

Surveyor:

XLR

DOI:

## ASSIGNMENT

26/12/2017

Date / Time:

19/12/17

Registered in Merimen:

19/12/17

Pre-assign / CCU / FTE



Insured Vehicle No.:

SCR 484 G

Name of Insured:

CHIA YUE TENG ELMS

Insured Tel No.:

HP:

Excess Sec II :S5

D.O.A.:

13/12/17

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Veronica Xu Hui

Driver Tel No.:

97989036

(V/L YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

2100194868

Mit. Cancer

SINGAPORE HILL

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability: % Final? Yes / No

SCR3353G



INSRS:

WSP:

Tel:

Liability:

RMKS:

Wolkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

21/12  
24.11SCR3353G - 01/AXM 3004999 / 714/12/17/13  
SCR484G - 007/AG 1101601 / AP63/2/17/13

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

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: (LIST OF OTHERS)

21/12/2017 @  
11:33am

Spoke to OI (Mr. Poon). Confirmed accident details and OI reversed and collected with TP. OI will send out additional photos via email and advised that it is a minor damage. Informant out TP claim, aware of RCD issues and agree to settle.

- OI might want to do a private settlement /  
WANTS TO KNOW CLAIM AMOUNT.

24.12.2017

CALLED OI TO INFORM FARE PAYMENT. AGREED TO SETTLE AMT  
HE HAD ALREADY BEEN ASKED.

\* CLAIMANT HAVE THE ROOM. RATE TO ENAL 1000 AMT.

## PRELIMINARY ADVICE

Date/Time:

Sent By:

## FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

P/P S\$4,808.84

( 3 days)

Reduction:

37 %

Email

Call

## FINAL SETTLEMENT

Date/Time: 24.12.17

Confirm with:

CHARMINE

Email

Call

Final Liability:

% 100

(Agreed / Assessed) BOLA S/N No.:

NIL

If NO or B 28, Ass. Lia:

Repair Cost:

S\$5,144.82

Loss of Rental (LOR):

S\$ 331.00

( 3 days)

x \$100

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\$ -

Legal Cost:

S\$ -

Total:

S\$5,467.82

Global Sum S\$:

## FINAL PAYMENT

Date/Time: 24.12.17

Confirm with:

CHARMINE

Email

Call

Payee 1:

S\$5,467.82

Name 1:

VOLKSWAGEN GROUP SINGAPORE PTE LTD

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

## ASSIGNMENT

From: \_\_\_\_\_ Date: 26/12/2017

Estimated Cost: \_\_\_\_\_

OD: TP / WS / TP RES / OD RES / EVA / INV / MVTo Inspect Vehicle No: SCR 335371at Workshop n/s: Volkswagenof 1 Kompong Ampat Off Mugherson Road

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

11am  
owner waiting

Remark: The veh had commenced its repair at the time of inspection.

Bel. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_ Consistent? : Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? : Yes or No

Est. Repairs: 3 days Res: Yes or NoLum Sum: - % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

Veh No: SCR 335371 Vr Regn: 24 Mar 2015Type: M/C / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Golf cc 1395Colour: Blue A/C: Insured / Std / NI / NASp. Reading: 35940 TiRadio: Insured / Std / NI / NA

Eng No: \_\_\_\_\_

C/No: WUWZZZ AU 8 FW076139

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In OK / Jammed / Leaked / Burnt orBrake: In OK / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD / Rim or

Tyre Size: F: 225 / 408 R18R: 1"BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

R/Bal: 6 mmL/Bal: 6 mm

D.O.A.

Rear

R/Bal: 6 mmL/Bal: 6 mmD.O.I. 26-12-17Survey held at: W/S 11amDes. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

PP: + 4,808.24 (250) + 2,809.64 37%)

Date/Time: File Pass to?

☐ : Preli. Report

1)

☐ : Final Report

Date/Time: File Return to?

