

INS. CASE OWNER:

*KEE Chee Heng* CC 3 / AIG1702 2398, RI Pkg 9

LKK:  
IDAC:

Surveyor:

Rasul

DOI:

ASSIGNMENT  
24/11/18

Date / Time:

24/11/18

Registered in Merimen:

24/11/18

Pre-assign / CCU / FTE



Insured Vehicle No.

SJN 4008K

Name of Insured

SBE SEOW IEMU

Insured Tel No.

HP:

Excess Sec II :SS

D.O.A:

21/11/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

YVETTE LEE KMI YONG (44 years old)

Driver Tel No.:

(V/L YES / NO)

Claim No.:

51988790064

Policy No.:

200120258-0800

Make / Model:

TOYOTA

Place of Accident:

IN JIN PELATAR

OT GIA REPORT: YES / NO

YES / NO

Insured Liability:

% Final? Yes / No

SDL 1168H



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Volksvagen



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/ Time	STAGE	DATE / PIC
24/11/18 UTT	Non-Reporting ltr (1st): Non-Reporting ltr (2nd): Non-Reporting ltr (Final): Notification ltr (if non-pickup): Call OI: After call ltr to OI: Documentation Check List: Handler Typist	
24/11/18 22:00pm Called OI, Ms. No. Not pick up 2-29pm Called OI, Ms. Sbe. continue accident OI hit to parked vehicle. Inform to claim forward to letter & aware NCD issue. - absent NCD protection.	Notification ltr (if non-pickup): After call ltr to OI: Authorisation To Act: Release Voucher: Final Repair Bill: Car Rental Invoice: Towing Invoice: LTA / GIA: Medical Bill: PIR: Mandate/Reject Instruction: LOD: Payment Breakdown Form: Post-Repair Photos: Others:	
3/1/18	File pass to type mandate	
19/1/18	File poster Shurps to close	

PRELIMINARY ADVICE	Date/Time:	Sent By:	Confirm with:	Confirm by:
REPAIR COST	SS		days) Reduction: %	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time: 16/11/18	Confirm with: SHUSVI		Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	% 100	(Agreed / Assessed) BOLA S/N No.:	21	If NO or B 28, Ass. Lia:
Repair Cost:	W/69 SS 39068.26			
Loss of Rental (LOR):	SS	( - days)		
Loss of Use (LOU):	SS 2900-ws 100 x 29	( - days)		
Loss of Income (LOI):	SS -	( \$ x days)		
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	(Tick only one)		
G.A./TA Search	SS -			
Medical:	SS -			1) Claim status: Normal/Reject/Private Settle
Disbursement:	SS -	(e.g. Tow/ Independent)		2) Report Format:
Legal Cost	SS -			3) Survey fee: 1320 + 130.
Total:	SS 41968.26	Global Sum SS:		
FINAL PAYMENT	Date/Time:	Confirm with:		Email <input type="checkbox"/> Call <input type="checkbox"/>
Party 1:	SS 41968.26	Name 1:	Volksvagen Group Singapore Pte Ltd	
Party 2: (Strike if N.A.)	SS	Name 2:		
Party 3: (Strike if N.A.)	SS	Name 3:		

COPY SENT  
W/11/18

RECEIVED 03 JAN 2018

RECEIVED 20 NOV 2018





## LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
AIG ASIA PACIFIC INSURANCE PTE LTD		Ref : CC3/AIG17022398/pb3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 23-11-2017	
		Code : AIG	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SJN 4008K	Veh. Inspected	SDL 1168H
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	23/11/2017
2. Vehicle Particulars & Condition			
Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm
4. Description of Damagos			
5. General Information			
Accident Date	21/11/2017	Inspection Date	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

## Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type	Singapore NRIC
Owner ID	8217J
Vehicle Details	
Vehicle No.	SDL1168H
Vehicle to be Exported	No
Intended De-registration Date	24 Nov 2017
Vehicle Make	VOLKSWAGEN
Vehicle Model	CC 2.0 TSI 3584P6
Primary Colour	Black
Manufacturing Year	2014
Engine No.	CCZ435710
Chassis No.	WVWZZZ3CZEE536670
Maximum Power Output	155.0 kW (207 bhp)
Open Market Value	\$35,733.00
Original Registration Date	27 Jun 2014
First Registration Date	27 Jun 2014
Transfer Count	1
Actual ARF Paid	\$42,027.00
Intended PARF Rebate Details	
PARF Eligibility	Yes
PARF Eligibility Expiry Date	26 Jun 2024
PARF Rebate Amount	\$31,520.00
Intended COE Rebate Details	
COE Expiry Date	26 Jun 2024
COE Category	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years)	10
QP Paid	\$67,304.00
COE Rebate Amount	\$44,345.00
<b>Total Rebate Amount</b>	<b>\$75,865.00</b>

The information contained herein is correct as at 24 Nov 2017

OK

113,000  
75,865  
37,135

AIG TP



Service Order Confirmation

SERVICE ORDER NO: 17IP3142  
 CUSTOMER NO.: CV031749  
 CUSTOMER NAME: TED TECK CHUAN  
 TELEPHONE NO.:  
 ADDRESS: 111 JALAN PELATOK  
 Singapore

VEH No.: SDL1168H

Order Date: 11/22/17  
 Reg Date: 06/27/14 KM: 57,533  
 VIN NO.: WVVZZZ3C2EE536670 ENGINE NO:  
 MODEL: CC NF 2.0 TSI (DSG) R-line MODEL NO.: 3584PE

