

Francis

CASE OWNER:

CC 4 / EQ1170 23272 1R1 pa3

LKK:

IDAC:

Surveyor:

Rasul

DOI:

8/12/17

Date / Time:

07/12/17

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. : XD 5418R
 Name of Insured : KOH KOCK LEONG ENTERPRISE PTE LTD
 Insured Tel No. : HP:
 Excess Sec II : S\$ D.O.A : 05/12/17
 Is driver the owner? (YES ☒ NO) Nature of Accident :
 If NO, Driver Name / Age : SRINIVASAN JAYAPRAKASH
 Driver Tel No. : 9338 4282 (V/L: ☒ YES / NO)

Claim No. : DM17H00784
 Policy No. : DMCPHQ 16 - 005950
 Make / Model : SCANIA P380CB6X4MH2-11.70 (N
 Place of Accident : ALONG MARTINA PARADE RO

EZ 1966Y



INSRS:
 WSP: Volkswagen (Macpherson)
 Tel :
 Liability :
 RMKS:



INSRS:
 WSP:
 Tel :
 Liability :
 RMKS:



INSRS:
 WSP:
 Tel :
 Liability :
 RMKS:



INSRS:
 WSP:
 Tel :
 Liability :
 RMKS:

Date / Time

08/12/17 (HT)

8/12/17 @ 12:11pm

@ 4:21pm

26/12/17

23/1/18

08/12/17 - 07/12/17
 XD 5418R - X
 Called OI company at 68978787. Not
 pick up.
 Called OI company at 68978787. Spoken
 to Ms Katie. Confirmed accident. Inform TP
 claim. Agreed to settle.
 At Ms Katie had passed the vehicle package
 to her brother.

26/12/17 - FIC pass to type mandate

23/1/18 - FIC pass to Mei Kuan to close

RECEIVED 28 DEC 2017

RECEIVED 02 MAY 2018

* AIA signed by driver.

STAGE DATE / PIC

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

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:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: S\$ (days) Reduction: %

Email ☐ Call ☐

FINAL SETTLEMENT Date/Time: 21/4/18 Confirm with: Shu Shi

Email ☒ Call ☐

Final Liability: % (w/) (Agreed / Assessed) BOLA S/N No.: 15

If NO or B 28, Ass. Lia:

Repair Cost: w/ hst S\$ 9044.23

Loss of Rental (LOR): w/ hst S\$ 856.00 (8 days) X \$110.00

Loss of Use (LOU): S\$ - (\$ x days)

Loss of Income (LOI): S\$ - (\$ x days)

LOR only ☒ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search S\$ 2.00

Medical: S\$ -

Disbursement: S\$ - (e.g. Tow/ Independent)

Legal Cost S\$ -

Total: S\$ 9902.23

Global Sum S\$:

FINAL PAYMENT Date/Time: 21/4/18

Confirm with: Shu Shi

Email ☒ Call ☐

Payee 1: S\$ 9902.23

Name 1: Volkswagen Centre Singapore

Payee 2: (Strike if N.A.) S\$

Name 2:

Payee 3: (Strike if N.A.) S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format: TP

3) Survey fee: \$400.00

Signature: *Kane*

REF: EQL Ref: 17023272/R/p23 20844

ASSIGNMENT

From: _____ Date: 18/12/17
Estimated Cost: _____
OD ☒ TP / WS / TP RES / OD RES / EVA / INV / MV
To inspect Vehicle No: EZ 3966Y
at Workshop/mis: Volkswagen
of: 1 Kompong Ampat Off Macpherson Rd
Insured: _____
Policy No: _____
Claims No: _____
Sum Insured: _____ Excess: _____
(Client's Record)
Make of Veh: _____

(Policy Condition) 2.30pm
Remark: The veh had commenced its repair at the time of inspection.