2)

Days Of Repair: \_\_\_\_\_

Resurvey No. of Trip: \_\_\_\_\_

Survey Fee: \_\_\_\_\_

Transportation: \_\_\_\_\_

Add Fee: ☐ Site Insp: \$☐ Interview: \$☐ Tech. Insp: \$☐ Weekend: \$

Phone: \_\_\_\_\_

Other: \_\_\_\_\_

Report Format: \_\_\_\_\_

Lump Sum / I.B.I: (\$ \_\_\_\_\_)

TOTAL: \_\_\_\_\_




# 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/AIG17024087/ka3 |            |   |
| 78 SHENTON WAY #08-16<br>CHARTIS BUILDING<br>SINGAPORE 079120  |   | Date : 19-12-2017         |            |  |
|  |   | Code : AIG                |            |   |
| <b>1. Policy Particulars :- THIRD PARTY CLAIM</b>  |   |                           |            |   |
| Insured Veh.   | SCR 484G  | Veh. Inspected            | SCR 3353G  |   |
| Policy No.   |   | Coverage (\$)             | 0.00       |   |
| Claim No.  |   | Excess (\$)               | 0.00       |   |
| Assign From  |   | Assign Date               | 19/12/2017 |   |
| <b>2. Vehicle Particulars &amp; Condition</b>  |   |                           |            |   |
| Make & Model   |   | c.c                       | 0          |   |
| Engine No.   | HIDDEN  | Year of Reg.              |            |   |
| Chassis No.  |   | Colour                    |            |   |
| Odometer   | -   | Steering                  |            |   |
| Brakes   |   | Modification              |            |   |
| General  |   |                           |            |   |
| <b>3. Conditions of Tyres</b>  |   |                           |            |   |
|  | Size  | Make                      | Balance    |   |
| R/H Front Tyre   |   |                           | mm         |   |
| L/H Front Tyre   |   |                           | mm         |   |
| R/H Rear Tyre  |   |                           | mm         |   |
| L/H Rear Tyre  |   |                           | mm         |   |
| <b>4. Description of Damages</b>   |   |                           |            |   |
|  |   |                           |            |   |
| <b>5. General Information</b>  |   |                           |            |   |
| Accident Date  | 13/12/2017  | Inspection Date           |            |   |
| Survey held at   | VOLKSWAGEN CENTRE SINGAPORE<br>247 ALEXANDRA ROAD<br>SINGAPORE 159934 |                           |            |   |
| <b>5a. Remarks</b>   |   |                           |            |   |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.<br>B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. |   |                           |            |   |

PDI TUAS

TAN GECK HWA  
478 SIGLAP ROAD  
#01-67  
Singapore, 454852  
Singapore

3 Days. (4)  
before paint photos.  
Gue Giam - 82880282  
26/12/17

hence notify the following:

- PDI TUAS
- Tang Shu Shi
- Used parts supply on a "Without Prejudice" basis
- No illegal modification is allowed
- Supplementary items must be resurveyed and is subject to legal approval from Insurance Company

Phone No.  
Fax No.  
E-Mail  
Signature by Repairer  
Date:  
VAT Registration No. M20098505-2  
Tax No. 199101494Z

## Service Quote

Customer No. CV004148  
Quote No. SER/QUO/1702096  
QuoteDate 19/12/17  
Salesperson Francis Lee  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

| Make               | Model Description              | Mileage              | Service Advisor |
|--------------------|--------------------------------|----------------------|-----------------|
| Volkswagen Passeng | GOLF A7 1.4 TSI (DSG)RECAT EQP | 35,000               | Tang Shu Shi    |
| License No.        | VIN                            | Initial Registration | Sales Advisor   |
| SCR3353G           | WVWZZZAUZFW076139              | 24/03/15             | Francis Lee     |
| Engine Code        | Labor Type                     | Engine No.           | Model Code      |
|                    | 1T                             | CXS 221885           | 5G13GZ          |

