RHS REAR DOOR AND TWO DOOR COVERS.	1700.00	1.00	1,700.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
S	BODYWORK	M: TO SPRAY RHS REAR DOOR WHEEL ARCH TRIM.	150.00	1.00	150.00
X	A4M0831052G	(A) (SK) (3) DOOR 10/10 Less 020%	1.00	5466.00	4,372.80
X	A4M0837911E	(A) (SK) SEAL 10/10/20 Less 020%	1.00	281.50	225.20
X	A4M0853960M GRU	001485/ (V) GER COVER Less 020%	1.00	962.50	770.00
X	A4M0833052E	001485/ (V) (SK) (LAST) Less 020%	1.00	5708.00	4,566.40
X	A4M0839718E	(A) (SK) (6) DOOR SEAL Less 020%	1.00	213.00	170.40
X	A4M0853970M GRU	001485/ (V) (SK) (LAST) Less 020%	1.00	882.50	706.00
X	A4M0837199	CLIP-A/P GT Less 020%	9.00	1.40	10.08
X	A4M0839911E	001576/ (V) (SK) SEAL-0 Less 020%	1.00	278.00	222.40
X	A191853586C	GROMMET-A/P GT Less 020%	10.00	10.00	80.00
X	A4M0854820H GRU	001579/COVER (V) (SK) Less 020%	1.00	200.50	160.40

Parts 11,283.68  
Labour 0.00  
Sublet 3,962.00  
Menus 0.00  
Lubricant 0.00



Sub-Total	15,245.68
8% GST	1,219.65
<b>Grand Total</b>	<b>16,465.33</b>

Received by

For & on behalf of  
Premium Automobiles Pte Ltd

Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 20 Sep 2022 / 16:18:19  
Receipt Date/Time : 20 Sep 2022 / 16:18:12

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-220920-002981  
Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SMP2938T As at 14 Sep 2022/16:50:00 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - SMP2938T Enquiry Fee 20220920161711510666	7.00	0.49	7.49
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
Paid By				
	418238XXXXXX8891	eNETS Credit Card		7.45
	Total			7.45
	Cash Change			0.00
	Tendered Amount			7.45
	Excess Refundable Amount			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 22 September 2022 2:47 PM  
**To:** derrick.lee@mercedes-benz.com  
**Cc:** MAGALI.sendatrom@me.com  
**Subject:** Claim Notification - ACCIDENT INVOLVING SMP2938T(AIG) AND SND1217Z AT/ALONG GREENWICH PARKING LOTS ON 14/09/2022

**DAIMLER FLEET MANAGEMENT SINGAPORE PTE. LTD**

[By Email Only]

Driver: ZAKARIAN EP SANDSTORM MAGALI

Dear Sir/Madam,

**You Ref: SMP2938T**

**Our Ref: CC3/AIG22009263/pa3**

**ACCIDENT INVOLVING SMP2938T(AIG) AND SND1217Z AT/ALONG GREENWICH PARKING LOTS ON 14/09/2022**

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 SND1217Z 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. 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.

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	20 Sep 2022 20:51	Clm Dtl Modified	Claimant's Name: -> AW XIAOYING, ELEANOR. Claimant's ID: -> S8905369B.	[A] HOW MEI KWAN
2	20 Sep 2022 20:51	Clm Veh Model Changed	(204926) AUDI Q7 2.0 TFSI QU (A).	[A] HOW MEI KWAN
3	20 Sep 2022 20:51	Clm Created	Reg No: SND1217Z. Acct Date: 2022/09/14. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: ERGO Insurance Pte. Ltd. (HQ). Workshop: Premium Automobiles Pte Ltd (HQ)	[A] HOW MEI KWAN
4	20 Sep 2022 20:51	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	20 Sep 2022 20:51	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/29	[A] HOW MEI KWAN
6	20 Sep 2022 20:51	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	20 Sep 2022 20:51	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	20 Sep 2022 20:51	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	20 Sep 2022 20:51	Label Added	(23):Express.	[A] HOW MEI KWAN
10	20 Sep 2022 20:51	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	21 Sep 2022 11:00	Clm Registration Modified	Acct Time:16:00:00->17:00:00.	[I] AIG OneClaim Integration User
12	08 Feb 2023 12:02	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	08 Feb 2023 12:02	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	08 Feb 2023 12:02	Clm Dtl Modified	JPJ Reg. Date: -> 2021/12/06.	[A] JOANNE LEE KHANG MIN
15	08 Feb 2023 12:02	Clm Details Notified		[A] JOANNE LEE KHANG MIN
16	16 Feb 2023 08:23	Adj Mandate Request	Cur.Req:17072.78:Liability: 100% (BOLA 24) *Quantum: \$ 17,072.78(all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
17	16 Feb 2023 09:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/29	[I] MdNoor, Norsiah
18	16 Feb 2023 09:37	Adj Mandate Set	Approved:17072.78.	[I] MdNoor, Norsiah

Date From



Date To



Audit Type

None

Go

ACTIVITY
No record

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
2845630	20 Sep 2022 21:00:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SND1217Z	SMP2938T	11.00
2912026	08 Feb 2023 12:02:12	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SND1217Z	SMP2938T	11.00