SA: Tan William

*Top half: all rear bumper, boot 2, rear door, side skirt, rear door rear bumper*

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
<b>Labor</b>						
1	B&P MECH ELECT WIRING & MEDH COMPONENT CHECK/NETT	1	TU	280		280
2	B&P DIAG PROGRAMMING & CALIBRATION	1	TU	480		480
3	B&P MECH R&R REAR U/CARRIAGE	3	TU	840	(1.5)	1260 2100
4	B&P MECH R&R REAR SUB FRAME	3	TU	840	(1.5)	1260 2100?
5	B&P MECH R&R RIM & BALANCE	4	TU	50		200
6	B&P MACP LABOUR LABOUR	10	UNIT	840		8400 6720
7	B&P MACP PAINT SPRAY PAINT	10	UNIT	800		8000 5600
8	B&P MACP LABOUR TRANSFER DOOR MECHANISM	1	UNIT	840		840 420
9	B&P MACP LABOUR R&R REAR W/SCREEN	1	UNIT	840		840
10	B&P MACP LABOUR R&R REAR LUGGAGE TRIM	1	UNIT	840		840 420
11	B&P MACP LABOUR R&R REAR SEAT	1	UNIT	840		840 420
12	EXT00040 Tyres PIRELLI PZERO NERO GT 235/40/18	2	PCS	680		1360 cut
<b>Item</b>						
13	3C8821022 - RHS FRT FENDER	1	PCS	991.94		991.94
14	3C8807184C RHS BUMPER SIDE BRACKET	1	PCS	33.29		33.29
15	3C8807183C LHS BUMPER SIDE BRACKET	1	PCS	33.29		33.29
16	3C8831056H - RHS FRT DOOR	1	PCS	2,428.92		2,428.92
17	3C8837701B 5AP DOOR SEAL	1	PCS	252.81		252.81
18	D 378500A2 DOOR INSULATOR	1	PCS	53.34		53.34
19	3C8853072B 2ZZ RHS FRT DOOR MOLDING CHROME	1	PCS	184.10		184.10
20	3C8863074B 2ZZ RHS REAR DOOR MOLDING CHROME	1	PCS	184.09		184.09
21	3C8853858C GRU - SIDE SKIRT RH	1	PCS	1,286.87		1,286.87
22	3C0853934 RIVET	10	PCS	0.82		8.20
23	3C0853588 GROMMET	17	PCS	2.33		39.61
24	3C8809844 - RHS REAR FENDER	1	PCS	1,512.03		1,512.03
25	D 508KD1A3 2K FOAM	1	PCS	182.27		182.27
26	D 478KD1M2 SEALANT	1	PCS	89.30		89.30
27	D 007605A1 INOXESPRAY	1	PCS	78.44		78.44
28	D 180003M2 2KADHESIV	1	PCS	330.24		330.24





## Service Order Confirmation

**SERVICE ORDER NO.:** 17IP3142  
**CUSTOMER NO.:** CV031748  
**CUSTOMER NAME:** TEO TECK CHUAN  
**TELEPHONE NO.:**  
**ADDRESS:** 111 JALAN PELATOK  
 Singapore  
**VEH No.:** SDL1168H  
**Order Date:** 11/22/17  
**Reg Date:** 08/27/14 **KM:** 57,533  
**VIN NO.:** WVVZZZ3CZEE536670 **ENGINE NO.:**  
**MODEL:** CC NF 2.0 TSI (DSG) R-line **MODEL NO.:** 3584P8

LKK Auto Consultants hereby certifies the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to "without prejudice" basis
- Third party survey is on a "without prejudice" basis
- No illegal modifications
- Supplementary item(s) must be surveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer  
 Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

SA: Tari William

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
59	1T0598611B WHEEL BEARING	1	PCS	807.81	✓	480.69 807.81 ? new
60	N 91201301 BOLT	2	PCS	19.22	✓	27.04 36.44 new
61	N 10640501 BOLT	2	PCS	11.49	✓	13.79 22.98 new
62	WHT000228 SCREW	2	PCS	23.40	✓	32.08 46.80 new
63	WHT000227 SCREW	1	PCS	23.40	✓	14.04 23.40 new
64	3C0513046D SHOCK ABSORBER	1	PCS	936.48	✓	936.48 936.48 new
65	3C0513353E SHOCK ABSORBER TOP MTG	1	PCS	112.68	✓	112.68 112.68 new
66	3C0511359D STOP BUFFER	1	PCS	53.34	✓	53.34 53.34 new
67	3C0513425 SHOCK ABSORBER BELLOW	1	PCS	6.78	✓	4.47 6.78 new
68	B99999610 OWS BRAKE CLEANER	1	PCS	54.60	✓	21.36 54.60 new

Repair  
 Hp 90010068  
 21 days  
 24/11/17 @ 1020  
 Remedy by part

Remarks : DIRECT SETTLEMENT (AIG)  
 OOA 21/11/2017  
 SURVEY BY  
 TP VEHICLE SDL1168H

TOTAL	58,871.48
GST AMOUNT	4,121.00
TOTAL AMOUNT	62,992.48



Certified Goods/Service received:

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

## Service Order Confirmation

**SERVICE ORDER NO.:** 17P3142  
**CUSTOMER NO.:** CV031749  
**CUSTOMER NAME:** TEO TECK CHUAN  
**TELEPHONE NO.:**  
**ADDRESS:** 111 JALAN PELATOK  
 Singapore