N/S	O/S

Bal. or Market Value: _____
IDAC Accident Rpt: _____ Consistent? Yes or No
GIA / PR Seen: _____ Consistent? Yes or No
Est. Repairs: 07 days Res: Yes or No
Lum Sum: _____ % 3 Val: Yes or No

CA / REV / REP. / 24 HRS
Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: EZ 3966Y Yr Reg: 2015 APR
Type: ☒ Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
Truck / Trailer or
Make: Volkswagen Jetta 1.4 TSI cc 1390
Colour: GRAY A/C: Insured / Std / NI / NA
Sp. Reading: 95132 T.Radio: Insured / Std / NI / NA
Eng No: _____
C.No: WVWZ2216ZE Mo 58-795
Gen. Cond: Good / ☒ Fair / Poor / Burnt
Steering: ☒ Order / Jammed / Leaked / Burnt or
Brake: ☒ Order / Jammed / Leaked / Burnt or
Mod: Nil / ☒ SRim / STD A/Rim or
Tyre Size F: 205/55R16 R: _____
☒ ES / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or
Front: 6 mm Rear: 6 mm
R.Bal: 6 mm L.Bal: 6 mm
D.O.A: 05/12/17 D.O.I: 08/12/17
Survey held at: Volkswagen KH Ampat
Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or
Old Rban
The U/C / Chassis frame / Body Structure affected due to collision

PIP \$ 8452.55 (Red \$ 6545.44 / 44%).

Date/Time File Pass to: ☐ Prel. Report
☐ Final Report
Date/Time File Return to: _____

Days Of Repair: _____
Resurvey No. of Trip: _____
Add Fee: ☐ Site Insp \$ ☐ Interview \$ ☐ Tech Insp \$ ☐ Weekend \$
Survey Fee: _____
Transducer: _____
Photo: _____
Draw: _____

Report Format: _____
Lump Sum / I.B.I: \$ _____




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				
EQ INSURANCE COMPANY LTD			Ref : CC4/EQ117023272/R1pa3	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 07-12-2017	
			Code : EQ1	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	XD 5418R	Veh. Inspected	EZ 3966Y	
Policy No.		Coverage (\$)	0.00	
Claim No.	DMCPHQ16-005990	Excess (\$)	0.00	
Assign From		Assign Date	07/12/2017	
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 Damages				
5. General Information				
Accident Date	05/12/2017	Inspection Date	08/12/2017	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

PDI TUAS

PDI TUAS

ONG SHE-NA
496C TAMPINES STREET 43
#07-259
Singapore, 526496
Singapore

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
Tax No. 199101494Z

Service Quote

Customer No. CV029011
Quote No. SER/QUO/1702019
QuoteDate 05/12/17
Salesperson Michelle Lee
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6 1.4 TSI DSG 90KW HL	91,211	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
EZ3966Y	WVWZZZ16ZEM058795	29/04/15	Michelle Lee
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX E77840	1624G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	TFR DOOR MECH PARTS	1	UNIT		840.00
P B&P MACP LABOUR	LABOUR	7	UNIT	840.00 (3 day)	5,880.00
P B&P MACP PAINT	SPRAY PAINT	6	UNIT	800.00 (4 panel)	4,800.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un		280.00
	Nett				
	Sum Labor				12,280.00
P 5C6807394B	RHR BUMPER BRACKER	1	Pieces		104.09
	Use Predecessor 5C6807394				
P 5C6807421 GRU	REAR BUMPER	1	Pieces		1,061.34
P 5C6833056E	RHR DOOR	1	Pieces		1,388.85
	Use Predecessor 5C6833056C				
P 5C6839700C	RHR DOOR SEAL	1	Pieces		110.36
	Use Predecessor 5C6839700B				
P D 378500A2	RHR DOOR INSULATOR	1	Pieces		53.34
	Sum Item				2,717.97



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: DMCPHQ16-005990
Our ref: CC4/EQ117023272/R1pa3

Date: 11.12.2017

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

PRELIMINARY ADVICE OF VEHICLE NO.

