

Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Teo Teek Chuan
NRIC S116827J insured of vehicle SD L1168H against
your insured vehicle number SJN 4008K (ALG)

On the accident dated on 21/11/17 (ddmmyyy) along East View Garden
11 Jalan pelatok 488250.

Dated this 123 (day) of 11 (month) 2017.



Volkswagen Group Singapore
1 Kampong Ampat
Singapore 368314
DID: 69223511 / 69223502
HP: 92361588 / 93867833
germaine.ong@vw.com.sg
shushi.tang@vw.com.sg

Estimate
Service Order Confirmation

SERVICE ORDER NO: 17IP3142

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:** 57,633

VIN NO.: WVWZZZ3CZEE536670 **ENGINE NO:** **SA:** Tan William

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

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
Labor						
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	3	TU	840		2,520
4	B&P MECH R&R REAR SUB FRAME	3	TU	840		2,520
5	B&P MECH R&R RIM & BALANCE	4	TU	50		200
6	B&P MACP LABOUR LABOUR	10	UNIT	840		8,400
7	B&P MACP PAINT SPRAY PAINT	10	UNIT	800		8,000
8	B&P MACP LABOUR TRANSFER DOOR MECHANISM	1	UNIT	840		840
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
11	B&P MACP LABOUR R&R REAR SEAT	1	UNIT	840		840
12	EXT00040 Tyres PIRELLI PZERO NERO GT 235/40/18	2	PCS	680		1,360
Item						
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	3C8853074B 2ZZ RHS REAR DOOR MOLDING CHROME	1	PCS	184.09		184.09
21	3C8853856C GRU SIDE SKIRT RH	1	PCS	1,286.87		1,286.87
22	3C0853934 RIVET	10	PCS	0.62		6.20
23	3C0853586 GROMMET	17	PCS	2.33		39.61
24	3C8809844 RHS REAR FENDER	1	PCS	1,512.03		1,512.03
25	D 506KD1A3 2K FOAM	1	PCS	182.27		182.27
26	D 476KD1M2 SEALANT	1	PCS	89.30		89.30
27	D 007600A1 INOXSPRAY	1	PCS	78.44		78.44
28	D 180003M2 2KADHESIV	1	PCS	330.24		330.24

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VIN NO.: WVVZZZ3CZEE536670 **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	3C8810972B	1	PCS	165.12		165.12
30	3C8845051H NVB	1	PCS	1,284.18		1,284.18
31	D 004660M2	1	PCS	183.87		183.87
32	D 002000A2	1	PCS	147.86		147.86
33	D 00920002	1	PCS	32.19		32.19
34	D 00950025	2	PCS	11.19		22.38
35	D 181802M1	1	PCS	29.46		29.46
36	3C0819465	1	PCS	33.44		33.44
37	3C8945208AD	1	PCS	601.43		601.43
38	3C8945246	1	PCS	9.14		9.14
39	3C8807417ADGRU	1	PCS	2,192.97		2,192.97
40	3C8807376B	1	PCS	50.40		50.40
41	3C8807394D	1	PCS	24.35		24.35
42	3C8807460B 2ZZ	1	PCS	163.53		163.53
43	1S0919275C GRU	1	PCS	202.04		202.04
44	1K8601025R 88Z	4	PCS	2,867.10		11,468.40
45	311601361	4	PCS	1.73		6.92
46	3C0505235AC	1	PCS	2,110.37		2,110.37
47	N 91114701	1	PCS	13.44		13.44
48	WHT000846	3	PCS	24.11		72.33
49	1K0511409CA	1	PCS	326.19		326.19
50	1K0505465AA	1	PCS	83.40		83.40
51	1K0501530C	1	PCS	232.74		232.74
52	3C0505224E	1	PCS	487.50		487.50
53	N 10628301	1	PCS	12.84		12.84
54	N 91201301	1	PCS	19.22		19.22
55	N 10769501	2	PCS	17.94		35.88
56	5Q0505323C	1	PCS	420.11		420.11
57	1K0505311AB	1	PCS	422.19		422.19
58	3C0505434K	1	PCS	1,107.54		1,107.54