**VEH No.:** SDL1168H

**Order Date:** 22/11/17

**Reg Date:** 27/06/14 **KM:** 57,630

**VIN NO.:** WVVZZZ3CZEE536670 **ENGINE NO.:**

**SA:** Tan William

**MODEL:** CC NF 2.0 TSI (DSG) R-Line **MODEL NO.:** 3984P6

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
<b>Labor</b>						
1	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	280		280 ✓
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
3	B&P MECH R&R REAR U/CARRIAGE	1.5	TU	840		1,260 ✓
4	B&P MECH R&R REAR SUB FRAME	1.5	TU	840		1,260 ✓
5	B&P MECH R&R RIM & BALANCE	4	TU	50		200 ✓
6	B&P MACP LABOUR LABOUR	8	UNIT	840		6,720 ✓
7	B&P MACP PAINT SPRAY PAINT	7	UNIT	800		5,600 ✓
8	B&P MACP LABOUR TRANSFER DOOR MECHANISM	0.5	UNIT	840		420 ✓
9	B&P MACP LABOUR R&R REAR W/SCREEN	1	UNIT	840		840 ✓
10	B&P MACP LABOUR R&R REAR LUGGAGE TRIM	0.5	UNIT	840		420 ✓
11	B&P MACP LABOUR R&R REAR SEAT	0.5	UNIT	840		420 ✓
12	P 23540ZR18 Pirelli P Zero Nero GT 23540ZR18	2	ST	880	30	952 ✓
13	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
14	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
<b>Item</b>						
15	3C8801022 RHS FRT FENDER ✓	1	PCS	991.94 ✓	40	595.18 ✓
16	3C8807184C RHS BUMPER SIDE BRACKET	1	PCS	33.29 ✓	40	19.97 ✓
17	3C8807183C LHS BUMPER SIDE BRACKET	1	PCS	33.29 ✓	40	19.97 ✓
18	3C8831056H RHS FRT DOOR ✓	1	PCS	2,428.92 ✓	40	1,457.35 ✓
19	3C8837701B 5AP DOOR SEAL	1	PCS	252.81 ✓	40	151.69 ✓
20	D 378500A2 DOOR INSULATOR	1	PCS	53.34 ✓	40	32.00 ✓
21	3C8853072B ZZZ RHS FRT DOOR MOLDING CHROME	1	PCS	184.10 ✓	40	110.46 ✓
22	3C8853074B ZZZ RHS REAR DOOR MOLDING CHROME	1	PCS	184.08 ✓	40	110.45 ✓
23	3C8853856C GRU SIDE SKIRT RH ✓	1	PCS	1,286.87 ✓	40	772.12 ✓
24	3C0853834 RIVET	10	PCS	0.62 ✓	40	3.72 ✓
25	3C0853886 GRMMET	17	PCS	2.33 ✓	40	23.77 ✓
26	3C8809844 RHS REAR FENDER ✓	1	PCS	1,512.03 ✓	40	907.22 ✓
27	D 506KD1A3 2K FOAM	1	PCS	182.27 ✓	40	109.36 ✓
28	D 478KD1M2 SEALANT	1	PCS	88.30 ✓	40	53.58 ✓

## Service Order Confirmation

**SERVICE ORDER NO.:** 17P2142  
**CUSTOMER NO.:** CV031749  
**CUSTOMER NAME:** TEO TECK CHUAN  
**TELEPHONE NO.:**  
**ADDRESS:** 111 JALAN PELATOK  
 Singapore

**VEH No.:** SDL1168H

**Order Date:** 22/11/17

**Reg Date:** 27/05/14 **KM:** 57,833

**VIN NO.:** WVVZZZ3C25E536670 **ENGINE NO.:**

**SA:** Tan William

**MODEL:** CC NF 2.0 TSI (DSG) R-line **MODEL NO.:** 3584P6

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	D 007600A1 INOXSPRAY	1	PCS	75.44 ✓	40	47.06 ✓
30	D 180003M2 2KADHESIV	1	PCS	300.24 ✓	40	198.14 ✓
31	3C8810972B RHS REAR FENDER LINER	1	PCS	185.12 ✓	40	99.07 ✓
32	D 004660M2 2K GLUE	1	PCS	183.87 ✓	40	110.32 ✓
33	D 002000A2 CLEANER	1	PCS	147.86 ✓	40	88.72 ✓
34	D 00820002 PRIMER	1	PCS	32.19 ✓	40	19.31 ✓
35	D 00950025 APPLICATOR	2	PCS	11.19 ✓	33 40	13.43 ✓
36	D 181802M1 ACTIVATOR	1	PCS	29.46 ✓	40	17.68 ✓
37	3C0819465 RHS AIR DUCT	1	PCS	33.44 ✓	40	20.06 ✓
38	3C8945208AD RHS TAILLIGHT OUTER	1	PCS	301.43 ✓	40	360.89 ✓
39	3C8945246 CLIP	1	PCS	5.14 ✓	40	5.48 ✓
40	3C8807417ADGRU REAR BUMPER	1	PCS	2,192.57 ✓	40	1,315.78 ✓
41	3C8807376B BUMPER SIDE BRACKET RH	1	PCS	50.40 ✓	40	30.24 ✓
42	3C8807480B 2ZZ BUMPER SIDE MOLDING CHROME RH	1	PCS	163.53 ✓	40	98.12 ✓
43	1S0919275C GRUJ SENSOR	1	PCS	202.04 ✓	40	121.22 ✓
44	1K8601025R 85Z 18" MALLORY RIM ONLY	4	PCS	2,867.10 ✓	40	6,881.04 ✓
45	311601361 RUBBER VALVE	4	PCS	1.73 ✓	40	4.15 ✓
46	3C0505295AC REAR SUB FRAME	1	PCS	2,110.37 ✓	40	1,266.22 ✓
47	N 81114701 BOLT	1	PCS	13.44 ✓	40	8.06 ✓
48	WHT000846 BOLT	3	PCS	24.11 ✓	33 40	43.40 ✓
49	1K0511408CA STABILIZER	1	PCS	326.19 ✓	40	195.71 ✓
50	1K0505485AA COXN LINK	1	PCS	53.40 ✓	40	50.04 ✓
51	1K0501530C TIE ROD	1	PCS	232.74 ✓	40	139.64 ✓
52	3C0505224E TRAILING ARM	1	PCS	487.50 ✓	40	292.50 ✓
53	N 10629301 BOLT	1	PCS	12.84 ✓	40	7.70 ✓
54	N 81201301 BOLT	1	PCS	19.22 ✓	40	11.53 ✓
55	N 10769501 SCREW	2	PCS	17.94 ✓	25 40	21.53 ✓
56	5Q0505323C UPPER CONTR ARM	1	PCS	420.11 ✓	40	252.07 ✓
57	1K0505311AB LOWER CONTR ARM	1	PCS	422.19 ✓	40	253.31 ✓
58	3C0505434K WHEEL BEARING HOUSING	1	PCS	1,107.54 ✓	40	664.52 ✓