EZ 3966Y

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 08.12.2017 at the premises of M/s Volkswagen Centre Singapore (Macpherson) and have the following to report:-

Workshop Estimate Amount	: S\$	14,997.97
Revised Estimate Amount	: S\$	8,452.55
"Check" Items Amount	: S\$	104.09
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:
The vehicle sustained damages at the
O/S Rear portion



Comments/Present Status:
Damages Consistent
Estimated normal period for repairs: 6-7 days

Yours faithfully,

MOHD. RASUL
Licensed Appraiser

1388.85	104.09	420.00	420.00
110.36	1061.34	2520.00	3360.00
53.34		3200.00	1600.00
		480.00	
		280.00	

0.00

0.00 0.00

6900.00

1165.43

5380.00

1552.55

0.00	12280.00	0.00
0.00	6900.00	0.00
0.00	5380.00	0.00

0.00
0.00
0.00

1552.55
6900.00

8452.55 ✓

104.09
0.00
0.00
0.00
0.00

}

CHECK ITEM

104.09 ✓

DM
11/12 4.08pm.

Catherine Chong (LKK Auto)

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Thursday, 7 December, 2017 11:06 AM
To: assignments
Subject: FW: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017
Attachments: EZ3966Y 05.12.2017.pdf, XD5418R 05.12.2017.pdf

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Bazlin Ahmad [mailto:bazlin.ahmad@eqinsurance.com.sg]
Sent: Thursday, 7 December, 2017 10:58 AM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Dear LKK

Please find below email and both vehicles GIA Report.
Kindly proceed.

Thank You,

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #02-00 Tower Block, MND Complex Singapore 069110

did 65 9496 9881 | tel 65 6225 9433 ext 881 | fax 65 6225 4290

www.eqinsurance.com.sg

 A Member of Citystate



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From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Thursday, December 7, 2017 10:53 AM
To: Bazlin Ahmad
Cc: Janet Tan
Subject: RE: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Hi,

Please use LKK, thank you.

Thanks & Regards,
Tang Shu Shi

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]
Sent: Thursday, 7 December, 2017 10:27 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Tang, Shu Shi (VWG Singapore); Janet Tan
Subject: RE: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Without Prejudice

Dear Sir,

We refer to your Notice of Accident of even date.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155 Contact person : Joey/Joseh	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon Kho
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Ricky Teng	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108

7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328 Contact Person: Edna Lee	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank You.

Regards,

Lynn Ahmad
Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block, MND Complex Singapore 069110
did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4290
www.eqinsurance.com.sg

A Member of Citystate



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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Thursday, December 07, 2017 9:28 AM
To: Janet Tan; Elaine Cheong
Subject: FW: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Thanks & Regards,
Tang Shu Shi

From: Tang, Shu Shi (VWG Singapore)
Sent: Tuesday, 5 December, 2017 4:42 PM
To: 'Janet Tan'; 'Elaine Cheong'
Subject: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Dear Claims,

Please revert on liability & survey arrangement for this claim.

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
<http://www.vw.com.sg>



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 8 December, 2017 4:26 PM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; assignments; Zaini (LKK Auto)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017 ***
LKK REF - CC4/EQ117023272/pa3

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 arrange for survey.**

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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Cc: Tang, Shu Shi (VWG Singapore); Janet Tan

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Without Prejudice

Dear Sir,

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We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

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9) JP Knights Pte Ltd	

Tel: 63450068
Fax: 63445328
Contact Person: Edna Lee

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank You.

Regards,

Lynn Ahmad
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road, #17-00 Tower Block, MID Complex, Singapore 069110
did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4190
www.eqinsurance.com.sg

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Subject: FW: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Dear Claims,

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Thanks & Regards,
Tang Shu Shi

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Subject: REQUEST DIRECT SETTLEMENT FOR EZ3966Y & XD5418R ON 05/12/2017

Dear Claims,

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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
<http://www.vw.com.sg>





Date: 5/12/2017.

Dear Sir or Madam:

To whom it may concern,

RE: Authorization to act on behalf

Vehicle No.: EZ 39664

I, Ong She-Nm, bearing NRIC Number S87320846,
would like to authorize Ong Chee Kiong, bearing NRIC
Number S14179642, to act on behalf for all documents and repair
for the above said vehicle.

Thank you.