| No.                        | Description                  | Qty. | UoM     | Unit Price | Amount          |
|----------------------------|------------------------------|------|---------|------------|-----------------|
| P B&P MACP LABOUR          | LABOUR                       | 3    | UNIT    | 840        | 2,520.00        |
| P B&P MACP PAINT           | SPRAY PAINT                  | 3    | UNIT    | 1600       | 2,400.00        |
| P B&P DIAG                 | PROGRAMMING & CALIBRATION    | 1    | Time Un |            | 480.00          |
| P B&P MECH                 | COMPULSORY TO DO AFTER AC    |      |         |            |                 |
|                            | ELECT WIRING & MECH COMPO    | 1    | Time Un |            | 280.00          |
|                            | Nett                         |      |         |            |                 |
|                            | <b>Sum Labor</b>             |      |         |            | <b>5,680.00</b> |
| P 5G0853675A JZQ           | TSI EMBLEM                   | 1    | Pieces  |            | 61.94           |
| P 5G0853675APCWB           | BLUEMOTION EMBLEM            | 1    | Pieces  |            | 57.75           |
|                            | Use Predecessor 5G0853675ALC |      |         |            |                 |
| P 5G0853687 2ZZ            | GOLF EMBLEM                  | 1    | Pieces  |            | 69.99           |
| P 5G0919491                | SENSOR BRACKET               | 2    | Pieces  |            | 29.40           |
| P 5G0919491A               | SENSOR BRACKET               | 1    | Pieces  |            | 14.70           |
| P 5G0919492A               | SENSOR BRACKET               | 1    | Pieces  |            | 14.70           |
| P 5G0998492 GRU            | SENSOR BRACKET               | 1    | Pieces  |            | 32.19           |
| P 5G6807417APGRU           | REAR BUMPER                  | 1    | Pieces  |            | 1,149.75        |
|                            | Predecessor 5G6807417ARGRU   |      |         |            |                 |
| P 5G6807568D 9B9           | SPOILER                      | 1    | Pieces  |            | 322.86          |
|                            | Use Predecessor 5G6807568D   |      |         |            |                 |
| P D 180KU2A1               | 2KADHESIVE                   | 1    | Pieces  |            | 103.67          |
| P D 822150A1               | BONDAGENT                    | 1    | Pieces  |            | 74.16           |
| P WHT005263                | POP-RIVET                    | 4    | Pieces  |            | 6.78            |
| <b>Sum carried forward</b> |                              |      |         |            | <b>7,617.88</b> |

Payments to: - BBN: - Acc.-No.:

PDI TUAS

PDI TUAS

TAN GECK HWA  
478 SIGLAP ROAD  
#01-67  
Singapore, 454852  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV004148  
Quote No. SER/QUO/1702096  
QuoteDate 19/12/17  
Salesperson Francis Lee  
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

| Make                | Model Description              | Mileage              | Service Advisor |
|---------------------|--------------------------------|----------------------|-----------------|
| Volkswagen Passeng  | GOLF A7 1.4 TSI (DSG)RECAT EQP | 35,000               | Tang Shu Shi    |
| License No.         | VIN                            | Initial Registration | Sales Advisor   |
| SCR3353G            | WVWZZZAUZFW076139              | 24/03/15             | Francis Lee     |
| Engine Code         | Labor Type                     | Engine No.           | Model Code      |
|                     | 1T                             | CXS 221885           | 5G13GZ          |
| Continued           |                                |                      | 7,617.88        |
| Sum Item            |                                |                      | 1,937.88        |
| Sum Labor           |                                |                      | 5,680.00        |
| Sum Item            |                                |                      | 1,937.88        |
| Total SGD           |                                |                      | 7,617.88        |
| 7% GST              |                                |                      | 533.26          |
| Total SGD Incl. GST |                                |                      | 8,151.14        |

### Explanations

P = Proportionately Charged

Payment Terms No Credit

Payments to: - BBN: - Acc.-No.:

## PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SCR 4846

Claimant's Vehicle No. SCR 33536

Accident on 13/2/2017 involving vehicle/s No. \_\_\_\_\_

along/at 47B Siglap Road

## BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 5,144.62 Payable to Volkswagen Group Singapore Pte Ltd

2. Loss-of-Use/  
Car Rental S\$ 70x3days = 4360 Payable to Volkswagen Group Singapore Pte Ltd

3. Medical and  
Search Fees S\$ 2 Payable to Volkswagen Group Singapore Pte Ltd

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

Service Adviser Tang Shu Shi

Contact No.H/P. 69223502

**IN THE FAMILY JUSTICE COURTS OF THE REPUBLIC OF SINGAPORE**

Case No.: HCF/P 372/2018

In the Matter of Probate and Administration Act (Chapter 251)

**Document No.: HCF/PRG  
413/2018**

And

In the Estate of TAN GECK HWA  
(NRIC No. S1212855Z) , deceased.

**GRANT OF PROBATE**

Probate of the Last Will and Testament (a copy of which is annexed) of TAN GECK HWA (NRIC No. S1212855Z) late of 478, Siglap Road, # 01-67, Singapore 454852, deceased who died on 09-June-2018 at Singapore General Hospital, Singapore, is granted by this Court to FOO SUE ANN (NRIC No. S9023996A) as the sole executrix named in the said Will.