## Service Order Confirmation

**SERVICE ORDER NO.:** 17P3142  
**CUSTOMER NO.:** CV031749  
**CUSTOMER NAME:** TEO TECK CHUAN  
**TELEPHONE NO.:**  
**ADDRESS:** 111 JALAN PELATOK  
 Singapore

**VEH No.:** SDL1168H

**Order Date:** 22/11/17

**Reg Date:** 27/06/14 **KM:** 57,833

**VIN NO.:** WVVZZZ3CZEE636870 **ENGINE NO.:**

**SA:** Tan William

**MODEL:** CC NF 2.0 TSI (DSG) R-line **MODEL NO.:** 3984P6

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
59	3G0598611 WHEEL BEARING	1	PCS	807.81 ✓	40	484.69 ✓
80	N 91201301 BOLT	2	PCS	19.22 <sup>33.44</sup> ✓	40	23.08 ✓
81	N 10940501 BOLT	2	PCS	11.49 <sup>20.48</sup> ✓	40	13.79 ✓
82	WHT000228 SCREW	2	PCS	23.40 <sup>21.60</sup> ✓	40	28.08 ✓
83	WHT000227 SCREW	1	PCS	23.40 ✓	40	14.04 ✓
94	3C0513425 SHOCK ABSORBER BELLOW	1	PCS	6.79 ✓	40	4.07 ✓
85	999999810 OWS BRAKE CLEANER	1	PCS	54.60 ✓	40	32.76 ✓
86	N 10621301 NUT	10	PCS	(R) 2.14 ✓	40	12.84 ✓ <sup>AM</sup>
67	N 91193501 RIVET	15	PCS	(R) 0.63 ✓	40	5.67 ✓ <sup>RJ</sup>
88	3C8807837B RR FENDER SIDE TRIM LH	1	PCS	(R) 31.38 ✓	40	18.83 ✓ <sup>TRD</sup>
89	3C8807838B RR FENDER SIDE TRIM RH	1	PCS	(R) 31.38 ✓	40	18.83 ✓ <sup>TRD</sup>

Remarks: DIRECT SETTLEMENT (AIG)

DOA 21/11/2017

SURVEY BY:

TP VEHICLE:SDL1168H

<b>TOTAL</b>	36,512.44
<b>GST AMOUNT</b>	2,555.87
<b>TOTAL AMOUNT</b>	38,068.31

On Behalf Of "COMPANY"

Certified Goods/Service received:

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

## Supplementary or Omitted List



VEHICLE NUMBER: **SDL1168H**

MODEL **CC**

### CLAIMS DETAILS

	LABOUR DESCRIPTION	AMOUNT		
		Qty	Unit	Amount
1				
2				
3				
4				
5				
<b>Total</b>				<b>\$0.00</b>

No.	Item No.	Description	Qty	Unit Pricing	Discount	Amount
1	N 91193501	RIVET	15	\$0.63	40.00	\$5.67
2	3C8807837B	RR FENDER SIDE TRIM LH	1	\$31.38	40.00	\$18.83
3	3C8807838B	RR FENDER SIDE TRIM RH	1	\$31.38	40.00	\$18.83
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
				<b>TOTAL:</b>		<b>\$43.33</b>