Yours Sincerely,

Signature



DISCHARGE VOUCHER

I / We Ong She-Na (Passport No. S 87320846) the
owner of vehicle number EZ 39664 hereby accept from
EA (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
EZ 39664 & XD 9418R along marine parade Rd.
on 5/12/17.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to
Ong She-Na.

Dated this on 23/12/17 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name : Ong Chee Kiong

NRIC No. : S 1417964Z

Date : 23/12/17

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 20 January 2018 9:43 AM
To: 'bazlin.ahmad@eqinsurance.com.sg'
Cc: Admin A; Zaini (LKK Auto)
Subject: <Seek Mandate> Your ref : TBA *Our ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resrvey Photos.pdf; LOA.pdf; RENTAL.pdf; Insurance Search Fee.pdf

Your ref : **TBA**
Our ref : CC4/EQI17023272/R1pa3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party who was driving on his own lane. Liability is down against our insured driver.

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

We seek your approval to offer Third Party repairer "**Volkswagen Centre Singapore**" at **\$9,902.23(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 16,047.84	\$ 9,044.23
2. Loss of Rental (8days x \$120.00w/GST)	\$ 960.00	\$ 856.00 (8days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 17,009.84	<u>\$ 9,902.23</u>

***07days recommendation for repair.

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>
Sent: Monday, 22 January 2018 11:01 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Zaini (LKK Auto)
Subject: EQ REF : DM17HO02754 - LKK ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]

Dear Hsiao Tong

We refer to the above claim reference, please negotiate lower repair cost that is within your mandate \$8,000 and below as damage is not extensive.

Thank You.

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately and delete all copies of

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, January 20, 2018 9:43 AM
To: Bazlin Ahmad
Cc: Admin A; Zaini (LKK Auto)
Subject: <Seek Mandate> Your ref : TBA *Our ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]

Your ref : **TBA**

Our ref : CC4/EQI17023272/R1pa3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party who was driving on his own lane. Liability is down against our insured driver.

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

We seek your approval to offer Third Party repairer "Volkswagen Centre Singapore" at \$9,902.23(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 16,047.84	\$ 9,044.23
2. Loss of Rental (8days x \$120.00w/GST)	\$ 960.00	\$ 856.00 (8days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 17,009.84	<u>\$ 9,902.23</u>

***07days recommendation for repair.

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 18 April 2018 12:13 PM
To: 'Francis Ng'
Cc: Admin A
Subject: RE: EQ REF : DM17HO02754 - LKK ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]
Attachments: Insurance Search Fee.pdf; RENTAL.PDF; LOA.PDF; LKK Resrvey Photos.pdf; LKK Survey Photos.pdf; LKKAdjustment1.pdf; LKKInspection.pdf

Hi Francis,

We refer to the above matter and email below.

Third party rejected our offer at \$8,000.00(all-in).

For this vehicle, the damaged area was on the right side including RH front door, RH rear door, RH rear fender & RH rear bumper. The replacement of parts was RH rear door. The other parts were recommended for repair work.

1. Labour (repair, remove, refit, cut, weld all the affected damaged area to re-store the vehicle.	\$ 840.00/day x 3	\$ 2,520.00
2. Spray Paint	\$ 800.00/ panel x 4	\$ 3,200.00

We seek your approval to offer third party as follows: -

	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,044.23
2. Loss of Rental (8days x \$120.00w/GST)	\$ 856.00 (8days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00
Total	\$ 9,902.23

Kindly let us have your instruction/ approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Bazlin Ahmad [mailto:bazlin.ahmad@eqinsurance.com.sg]

Sent: Monday, 22 January 2018 11:01 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: EQ REF : DM17HO02754 - LKK ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]

Dear Hsiao Tong

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 19 April 2018 10:56 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: CS A Team; Admin A; Rasul (LKKAuto)
Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQI17023272/R1pa3 (DOA: 05/12/2017)

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 9,044.23
2. Loss of Rental (8days x \$100.00) (w/GST)	\$ 856.00
3. LTA/ GIA Search Fee	\$ 2.00
Total	\$ 9,902.23

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shirley Hiew (LKK Auto)
Sent: Wednesday, 10 January 2018 8:45 AM
To: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQI17023272/R1pa3

Dear Shu Shi,

Thank you for your email.