Dated: 14-September-2018



CHIA WEE KIAT  
REGISTRAR  
FAMILY JUSTICE COURTS  
SINGAPORE

Date of Issue: 05-October-2018



CHIA WEE KIAT  
REGISTRAR  
FAMILY JUSTICE COURTS  
SINGAPORE



## Asher Sng (LKKAUTO)

---

**From:** Lee, Ming-Yao <MingYao.Lee@aig.com>  
**Sent:** Wednesday, 14 November 2018 8:57 AM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Asher Sng (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING SCR3353G & SCR 484G ON 13/12/2017 / 7974778310SG

Without Prejudice

Hi Shu Shi,

We acknowledged receipt of Grant of Probate.

Please get the sole executrix, Ms. Foo Sue Ann to sign on Authorization to Act and to submit all supporting documents of claim, i.e. repair invoice to our appointed adjuster for negotiation and settlement.

Regards,  
George Lee  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

[Ming-Yao.Lee@aig.com](mailto:Ming-Yao.Lee@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** 14 November 2018 08:26  
**To:** Lee, Ming-Yao  
**Cc:** Asher Sng (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING SCR3353G & SCR 484G ON 13/12/2017 / 7974778310SG

Hi Ming-Yao,

I've finally taken the probate, please advise the next action asap.

Much appreciated, 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>



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**From:** Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]  
**Sent:** Thursday, 30 August, 2018 9:12 AM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Asher Sng (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017 / 7974778310SG

Hi Shu Shi,

We may have to wait for the probate. We seek your kind understanding on this.

Once documents are ready, please do let us have the documents and we shall expedite the claim.

Thanks & Best Regards,  
George Lee  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

[Ming-Yao.Lee@aig.com](mailto:Ming-Yao.Lee@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** 29 August 2018 17:50  
**To:** Lee, Ming-Yao  
**Cc:** Asher Sng (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017 / 7974778310SG

Hi Ming-Yao,

We have just gotten a update from customer that the probate will take about 6 months.

Is there any other way that we can resolve 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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]  
**Sent:** Friday, 29 June, 2018 2:27 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Asher Sng (LKKAuto)  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017 / 7974778310SG

Hi Shu Shi,

We are sorry for your client's loss.

However, as the signature on both Authorization to Act & GIA Report (1 signature on ATA, 2 signatures on GIA) are all different. May we also seek confirmation on who signed on the rental agreement?

We hope that your client could present Grant of Probate or Letter of Administration in order to justify the authorized person to handle claim on behalf of deceased.

Thanks & Best Regards,  
George Lee  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769 | Fax +(65) 6835 7416

[Ming-Yao.Lee@aig.com](mailto:Ming-Yao.Lee@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** 18 June 2018 18:01  
**To:** Lee, Ming-Yao  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017 / 7974778310SG

Hi George,

As per our tele-conversation, the GIA report is signed by the owner, which consists of 2 signatures. And the authorisation to act was also given back to the daughter to get her owner to sign.

All documents are signed by the owner personally except the rental agreement.

We seek your understanding that the owner had already passed on, there is a certifying person on the death certificate which is the brother.

If allowed we can get the brother to sign it.

Do get back to me, thank you.

Regards  
Tang Shu Shi

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**From:** Tang, Shu Shi (VWG Singapore)  
**Sent:** Monday, 18 June, 2018 5:32 PM  
**To:** 'Asher Sng (LKKAUTO)'  
**Cc:** Hsiao Tong (LKKAUTO); Joy Irene (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017

Dear Asher,

All documents are signed by the owner, it's not signed by the daughter except the rental agreement.

It's just that the signatures are all different.

There was no authorisation letter given to the daughter as all documents are signed by owner herself previously.

Please let us know exactly what documents do AIG require so that we can get from the family members.

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:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]  
**Sent:** Monday, 18 June, 2018 5:14 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Hsiao Tong (LKKAuto); Joy Irene (LKKAuto)  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017

Without Prejudice

Hi Shu Shi,

We refer our tele-conversation.

Our principal require to verify if daughter who signed on the authorization to act should be claimant's administrator or dependent.

Please do submit the document verification.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@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:** Saturday, 16 June 2018 9:27 AM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017

Hi Asher,

We have been inform by the owners daughter that the owner had passed on and is unable to sign the DV, please let us know the next course of action.

Attached document of proof.

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:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]  
**Sent:** Tuesday, 24 April, 2018 2:29 PM  
**To:** Ong, Germaine (VWG Singapore); Tang, Shu Shi (VWG Singapore)  
**Cc:** Hsiao Tong (LKKAuto); Joy Irene (LKKAuto)  
**Subject:** RE: ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017

Without Prejudice


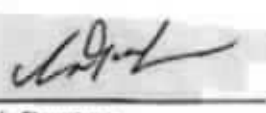
Hi Sir,

We refer to the above matter.