Total Labour & Parts

\$43.33

Survey By

## Hsiao Tong (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Friday, 15 December, 2017 4:37 PM  
**To:** Hsiao Tong (LKKAuto); William Tan (william.tan@vw.com.sg)  
**Cc:** CS A Team; Admin A; Tang, Shu Shi (VWG Singapore)  
**Subject:** FW: FINALIZE VEHICLE SDL1168H  
**Attachments:** SDL1168H.pdf; SDL1168H SUPPLEMENTARY foo.xls; IMG\_7876.JPG; IMG\_7877.JPG; IMG\_7878.JPG; IMG\_7879.JPG; IMG\_7880.JPG; IMG\_7881.JPG; IMG\_7882.JPG; IMG\_7963.JPG; IMG\_7964.JPG; IMG\_7965.JPG; IMG\_7966.JPG; IMG\_7967.JPG; IMG\_7968.JPG; IMG\_7969.JPG; IMG\_7971.JPG; IMG\_7973.JPG; IMG\_7974.JPG; IMG\_7975.JPG; IMG\_7976.JPG; IMG\_7978.JPG; IMG\_7980.JPG; IMG\_7981.JPG; IMG\_7373.JPG; IMG\_7374.JPG; IMG\_7375.JPG; IMG\_7376.JPG; IMG\_7523.JPG; IMG\_7524.JPG; IMG\_7525.JPG; IMG\_7526.JPG; IMG\_7527.JPG; IMG\_7528.JPG; IMG\_7529.JPG; IMG\_7533.JPG; IMG\_7534.JPG; IMG\_7535.JPG; IMG\_7536.JPG; IMG\_7537.JPG; IMG\_7538.JPG; IMG\_7539.JPG; IMG\_7540.JPG; IMG\_7541.JPG; IMG\_7854.JPG; IMG\_7855.JPG; IMG\_7856.JPG; IMG\_7857.JPG; IMG\_7858.JPG; IMG\_7859.JPG; IMG\_7860.JPG; IMG\_7861.JPG; IMG\_7862.JPG; IMG\_7863.JPG; IMG\_7864.JPG; IMG\_7865.JPG; IMG\_7866.JPG; IMG\_7867.JPG; IMG\_7868.JPG; IMG\_7869.JPG; IMG\_7870.JPG; IMG\_7871.JPG; IMG\_7872.JPG; IMG\_7873.JPG; IMG\_7874.JPG; IMG\_7875.JPG

Dear Hsiao Tong,

FYNA-CC3/AIG17022398/R1pb3

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Tan, William (VWG Singapore) [mailto:william.tan@vw.com.sg]  
**Sent:** Friday, 15 December, 2017 4:30 PM  
**To:** Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Subject:** FINALIZE VEHICLE SDL1168H

Please revert

Total Cor \$36512.44

TOTAL DOR 21 DAYS

Please confirm the cost of repair within 4 working days. If we do not receive any reply from you, we will deem that our cost of repair and the no of repair days are according to your surveyor report and we will not amend our invoice after 4 working days from the date of this email.

Please keep us inform if you would need more time to go through the finalisation.

Thank you for your kind

Regards and Thank you

William Tan  
Service Advisor  
Aftersales  
(Body & paint Dept)

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

Main Line : +65-65156560  
Main fax : +65-68618225  
Mobile : +65-81214693

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 24 November, 2017 2:47 PM  
**To:** 'Tang, Shu Shi (VWG Singapore)'  
**Cc:** CS A Team; SUR; Admin A; assignments  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SDL1168H & SJN4008K ON 21/11/2017  
\*\*\*LKK REF:CC3/AIG17022398/pb3

### *Without Prejudice*

Hi,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)]  
**Sent:** Friday, 24 November, 2017 1:04 PM  
**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>  
**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SDL1168H & SJN4008K ON 21/11/2017 \*\*\*LKK REF:CC3/AIG17022398/pb3

Hi,

Vehicle had been survey, please let us know if can proceed with DS?

Thanks & Regards,  
Tang Shu Shi

---

**From:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]  
**Sent:** Thursday, 23 November, 2017 5:15 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** CS A Team; SUR; Admin A  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SDL1168H & SJN4008K ON 21/11/2017 \*\*\*LKK  
REF:CC3/AIG17022398/pb3

Dear Shu Shi,

We refer to the below email.

Please be informed that we are currently **pending for our insured's report**.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

Our respective case handler will look into the matter and revert to you in due course.

*To check availability of the case handler, you may contact the undersigned.*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** Thursday, 23 November, 2017 4:38 PM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** REQUEST DIRECT SETTLEMENT FOR SDL1168H & SJN4008K ON 21/11/2017

Dear Claim,

Please arrange the vehicle to be survey at 17 Tuas Ave 9, Singapore 639197.

Please revert on liability as well, thank you.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



## Hsiao Tong (LKKAuto)

---

**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Monday, 27 November, 2017 12:29 PM  
**To:** Rasul (LKKAuto); Hsiao Tong (LKKAuto)  
**Cc:** Oh, Aik Seong (VWG Singapore); Tan, William (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SDL1168H doa : 21/11/2017

Hi,

We will accept this offer of \$37K.

Thanks & Regards,  
Tang Shu Shi

---

**From:** Rasul (LKKAuto) [mailto:Rasul@lkkauto.com]  
**Sent:** Monday, 27 November, 2017 11:40 AM  
**To:** Tang, Shu Shi (VWG Singapore); Hsiao Tong (LKKAuto)  
**Cc:** Oh, Aik Seong (VWG Singapore); Tan, William (VWG Singapore)  
**Subject:** RE: SDL1168H doa : 21/11/2017

Hi Shu Shi,

As per request, the propose amount is 39K not approved. The amount that given is 37K

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

 *Save the Earth. Print only when necessary.*

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** Friday, 24 November, 2017 5:05 PM  
**To:** Rasul (LKKAuto); Hsiao Tong (LKKAuto)  
**Cc:** Oh, Aik Seong (VWG Singapore); Tan, William (VWG Singapore)  
**Subject:** RE: SDL1168H doa : 21/11/2017