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Singapore

VEH No.: SDL1168H

Order Date: 22/11/17

Reg Date: 27/06/14

KM: 57,633

VIN NO.: VVVZZZ3CZEE536670

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
59	1T0598611B WHEEL BEARING	1	PCS	807.81		807.81
60	N 91201301 BOLT	2	PCS	19.22		38.44
61	N 10640501 BOLT	2	PCS	11.49		22.98
62	WHT000228 SCREW	2	PCS	23.40		46.80
63	WHT000227 SCREW	1	PCS	23.40		23.40
64	3C0513046D SHOCK ABSORBER	1	PCS	936.48		936.48
65	3C0513353E SHOCK ABSORBER TOP MTG	1	PCS	112.68		112.68
66	3C0511359D STOP BUFFER	1	PCS	53.34		53.34
67	3C0513425 SHOCK ABSORBER BELLOW	1	PCS	6.78		6.78
68	999999610 OWS BRAKE CLEANER	1	PCS	54.60		54.60

Remarks : DIRECT SETTLEMENT (AIG)

DOA 21/11/2017

SURVEY BY

TP VEHICLE SDL1168H

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

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore(GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	21/11/2017 15:50
Date Of Accident	21/11/2017 13:45
Exact Location Of Accident	EAST VIEW GARDEN 111 JALAN PELATOK 488450
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SDL1168H
Insured/Policyholder	
Name Of Registered Owner	TEO TECK CHUAN
NRIC No	S1168217J
Email Address	TEOTECKCHUAN@YAHOO.COM
Mobile Phone No	(LOCAL) +65-96362647
Alternative Phone No	OFFICE-96362647

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	CC SPORT 2.0 TS
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	AVIVA LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	10674411
Cover Note Number	NA

Driver

Name of Driver	TEO TECK CHUAN
NRIC No	S1168217J
Date Of Birth	11/10/1955
Occupation	INDOOR
Date Of Driving Pass	18/08/1980
Driving Experience	37 YEARS AND 3 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96362647
Fax Number	
Contact Number	OFFICE-96362647
EMail Address	TEOTECKCHUAN@YAHOO.COM

Address
 Postcode
 Was driver an employee of the Insured's Company NO
 If No, Relationship of the Driver with the Insured OWNER
 Vehicle Registration Number of Driver's Own Vehicle -
 -
 -
 Insurance Company of Driver's Own Vehicle -
 -
 -

General Information of the Accident

Type Of Accident HIT AND RUN / VANDALISM / DAMAGED WHILST PARKED
 Weather Conditions CLEAR
 Road Surface DRY

Other Information

Was any foreign vehicle involved in this accident? NO
 Was any body injured in the Accident? NO
 Was any other material or property damaged? YES
 I have been approached by unknown person(s) soliciting/offering accident claims assistance. NO
 Number of Passengers (Including Driver) 0

Details of Police Action

Was the accident reported to the police? NO
 If Yes, Please state which Police Station
 Was notice of intended Prosecution given? NO
 If Yes, against whom?

Circumstances of Accident

I was at home, suddenly I heard a loud sound outside my home. I check and found out my vehicle SDL1168H was being hit while it was Parked. Vehicle SJN4008K hit the right side of my parked vehicle. No injury involved. We exchange particulars.

Attachment(s)

Are accident photos available for attachment? YES
 Was there any video captured by Car Camera? NO
 Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SJN4008K
 Vehicle Make/Model/Colour TOYOTA / PICNIC
 Details Of Properties NA
 Name of Driver LYNETTE LEE HUI YING
 NRIC/Passport Number S8831150G
 Contact Number 90013575
 Address
 Postcode
 Insurance Company Name
 Nature Of Damage
 No. Of Passenger (Including Driver)

Details of Witness

Name
 Phone Number
 Email Address

Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any willful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this form by insurance companies is not an admission of policy liability on the part of insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

 - (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this form and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes").
 - (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes, and
 - (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.