Please kindly reconfirmed your client signature as enclosed below.

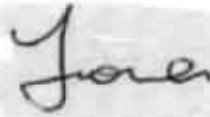
Please kindly note that all claims document should be sign by the owner and not the driver.

I/We declare the foregoing particula

Policyholder's Signature

Date & Time:



X

Signed by "the third party claimant"

(with chop if applicable)

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**From:** Asher Sng (LKKAuto)

**Sent:** Tuesday, 24 April 2018 2:05 PM

**To:** 'Kong, Charmaine (VWG Singapore)' <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong, Meiy (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Foo, John (VWG Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Joy Irene (LKKAuto) <[Joyirene@lkkauto.com](mailto:Joyirene@lkkauto.com)>

**Subject:** ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017

Without Prejudice

Dear Sirs,

**ACCIDENT INVOLVING SCR 3353G & SCR 484G ON 13/12/2017**

We refer to the above matter.

We propose settlement as follows: -

|                                   |                    |
|-----------------------------------|--------------------|
| 1. Cost of Repair (w/GST)         | \$ 5,144.82        |
| 2. Loss of Rental (3days x \$100) | \$ 321.00          |
| 3. LTA Search Fee                 | \$ 2.00            |
| <b>Total:</b>                     | <b>\$ 5,467.82</b> |

Kindly let us have your acceptance.

Thank You.

\* Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**IMPORTANT NOTICE:**

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.



## Zaini (LKK Auto)

---

**From:** Zaini (LKK Auto)  
**Sent:** Thursday, 21 December, 2017 12:03 PM  
**To:** 'VERONXU\_8396@YAHOO.COM'  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** Your Ref: SCR 484G\_ACCIDENT INVOLVING SCR 484G AND SCR 3353G ON 13.12.2017

Our Ref: CC3/AIG17024087/ka3  
Your Ref: SCR 484G

21 DECEMBER 2017

**CHUA LYE TECK ELVIS / VERONICA XU HUI**

Dear Sir/Madam,

**ACCIDENT INVOLVING SCR 484G AND SCR 3353G ON 13.12.2017**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd 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 email.

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.

Best Regards,

**Zaini Kusaini** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841-2132 | email: [zaini@lkkauto.com](mailto:zaini@lkkauto.com) | fax: 6741-4108

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



## AUTHORIZATION TO ACT

### (AIG Asia Pacific - Express Third Party Claim)

I, Tan Hock Hwa / Foo Sue Ann. (the third party claimant)  
of Blk 478 Siglap Road #01-67 (S)454852 / 178 Semett Rd. Singapore 466798. (address), owner  
of SCR33536 (vehicle no.) hereby authorize Volkswagen Group Singapore Pte Ltd ("the workshop")  
to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for  
my vehicle no SCR33536 that was damaged pursuant to the accident which occurred  
on 13/12/2017 (date) along 478 Siglap Road. (location)  
involving vehicle no/s SCR4846 ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit  
and the workshop is further authorized to receive payment further to settlement of my claim with  
payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without  
prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other  
vehicle/s is concerned.

Dated this 03 (day) of 01 (month) 20 19 (year)

Jore.

Signed by "the third party claimant"  
(with chop if applicable)



Signed by "the workshop"  
(with chop)

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, Volkswagen Group Singapore Pte Ltd ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for S\$5,144.83 (Repair Cost), S\$ 321.00 (Loss of Use/Rental), S\$ 2.00 (Disbursement) for vehicle no. SCR3353 G that was damaged pursuant to the accident which occurred on 13/12/17 (date) along 474 Siglap Road (location) involving vehicle no/s SCR4846. This is pursuant to the inspection conducted on 26.12.17 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Tan Heek Hwa / TOO SUE ANN ("the third party claimant") of vehicle no. SCR3353 G make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SCR3353 G (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 28 (day) of 01 (month) 20 19 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P02925

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

SERVICE ORDER NO: 17IP3508

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way  
#07-16 AIG Building  
Singapore

Post Code: 079120

VEH NO.: SCR3353G

DATE: 20/01/18 Pickup:

VIN NO.: WVVZZZAUZFV076139 KM: 36,818

GEARBOX CODE: QRL Engine No.:

MODEL: GOLF A7 1.4 TSI (DSG/RECAT EQP)

SA: Tang Shu Shi

Next Appointment Date :

Next Appointment Mileage : 0

| No.                              | DESCRIPTION                            | QTY  | UOM  | UNIT PRICE | AMOUNT   |
|----------------------------------|--|------|------|------------|----------|
| <b>AIG DIRECT SETTLEMENT</b>     |  |      |      |            |          |
| <b>DOA: 13/12/2017</b>           |  |      |      |            |          |
| <b>SURVEY BY GUO QIANG (LKK)</b> |  |      |      |            |          |
| <b>TP VEHICLE: SCR484G</b>       |  |      |      |            |          |
|                                  | Labor                                  |      |      |            |          |
| 1                                | LABOUR                                 | 1.00 | UNIT | 840.00     | 840.00   |
| 2                                | SPRAY PAINT                            | 2.00 | UNIT | 800.00     | 1,600.00 |
| 3                                | Tow SVC- Quality Recovery Services     | 1.00 | UNIT |            |          |
| 4                                | Tow SVC- Quality Recovery Services     | 1.00 | UNIT |            |          |
| 5                                | PROGRAMMING & CALIBRATION- NETT        | 1.00 | TU   | 480.00     | 480.00   |
| 6                                | ELECT WIRING & MECH COMPONENT CHECK NE | 1.00 | TU   | 280.00     | 280.00   |
|                                  | Item                                   |      |      |            |          |
| 7                                | TSI EMBLEM                             | 1.00 | PCS  | 61.94      | 61.94    |
| 8                                | BLUEMOTION EMBLEM                      | 1.00 | PCS  | 57.75      | 57.75    |
| 9                                | GOLF EMBLEM                            | 1.00 | PCS  | 69.99      | 69.99    |
| 10                               | SENSOR BRACKET                         | 2.00 | PCS  | 14.70      | 29.40    |
| 11                               | SENSOR BRACKET                         | 1.00 | PCS  | 14.70      | 14.70    |
| 12                               | SENSOR BRACKET                         | 1.00 | PCS  | 14.70      | 14.70    |
| 13                               | SENSOR BRACKET                         | 1.00 | PCS  | 32.19      | 32.19    |
| 14                               | REAR BUMPER                            | 1.00 | PCS  | 1,149.75   | 1,149.75 |

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P02925

Biz Reg. No. 53103069E  
GST No. M20098305-2

SERVICE ORDER NO: 17IP3508

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way  
#07-16 AIG Building  
Singapore

Post Code: 079120

VEH NO.: SCR3353G

DATE: 20/01/18 Pickup: KM: 38,816

VIN NO.: WVVZZZAUZF076139 Engine No.:

GEARBOX CODE: QRL

MODEL: GOLF A7 1.4 TSI (DSG)RECAT EQP

SA: Tang Shu Shi

Next Appointment Date :

Next Appointment Mileage : 0

| No. | DESCRIPTION | QTY  | UOM | UNIT PRICE | AMOUNT |
|-----|-------------|------|-----|------------|--------|
| 15  | 2KACHESIVE  | 1.00 | PCS | 103.67     | 103.66 |
| 16  | BONDAGENT   | 1.00 | PCS | 74.16      | 74.16  |

Sub Total 4,808.24  
GST (7%) AMOUNT 336.58  
TOTAL AMOUNT 5,144.82

for Volkswagen Centre Singapore



31 JAN 2018

Customer

Phone : Fax :

# Skyway Motor Pte Ltd

400 Orchard Road #15-06 Singapore 238875

Co. Reg. 199904194N

## Tax Invoice

**Bill To:**

CAR RENTAL-SHORT TERM

GST Reg No: 19-9904194-N

|              |          |
|--------------|----------|
| Invoice No : | CR002424 |
| Date :       | 17-01-18 |
| Page :       | 1        |

**Ship To:**

TAN GECK HWA  
BLOCK 478 SIGLAP ROAD  
#01-67  
SINGAPORE 454852

Attn:

Phone:

Fax:

| SalesPerson | P.O. Number | Date Shipped | Shipped Via | Terms          |
|-------------|-------------|--------------|-------------|----------------|
|             | RA03016     |              |             | Net 30th after |

| Description  | Amount (S\$) |
|--|--------------|
| RENTAL CHARGES (03 DAYS X \$120)<br>FROM 17/01/2018 TO 20/01/2018<br>GOLF : SKR6811L<br>RENTAL AGREEMENT : RA03016<br>DRIVEN BY : TAN GECK HWA<br>YOUR REF : SCR3353G<br>ADDITIONAL DRIVER : FOO SUE ANN | \$336.45     |