Dear Rasul,

We will propose \$39K for this repair, please let us have your acceptance.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Friday, November 24, 2017 12:44 PM  
**To:** Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore)  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** SDL 1168H doa : 21/11/2017

Hi Germaine / Seong,

As spoken to Aik seong, this vehicle repair limit NETT amount is 36K

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**LKK**

Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

## Hsiao Tong (LKKAuto)

---

**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Saturday, 30 December, 2017 10:14 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Rasul (LKKAuto); Admin A; Zaini (LKK Auto)  
**Subject:** RE: FINALIZE VEHICLE SDL1168H  
**Attachments:** MyDocument\_2017\_12\_30\_10\_10\_15.pdf

Dear Claims,

Please find attached final bill for your processing.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line: +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Wednesday, 27 December, 2017 2:29 PM  
**To:** Tan, William (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore); Rasul (LKKAuto); Admin A; Zaini (LKK Auto)  
**Subject:** RE: FINALIZE VEHICLE SDL1168H

*Without prejudice*

Hi,

We refer to the above matter.

For COR, we propose P/P **\$36,512.39(before GST) with 21 days.**

Kindly confirm.

21/11/17 (Tue): DOA  
Fri  
24/11/17 (Thu): DOI

21 days + 5 Sat + 5 Sun + 11hsp + 1PH

33 days

## PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. S3 N 4008 K

Claimant's Vehicle No. JD L 1168 H

Accident on 21/11/2017 involving vehicle/s No. \_\_\_\_\_

\_\_\_\_\_ along/at East View Garden

111 Jalan Pelatok 488450

### BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 39,068.31 Payable to Volkswagen Group Singapore Pte Ltd

2. Loss-of-Use/  
Car Rental S\$ 120 x 34 days = # 4,080  
Payable to Teo Teck Chuan

3. Medical and  
Search Fees S\$ \_\_\_\_\_ Payable to Volkswagen Group Singapore Pte Ltd

Remarks : \_\_\_\_\_

Service Adviser Germaine Ong / Tang Shu Shi

Contact No.H/P. 69223511 / 69223502



## Hsiao Tong (LKKAuto)

---

**From:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Sent:** Tuesday, 10 April 2018 4:48 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

Our IH advise repair limit at \$21-\$22k.

Kindly advise MV and economical repair value from your surveyor's view.

Thank you.

Best regards,  
Loh Chee Heng  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)  
Tel +(65) 6419 1881 | Fax +(65) 6835 7416  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAuto) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]  
**Sent:** Monday, March 26, 2018 11:32 AM  
**To:** Loh, Chee-Heng  
**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

As requested.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Saturday, 17 March 2018 8:27 AM

**To:** 'Chan, Kian-Chuan' <[Kian-Chuan.Chan@aig.com](mailto:Kian-Chuan.Chan@aig.com)>

**Subject:** RE: <SEEK MANDATE> Your Ref: 51988791005G \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018, 21/02/2018 & 05/03/2018.

Kindly let us have your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Monday, 5 March 2018 9:53 AM

**To:** 'Chan, Kian-Chuan' <[Kian-Chuan.Chan@aig.com](mailto:Kian-Chuan.Chan@aig.com)>

**Subject:** RE: <SEEK MANDATE> Your Ref: 51988791005G \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018 & 21/02/2018.

Kindly let us have your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 21 February 2018 4:08 PM

**To:** 'Chan, Kian-Chuan' <[Kian-Chuan.Chan@aig.com](mailto:Kian-Chuan.Chan@aig.com)>

**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018.

Kindly let us have your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Saturday, 20 January 2018 11:29 AM

**To:** 'Chan, Kian-Chuan' <[Kian-Chuan.Chan@aig.com](mailto:Kian-Chuan.Chan@aig.com)>

**Subject:** <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Your Ref: **5198879100SG**

Our Ref: CC3/AIG17022398/R1pb3

**Without Prejudice**

Dear Sirs,

**ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017**

We refer to the above matter.

The accident occurred when our insured driver lost control and hit onto third party parked vehicle. Liability is no insured driver 's favour.

We did clarify with insured the nature of the accident and she's aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, **Volkswagen Group Singapore Pte Ltd** is as follows: -

	Amount <u>Claimed</u>	Amount <u>Revised</u>
1. Cost of Repair(w/GST)	\$ 63,052.59	\$39,068.26
2. Loss of Use (34days x \$120.00)	\$ 4,080.00	\$ 3,300.00 (33days x \$100.00)***
<b>TOTAL</b>	<b>\$ 67,132.59</b>	<b>\$42,368.26</b>
<b>Total amount of claim (Liability 100%)</b>		<b>\$42,368.26</b>

\*\*\*Recommended 21repair days + 5Sunday + 5Saturday + 1PH + 1Inpection = 33days

Market Value	: \$113,000.00 (est)
LTA Rebate	: \$ 75,865.00 (est)
Nett Value	: <b>\$ 37,135.00 (est)</b>

All the relevant documents had been uploaded in Merimen for your perusal.

**For your approval in Merimen please.**

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**Hsiao Tong (LKKAuto)**

---

**From:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Sent:** Thursday, 30 August 2018 9:53 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

Repair limit \$22,000.00  
LOU \$2,100.00  
Total \$24,100.00

Thank you.

Best regards,  
Loh Chee Heng  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

76 Shenton Way #08-16 Singapore(079120)  
Tel +(65) 6419 1881 | Fax +(65) 6835 7416  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Thursday, August 30, 2018 9:28 AM  
**To:** Loh, Chee-Heng  
**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

Further to your below email.