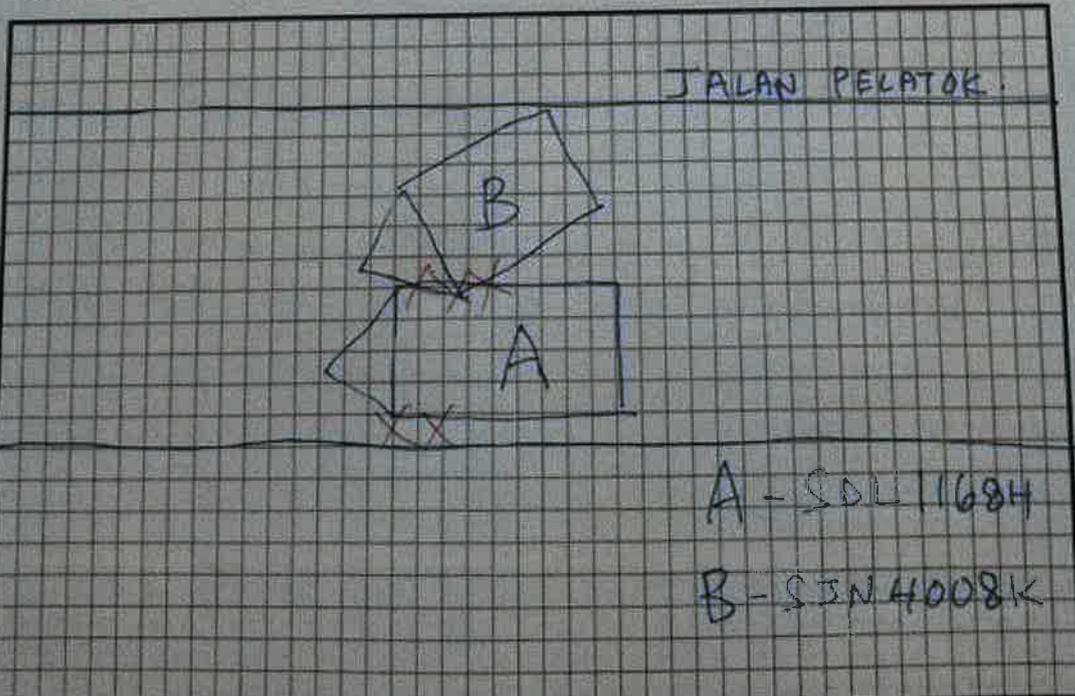
Policyholder's Signature / Date & Time

Driver's Signature (If driver is not the policyholder) / Date & Time

VERIFIED BY AJAX MARS
REPORTING OFFICER
Mohammad Azaly Bin Abdullah

Witnessed by Reporting Centre
Personnel

Sketch Plan



Common Statement

ACCIDENT STATEMENT (2000 characters)

I was at home, suddenly I heard a loud sound outside my home. I check and found out my vehicle SDL1168H was being hit while it was Parked. Vehicle SJN4008K hit the right side of my parked vehicle.

No injury involved.

We exchange particular.

Taxi Voucher No.:

DECLARATION

I/We declare that the above particulars & information provided above are true in every aspect

VERIFIED BY AJAX MARS REPORTING OFFICER -
MOHAMMAD AZALY BIN ABDULLAH

MARS Officer



Registered Owner or Driver's Signature

Job Complete Date/Time

21 November 2017 at 2:36 PM

Date/Time:

21 November 2017 at 2:36 PM

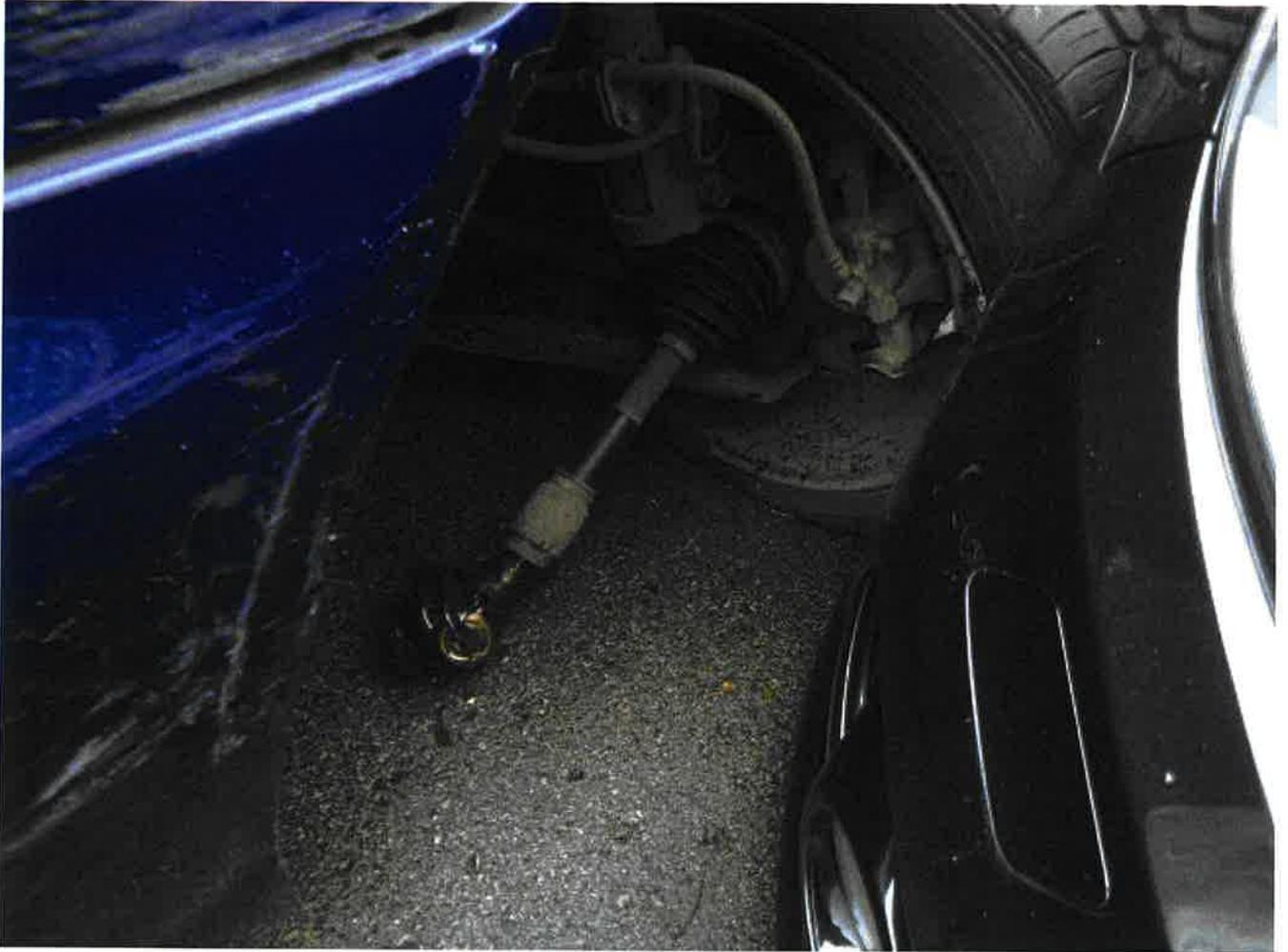
Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1168217J



Name
TEO TECK CHUAN

張德全

Race
CHINESE

Date of Birth
11-10-1955

Sex
M

Country of Birth
SINGAPORE

S1168217J

REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number: S1168217J

Name
TEO TECK CHUAN

Birth Date: 11 Oct 1955

Issue Date: 28 May 2003

000519850C



1462000



NRIC No. S1168217J



Blood Group
O+

Date of issue
25-11-1993

111 JALAN PELATOK
SINGAPORE 488450

NRIC No: S1168217J

Date: 17-10-1999

No: 9125136

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

Class	Description	PASS DATE
Class 2B	Motorcycles not exceeding 200 cc	18 Aug 1980
Class 3	Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	18 Aug 1980

NP 428A

Licence No: S1168217J