Hsiao Tong (LKKAUTO)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 20 April 2018 7:37 PM
To: Hsiao Tong (LKKAUTO)
Cc: CS A Team; Admin A; Rasul (LKKAUTO)
Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQI17023272/R1pa3 (DOA: 05/12/2017)

Hi,

Offer accepted.

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
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, 19 April, 2018 10:56 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: CS A Team; Admin A; Rasul (LKKAUTO)
Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQI17023272/R1pa3 (DOA: 05/12/2017)

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 9,044.23
2. Loss of Rental (8days x \$100.00) (w/GST)	\$ 856.00
3. LTA/ GIA Search Fee	\$ 2.00
Total	\$ 9,902.23

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shirley Hiew (LKK Auto)

Sent: Wednesday, 10 January 2018 8:45 AM

To: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQ117023272/R1pa3

Dear Shu Shi,

Thank you for your email.

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

Dear Rasul/ Hsiao Tong,

For your information and necessarily action please.

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

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

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@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: Tuesday, 9 January 2018 6:22 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQI17023272/R1pa3

Hi,

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
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 26 December, 2017 2:24 PM
To: Ong, Germaine (VWG Singapore)
Cc: CS A Team; Admin A; Tang, Shu Shi (VWG Singapore); Rasul (LKKAuto)
Subject: RE: FINALISATION EZ3966Y *** LKK REF - CC4/EQI17023272/R1pa3

Without Prejudice

Hi,

We refer to your below email.

For COR, finalised amount at P/P **\$8,452.55(before GST) with 07days.**

*** Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

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 | fax: 6741-4108

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

From: Shirley Hiew (LKK Auto)

Sent: Friday, 22 December, 2017 4:48 PM

To: Ong, Germaine (VWG Singapore) <Germaine.ong@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>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: FW: FINALISATION EZ3966Y *** LKK REF - CC4/EQ17023272/R1pa3

Dear Germaine,

Thank you for your email.

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

Dear Rasul / Hsiao Tong,

For your information and necessarily action please.

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

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

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Ong, Germaine (VWG Singapore) [<mailto:Germaine.ong@vw.com.sg>]

Sent: Friday, 22 December, 2017 4:45 PM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>

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: FINALISATION EZ3966Y

• Hi Rasul

Please see attached finalisation

COR: As per attached

7 days

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

HP: +65 92361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>





LETTER OF DEMAND

Your Ref: XD 5918R

Our Ref: E239664

To: EA (c/o) LKK

Dear Sirs,

ACCIDENT INVOLVING E239664 & XD 5918R ON 5.12.2017

We are claiming on behalf of our client Ang She - NA owner of

vehicle number E239664 involved in accident on 6.12.2017

with vehicle XD 5918R along/at Marine Parade Rd.

Description of claims:

Cost of Repairs \$ 8,452.55 + 7% GST = \$ 9,044.23

Loss of Use/Rental \$ 120 + 7% GST X 8 Days = \$ 120

Medical Fee \$ _____ + 7% GST = \$ _____

Search Fee \$ 2 + 7% GST = \$ 2

TOTAL \$ 10,006.23

We are claiming in full and final settlement of \$ 10,006.23

Cost of repair & search fee \$ 9,046.23 to be payable to Volkswagen Group Singapore Pte Ltd.

Loss of use/Rental amount/Medical fee of \$ 960 to be payable to

Ang Chee Kiong

Kindly send us a written acknowledgement within 14 days from receipt of this document. Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to shushi.tang@vw.com.sg

Dated this _____



09 JAN 2018

[Signature]



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC4/EQI17023272/pa3

11 DECEMBER 2017

KOH KOCK LEONG ENTERPRISE PTE LTD

24 TUAS AVENUE 2

SINGAPORE 639455

ATTN: THE MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING XD 5418R AND EZ 3966Y ON 05/12/2017

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) 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.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

c.c. *EQ INSURANCE COMPANY LIMITED*
(Motor Claims Dept)