Can we have your mandate on total amount included cost of repair and loss of use on this matter?

Thank you.

Repair(LKK)-  
MV: \$113,000.00  
LTA: \$7,586.50  
-----  
Nett: \$37,135.00  
=

AIG IN : Nett : \$21K - \$22K .

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>

**Sent:** Monday, 2 July 2018 9:41 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

As spoken, we received 2 MVs which resulted in repair limits lower than our IH's recommendation.

Kindly proceed handling along with our IH's repair limit of \$21-22k.

Thank you.

Best regards,

Loh Chee Heng

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881 | Fax +(65) 6835 7416

[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

**Sent:** Monday, June 18, 2018 12:28 PM

**To:** Loh, Chee-Heng

**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

We refer to your below email.

We have reviewed the matter and based on surveyor calculation of MV is as follows: -

Date of Registration	: 27 June 2017
The balance of life span	: 79months
Depreciation per year	: \$14,000.00 (est)
Depreciation per month	: \$ 1,166.67 (est)
Market Value (est)	: [(\$1,166.67 x 79months = \$92,166.93) + (PARF Rebate(end of 10yrs): \$21,013.00)] = <b>\$113,179.93 (est)</b>

Market Value	: \$113,000.00 (est)
LTA Rebate	: \$ 75,865.00 (est)
Nett Value/ Repair Limit	: <b>\$ 37,135.00 (est)</b>

Please call us if you have any queries.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Loh, Chee-Heng [<mailto:Chee-Heng.Loh@aig.com>]

**Sent:** Tuesday, 10 April 2018 4:48 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Dear Hsiao Tong,

Our IH advise repair limit at \$21-\$22k.

Kindly advise MV and economical repair value from your surveyor's view.

Thank you.

Best regards,

Loh Chee Heng

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1881 | Fax +(65) 6835 7416

[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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---

**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Monday, March 26, 2018 11:32 AM  
**To:** Loh, Chee-Heng  
**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi Chee Heng,

As requested.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Saturday, 17 March 2018 8:27 AM  
**To:** 'Chan, Kian-Chuan' <[Kian-Chuan.Chan@aig.com](mailto:Kian-Chuan.Chan@aig.com)>  
**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018, 21/02/2018 & 05/03/2018.

Kindly let us have your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 5 March 2018 9:53 AM

To: 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>

Subject: RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018 & 21/02/2018.

Kindly let us have your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 21 February 2018 4:08 PM

**To:** 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>

**Subject:** RE: <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Hi KC,

We refer to our email dated 20/01/2018.

Kindly let us have your approval/instruction please.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Saturday, 20 January 2018 11:29 AM

**To:** 'Chan, Kian-Chuan' <Kian-Chuan.Chan@aig.com>

**Subject:** <SEEK MANDATE> Your Ref: 5198879100SG \*Our Ref: CC3/AIG17022398/R1pb3 [ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017]

Your Ref: **5198879100SG**  
Our Ref: CC3/AIG17022398/R1pb3

Without Prejudice

Dear Sirs,

**ACCIDENT INVOLVING SJN 4008K(OI) & SDL 1168H(TP) ON 21/11/2017**

We refer to the above matter.

The accident occurred when our insured driver lost control and hit onto third party parked vehicle. Liability is not insured driver 's favour.

We did clarify with insured the nature of the accident and she's aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, **Volkswagen Group Singapore Pte Ltd** is as follows: -

	Amount <u>Claimed</u>	Amount <u>Revised</u>
1. Cost of Repair(w/GST)	\$ 63,052.59	\$39,068.26
2. Loss of Use (34days x \$120.00)	\$ 4,080.00	\$ 3,300.00 (33days x \$100.00)***
<b>TOTAL</b>	<b>\$ 67,132.59</b>	<b>\$42,368.26</b>

Total amount of claim (**Liability 100%**) **\$42,368.26**

\*\*\*Recommended 21repair days + 5Sunday + 5Saturday + 1PH + 1inpection = 33days

Market Value	: \$113,000.00 (est)
LTA Rebate	: \$ 75,865.00 (est)
Nett Value	: <b>\$ 37,135.00 (est)</b>

All the relevant documents had been uploaded in Merimen for your perusal.

**For your approval in Merimen please.**

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**Hsiao Tong (LKKAuto)**

**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Friday, 31 August 2018 6:34 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; Rasul (LKKAuto)  
**Subject:** RE: FINALIZE VEHICLE SDL1168H \*LKK REF: CC3/AIG17022398/R1pb3  
**Attachments:** RE: FINALIZE VEHICLE SDL1168H; RE: SDL1168H doa : 21/11/2017

Hi Hsiao Tong,

I refer to your offer below, offer rejected.

Surveyor given us a limit of \$37K, and you have since finalized with us.

Our cost of repair is \$36,512.44 bef GST, please kindly revised your offer.

Also, surveyor recommend 21 working days, there is weekend and PH.

Please revised your offer for early settlement.

This claims is last year claim, customer is chasing, if can't settle, he need to engage lawyer already.