RECEIVED  
17 JAN 2018

BY: HOB CC \$360

**Memo:**

|               |          |
|---------------|----------|
| Total         | \$336.45 |
| Freight       | \$0.00   |
| Add: GST      | \$23.55  |
| Total Inc GST | \$360.00 |
| Less: Deposit | \$0.00   |
| Balance Due   | \$360.00 |

Authorised Signatory



| HIRER'S PARTICULARS                 |                   |
|-------------------------------------|-------------------|
| Owner's Vehicle No.: <u>78-3536</u> |                   |
| Model: <u>1115</u>                  |                   |
| Name: <u>Tom Hock Hwy</u>           |                   |
| 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: |

| ADDITIONAL DRIVER'S PARTICULARS                           |                               |
|---|-------------------------------|
| Name: <u>Lee Jui Ann</u>                                  |                               |
| Address: <u>178 Tanjong Pagar Rd</u><br><u>(2) 466798</u> |                               |
| Office Tel:   | Residence Tel:                |
| Occupation  | Hp / Pgr No: <u>81281553</u>  |
| P.P / I.C No.: <u>8918396A</u>                            | Nationality: <u>Singapore</u> |
| Date of Birth:  | Place of Birth:               |
| Dr. Licence No.   |                               |
| Date of Issue:  | Country of Issue:             |

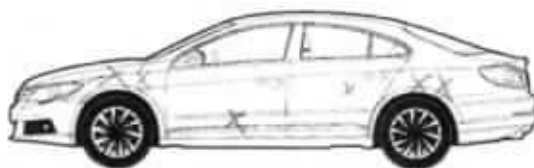
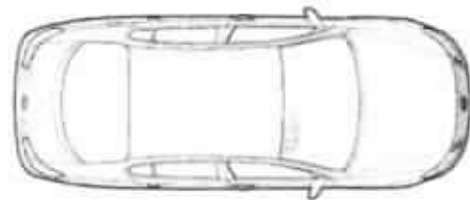
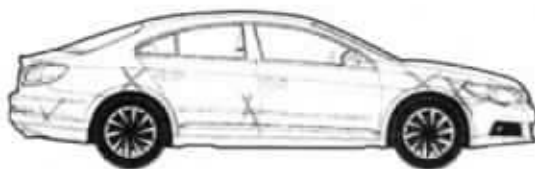
**IMPORTANT:** The vehicle will not be insured after the expiry of the hire period and in case of any accident the Hirer will be liable for all consequences.

| RENTAL VEHICLE PARTICULARS         |   |              |
|------------------------------------|---|--------------|
| Rental Vehicle No.: <u>78-3536</u> |   |              |
| Model: <u>1115</u>                 |   |              |
| Collection Out                     | Date & Time   | Mileage Out  |
|                                    | <u>20/11/18 21:30</u>   | <u>28983</u> |
| Return In                          | Date & Time   | Mileage In   |
|                                    | <u>20/11/18 21:30</u>   | <u>29019</u> |
| Petrol Level                       |   |              |
| OUT                                | <u>1.4</u> <u>1.2</u> <u>1.0</u> <u>0.8</u> <u>0.6</u> <u>0.4</u> <u>0.2</u> <u>0.0</u> | IN           |

| RENTAL CHARGES                |           |            |
|-------------------------------|-----------|------------|
| Months @ \$                   | per month |            |
| Weeks @ \$                    | per week  |            |
| <u>3</u> Days @ \$ <u>120</u> | per day   | <u>360</u> |
| Hours @ \$                    | per hour  |            |

| ADDITIONAL CHARGES          |  |  |
|-----------------------------|--|--|
| PETROL TOP-UP CHARGES       |  |  |
| MISC                        |  |  |
| TOTAL CHARGES (incl 7% GST) |  |  |

| PAYMENT MODE                    |   |
|---------------------------------|---|
| <input type="checkbox"/> Master | : |
| <input type="checkbox"/> VISA   | : |
| <input type="checkbox"/> Cash   | : |
| <input type="checkbox"/> Others | : |



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

|                |               |
|----------------|---------------|
| 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

**Third Party Insurer Enquiry**

Our Ref No: GR-17-191379

Date of Request: 19/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 19/12/2017  
Enquiry By: PEARLYN CHEONG  
TP Vehicle No: SCR484G  
Accident Date: 13/12/2017**Enquiry Result**

| TP Vehicle No. | Insurer                              | Period of Insurance   | Insurer Tel. No. |
|----------------|--------------------------------------|-----------------------|------------------|
| SCR484G        | AIG Asia Pacific Insurance Pte. Ltd. | 26/02/2017-25/02/2018 | 65-6419-3000     |

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.