LETTER OF AUTHORITY

ACCIDENT INVOLVING EZ3A66Y and XD 5418R on 5/12/15
Own vehicle's number Other vehicle's number Date of accident
 along marine parade Rd.
Accident location

BY THE LETTER OF AUTHORITY, I/we, one blue-N4
Name of Policy Holder & IC / Passport number
 of S87320846 owner of Vehicle Registration

Number EZ3A66Y hereby irrevocable appoint **Volkswagen Centre Singapore**
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in *my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number A80398738 AWW taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Centre Singapore** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 23 of the month

12 Year 12

Signed & Delivered By:

[Signature]
Policy Holder

Witness By:

[Signature]
VOLKSWAGEN GROUP SINGAPORE
 81030002

Volkswagen Centre Singapore



Service Tax Invoice No. SV17P58719

Bus Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO: 17IP3359

SERVICE CUSTOMER NO.: E1978004

SERVICE CUSTOMER NAME.: EQ INSURANCE COMPANY LIMITED

TELEPHONE NO.:

ADDRESS:

Post Code: 069257

VEH NO.: EZ3966Y

DATE: 23/12/17

Pickup:

VIN NO.: WVVZZZ16ZEM058795

KM: 91,211

GEARBOX CODE:

Engine No.:

MODEL: JETTA A6 1.4 TSI DSG 90KW HL

SA: Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
DIRECT SETTLEMENT					
DOA: 05/12/2017					
TP VEHICLE NO: XD5418R					
SURVEY BY RASUL LKK					
Labor					
1	TFR DOOR MECH PARTS	1.00	UNIT	420.00	420.00
2	LABOUR	3.00	UNIT	840.00	2,520.00
3	SPRAY PAINT	4.00	UNIT	800.00	3,200.00
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	Tow SVC- Quality Recovery Services	1.00	UNIT		
6	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
7	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
Item					
8	RHR DOOR	1.00	PCS	1,388.85	1,388.85
9	DOOR SEAL	1.00	PCS	110.36	110.36
10	RHR DOOR INSULATOR	1.00	PCS	53.34	53.34

Sub Total 8,452.55
GST (7%) AMOUNT 591.68
TOTAL AMOUNT 9,044.23

for Volkswagen Centre Singapore

29 JAN 2018



Authorised Signatory

Customer

Phone : Fax :

Tax Invoice

Bill To:

CAR RENTAL-SHORT TERM

GST Reg No: 19-9904194-N

Invoice No :	CR002286
Date :	14-12-17
Page :	1

Ship To:

ONG CHEE KIONG
BLOCK 496C TAMPINES STREET 43
#07-259
SINGAPORE 526496

Attn:**Phone:****Fax:**

SalesPerson	P.O. Number	Date Shipped	Shipped Via	Terms
	RA03003			Net 30th after

Description	Amount (S\$)
RENTAL CHARGES (08 DAYS X \$120) FROM 14/12/2017 TO 22/12/2017 JETTA : SLJ9635P RENTAL AGREEMENT : RA03003 DRIVEN BY : ONG CHEE KIONG YOUR REF : EZ3966Y 	\$897.20

Memo:

Total	\$897.20
Freight	\$0.00
Add: GST	\$62.80
Total Inc GST	\$960.00
Less: Deposit	\$0.00
Balance Due	\$960.00



Authorised Signatory



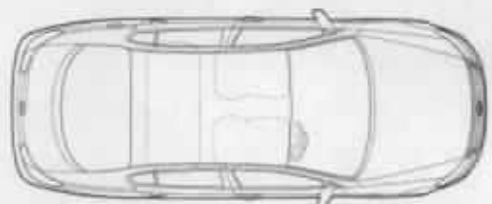
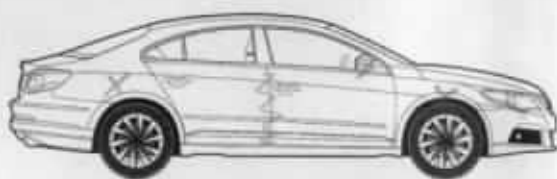
HIRER'S PARTICULARS	
Owner's Vehicle No.:	EZ 31661
Model:	Jetta
Name:	ONG CHEE KIONG
Address:	BJK 446C Tampines S743 #07-239 (S) 526446.
Office Tel:	Residence Tel:
Occupation:	Hp / Pgr No: 98009664
P.P / I.C No.:	Nationality: Singapore
Date of Birth:	Place of Birth:
Dr. Licence No.	
Date of Issue:	Country of Issue:

ADDITIONAL DRIVER'S PARTICULARS	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp / Pgr No:
P.P / I.C No.:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No.	
Date of Issue:	Country of Issue:

IMPORTANT: The vehicle will not be insured after the expiry of the hire period and in case of any accident the Hirer will be liable for all consequences.

RENTAL VEHICLE PARTICULARS		
Rental Vehicle No.: SZJ 963 SP		
Model: Jetta		
Collection Out	Date & Time	Mileage Out
	14/12/17 @ 1pm	20162
Return In	Date & Time	Mileage In
	23/12/17 @ 6am	20907
Petrol Level OUT  IN 		

RENTAL CHARGES			
Months	@ \$	per month	
Weeks	@ \$	per week	
8 Days	@ \$ 120	per day	960 00
Hours	@ \$	per hour	
+ 1 DAY @ \$120			120 00
ADDITIONAL CHARGES			
PETROL TOP-UP CHARGES			
MISC			
TOTAL CHARGES (incl 7% GST)			1080 00
PAYMENT MODE			
<input type="checkbox"/> Master : _____ <input type="checkbox"/> VISA : _____ <input type="checkbox"/> Cash : _____ <input type="checkbox"/> Others : _____			



Remarks: + additional 1 day for (msia w/surety claim) (2 sep invoice)

CHECKED OUT BY	CHECKED IN BY
----------------	---------------

I have read and agree to the terms and conditions on both sides of this agreement.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-17-181615

Date of Request: 05/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 05/12/2017

Enquiry By PEARLYN CHEONG

TP Vehicle No. XD5418R

Accident Date 05/12/2017

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-17-181615

Date of Request: 05/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 05/12/2017
Enquiry By PEARLYN CHEONG
TP Vehicle No. XD5418R
Accident Date 05/12/2017

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
XD5418R	EQ Insurance Company Ltd	27/12/2016-26/12/2017	6223 9433

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.

Hsiao Tong (LKKAuto)

From: Francis Ng <francis.ng@eqinsurance.com.sg>
Sent: Thursday, 19 April 2018 10:05 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: EQ REF : DM17HO02754/FN - LKK ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]
Attachments: Insurance Search Fee.pdf; RENTAL.PDF; LOA.PDF; LKK Resrvey Photos.pdf; LKK Survey Photos.pdf; LKKAdjustment1.pdf; LKKInspection.pdf

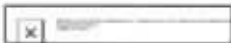
Dear Hsiao Tong,

Please proceed as proposed in your email dated 18.04.2018 below.

Regards,
Francis Ng
Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Wednesday, April 18, 2018 12:14 PM
To: Francis Ng <francis.ng@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: EQ REF : DM17HO02754 - LKK ref : CC4/EQI17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]

Hi Francis,

We refer to the above matter and email below.

Third party rejected our offer at \$8,000.00(all-in).

For this vehicle, the damaged area was on the right side including RH front door, RH rear door, RH rear fender & RH rear bumper. The replacement of parts was RH rear door, The other parts were recommended for repair work.

1. Labour (repair, remove, refit, cut, weld all the affected damaged area to re-store the vehicle.	\$ 840.00/day x 3	\$ 2,520.00
2. Spray Paint	\$ 800.00/ panel x 4	\$ 3,200.00

We seek your approval to offer third party as follows: -

	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,044.23
2. Loss of Rental (8days x \$120.00w/GST)	\$ 856.00 (8days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00
Total	\$ 9,902.23

Kindly let us have your instruction/ approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Monday, 22 January 2018 11:01 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: EQ REF : DM17H002754 - LKK ref : CC4/EQ17023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]

Dear Hsiao Tong

We refer to the above claim reference, please negotiate lower repair cost that is within your mandate \$8,000 and below as damage is not extensive.