Thank you.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Friday, 31 August, 2018 5:45 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Admin A; Rasul (LKKAuto)  
**Subject:** RE: FINALIZE VEHICLE SDL1168H \*LKK REF: CC3/AIG17022398/R1pb3

*Our surveyor checked  
was his offer - based  
subject to ins  
approval.  
subject to depreciation  
charge.*

*to see, check  
who else seen  
all changes*

*of the said  
vehicle.*

*10/9/18 @ 11.00am  
-> John Foo called in Infaad  
him that MV diff.  
-> check with him any informat  
on MV at his site. ~~RE~~*

*John Foo  
said  
EG Passat CC 高级, CC-Rline*

*~~Passat~~  
~~11/2018~~  
~~#6400~~  
~~#11/2018~~*

## Hsiao Tong (LKKAuto)

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 31 August 2018 5:45 PM  
**To:** 'Tang, Shu Shi (VWG Singapore)'  
**Cc:** Admin A; Rasul (LKKAuto)  
**Subject:** RE: FINALIZE VEHICLE SDL1168H \*LKK REF: CC3/AIG17022398/R1pb3

### Without Prejudice

Hi Shu Shi,

We apologise for late reply.

We have our principal instruction to offer as follows: -

1. Repair Limit	\$ 22,000.00
2. Loss of Use	\$ 2,100.00
<b>TOTAL</b>	<b>\$ 24,100.00</b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

*25/9/18 @ 4.17pm*  
→ Called John to get docs (purchase price), he said he try to search but ~~he~~ also unable to get the value coz new car <sup>for vehicle</sup> chipped.

*→ Passat cc (2017.)*

**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Wednesday, 29 August 2018 5:45 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>  
**Subject:** RE: FINALIZE VEHICLE SDL1168H \*LKK REF: CC3/AIG17022398/R1pb3

Hi,

Please revert, customer have wrote in to complain, this claim is last year claim.

May I know what is taking so long?

If no revert we will get customer to contact you all personally.

Thank you

Best Regards,

## Hsiao Tong (LKKAuto)

---

**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Monday, 27 November 2017 12:29 PM  
**To:** Rasul (LKKAuto); Hsiao Tong (LKKAuto)  
**Cc:** Oh, Aik Seong (VWG Singapore); Tan, William (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SDL1168H doa : 21/11/2017

Hi,

We will accept this offer of \$37K.

Thanks & Regards,  
Tang Shu Shi

---

**From:** Rasul (LKKAuto) [mailto:Rasul@lkkauto.com]  
**Sent:** Monday, 27 November, 2017 11:40 AM  
**To:** Tang, Shu Shi (VWG Singapore); Hsiao Tong (LKKAuto)  
**Cc:** Oh, Aik Seong (VWG Singapore); Tan, William (VWG Singapore)  
**Subject:** RE: SDL1168H doa : 21/11/2017

Hi Shu Shi,

As per request, the propose amount is 39K not approved. The amount that given is 37K

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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 *Save the Earth. Print only when necessary.*

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** Friday, 24 November, 2017 5:05 PM  
**To:** Rasul (LKKAuto); Hsiao Tong (LKKAuto)  
**Cc:** Oh, Aik Seong (VWG Singapore); Tan, William (VWG Singapore)  
**Subject:** RE: SDL1168H doa : 21/11/2017

Dear Rasul,

We will propose \$39K for this repair, please let us have your acceptance.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Friday, November 24, 2017 12:44 PM  
**To:** Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore)  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** SDL 1168H doa : 21/11/2017

Hi Germaine / Seong,

As spoken to Aik seong, this vehicle repair limit NETT amount is 36K

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

 *Save the Earth. Print only when necessary.*

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 27 December 2017 2:29 PM  
**To:** Tan, William (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore); Rasul (LKKAuto); Admin A; Zaini (LKK Auto)  
**Subject:** RE: FINALIZE VEHICLE SDL1168H

*Without prejudice*

Hi,

We refer to the above matter.

For COR, we propose P/P **\$36,512.39(before GST) with 21days.**

Kindly confirm.

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

*"Wishes you a Merry Christmas & Happy New Year 2018"*

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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**From:** Veron Chen (LKKAuto)  
**Sent:** Friday, 15 December, 2017 4:37 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; William Tan (william.tan@vw.com.sg) <william.tan@vw.com.sg>  
**Cc:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Subject:** FW: FINALIZE VEHICLE SDL1168H

Dear Hsiao Tong,

FYNA-CC3/AIG17022398/R1pb3

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Tan, William (VWG Singapore) [<mailto:william.tan@vw.com.sg>]

**Sent:** Friday, 15 December, 2017 4:30 PM

**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Tang, Shu Shi (VWG Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Subject:** FINALIZE VEHICLE SDL1168H

Please revert

Total Cor \$36512.44

TOTAL DOR 21 DAYS

Please confirm the cost of repair within 4 working days. If we do not receive any reply from you, we will deem that our cost of repair and the no of repair days are according to your surveyor report and we will not amend our invoice after 4 working days from the date of this email.

Please keep us inform if you would need more time to go through the finalisation.

Thank you for your kind

Regards and Thank you

William Tan  
Service Advisor  
Aftersales  
(Body & paint Dept)

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

Main Line : +65-65156560

Main fax : +65-68618225

Mobile : +65-81214693

## Print Received Message

This mail is associated with :

**\*SLP7215A (5783778124SG)**  
**[SLN8057T]**

TP

CHIN BIN, MELODY

Feb 10 2018 1:00PM

[POPULAR RENT PTE LTD]

Volkswagen Group Singapore Pte Ltd

**From** AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS), sent on 23/08/2018 14:41 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$10382.94) - SLP7215A - Claim Handler: Wui, Shawn-KJ

Approved:10382.94.