Thank You.

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MHD Complex Singapore 069110

did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4199

www.eqinsurance.com.sg



A Member of Citystate



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

Sent: Saturday, January 20, 2018 9:43 AM

To: Bazlin Ahmad

Cc: Admin A; Zaini (LKK Auto)

Subject: <Seek Mandate> Your ref : TBA *Our ref : CC4/EQ117023272/R1pa3q2 [ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017]

Your ref : **TBA**

Our ref : CC4/EQ117023272/R1pa3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING XD5418R(OI) & EZ3966Y(TP) ON 05/12/2017

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party who was driving on his own lane. Liability is down against our insured driver.

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

We seek your approval to offer Third Party repairer "**Volkswagen Centre Singapore**" at **\$9,902.23(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 16,047.84	\$ 9,044.23
2. Loss of Rental (8days x \$120.00w/GST)	\$ 960.00	\$ 856.00 (8days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 17,009.84	<u>\$ 9,902.23</u>

***07days recommendation for repair.

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

To : M/s EQ INSURANCE COMPANY LTD

Date: 04/05/2018

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	XD 5418R	(Insd Veh)	Your Ref. No. : DM17HO02754
	EZ 3966Y	(TP Veh)	Our Ref. No. : CC4/EQI17023272/R1pa3q2
Date of Accident	5/12/2017		

Liability	100%	
Final Repair Cost	: \$ 9,044.23	
Loss of Use	: \$	days
Rental (If any)	: \$ 856.00	8 days
Others:	: \$ 2.00	
	: \$	
	9,902.23	
Final Settlement Sum	: \$ 9,902.23	
Remarks	:	

Payment Instruction: Payee's Breakdown		
1)	VOLKSWAGEN CENTRE SINGAPORE	: \$ 9,902.23
		: \$

JOANNE LEE
LKK Auto Consultants Pte Ltd




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				
EQ INSURANCE COMPANY LTD			Ref : CC4/EQI17023272/R1pa3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 04-05-2018	
			Code : EQI	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	XD 5418R	Veh. Inspected	EZ 3966Y	
Policy No.	DMCPHQ16-005990	Coverage (\$)	0.00	
Claim No.	DM17HO02754	Excess (\$)	0.00	
Assign From	LYNN	Assign Date	07/12/2017	
2. Vehicle Particulars & Condition				
Make & Model	VOLKSWAGEN JETTA 1.4 TSI	c.c	1390	
Engine No.	HIDDEN	Year of Reg.	2015	
Chassis No.	WWWZZZ16ZEM058795	Colour	GREY	
Odometer	95132	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	BRIDGESTONE	6 mm	
L/H Front Tyre	205/55 R16	BRIDGESTONE	6 mm	
R/H Rear Tyre	205/55 R16	BRIDGESTONE	6 mm	
L/H Rear Tyre	205/55 R16	BRIDGESTONE	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	05/12/2017	Inspection Date	08/12/2017	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		7 Working Days		

**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

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. EZ 3966Y

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	RHR BUMPER BRACKET (SN)	NOT NECESSARY	104.09	-
1	REAR BUMPER (SN)	TO REPAIR SEE LABOUR	1,061.34	-
1	RHR DOOR (SN)	BENT	1,388.85	1,388.85
1	RHR DOOR SEAL (SN)	NECESSARY	110.36	110.36
1	RHR DOOR INSULATOR	NECESSARY	53.34	53.34
			2,717.98	1,552.55
	LABOUR			
	TFR DOOR MECH PARTS .		840.00	420.00
	LABOUR INCLUSIVE OF THE REPAIR OF REAR BUMPER .		5,880.00	2,520.00
	SPRAY PAINT .		4,800.00	3,200.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
	ELECT WIRING & MECH COMPO.		280.00	280.00
			12,280.00	6,900.00
	GRAND TOTAL		14,997.98	8,452.55
RECOMMENDED COST OF REPAIRS				8,452.55

Report Ref No. CC4/EQ17023272/R1pa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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