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-17-191379

Date of Request: 19/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 19/12/2017

Enquiry By PEARLYN CHEONG

TP Vehicle No. SCR484G

Accident Date 13/12/2017

| 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



## ...CLAIM SUBFOLDER...(Pending for Survey Report)

Express

## CLAIM SUBFOLDER TRACKING



















| Case | Notified                                | Est Submitted | Adj Assigned                                      | Adj Rpt  | Adj Submitted                                  | Ins Auth'd | Status  |
|------|---|---------------|---|--|--|------------|---|
| Main | 18 Dec 2017<br><a href="#">Edit Reg</a> |               | 26 Dec 2017 00:00<br><a href="#">Edit Adj Rpt</a> | <b>S\$4,808.24</b><br><a href="#">Edit Estimates</a> | <b>S\$4,808.24</b><br><a href="#">View Rpt</a> |            | <b>Pending for Survey Report</b><br><a href="#">Cancel Case</a> |

| Main   | Reference | Claim Details  | Documents  | Show All |         |             |              |            |       |
|--|-----------|--|------------|----------|---------|-------------|--------------|------------|-------|
| <b>CLAIM SUBFOLDER DETAILS</b> [Created by adjuster]   |           |  |            |          |         |             |              |            |       |
| Insured: <b>CHUA LYE TECK ELVIS</b> , ID: S1468018G  |           |  |            |          |         |             |              |            |       |
| Main Claimant: <b>TAN GECK HWA</b> , ID: S1212855Z   |           |  |            |          |         |             |              |            |       |
| Vehicle Reg. No.: <b>SCR3353G</b>  |           | Date of Loss: 13/12/2017 18:00 - :59<br>[32 Months and 19 Days From LTA Reg Date (Man Yr)] |            |          |         |             |              |            |       |
| Claim Type: <b>TP / 7974778310SG</b>   |           | Policy/Cover Note No.: 2100194868 (Comprehensive)  |            |          |         |             |              |            |       |
| Vehicle Reg. No. (Insured): <b>SCR484G</b>   |           | Policy No. (Claimant): YPA/P1600219  |            |          |         |             |              |            |       |
|  |           | Excess:  |            |          |         |             |              |            |       |
| Repairer: <b>Volkswagen Group Singapore Pte Ltd (MacPherson)</b> 1 Kampong Ampat, Singapore 368314, 368314 Macpherson - Tel: 63057299                  |           |  |            |          |         |             |              |            |       |
| Handling Insurer: <b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Lee, Ming-Yao</b> ] MingYao.Lee@aig.com |           |  |            |          |         |             |              |            |       |
| Claimant's Insurer: <b>AXA Insurance Pte Ltd (HQ)</b> - Tel: 6338 7288   |           |  |            |          |         |             |              |            |       |
| Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>XING GUO QIANG</b> ] ... [Final Rpt due 29/12/2017]             |           |  |            |          |         |             |              |            |       |
| <b>ASSOCIATED MAIL RECEIVED</b> <a href="#">View All</a> <a href="#">Compose Case Mail</a>   |           |  |            |          |         |             |              |            |       |
| There are no mail for this case.   |           |  |            |          |         |             |              |            |       |
| <b>ALL ASSOCIATED TASKS</b> <a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a>             |           |  |            |          |         |             |              |            |       |
| Due Date   | Priority  | Type   | Task Group | Subject  | Handler | Assigned By | Completed On | Created On | Done? |
| No results.  |           |  |            |          |         |             |              |            |       |

## Claim Documents

**\*SCR3353G (7974778310SG)**  
**[SCR484G]**  
**TP**  
**TAN GECK HWA**  
**Dec 13 2017 6:00PM**  
**[CHUA LYE TECK ELVIS]**  
**Volkswagen Group Singapore Pte Ltd**

| Upload Documents               |                 |  | Upload Photos | Compose New Letter | Upload Video | Upload Audio | View <span>View in Browser</span> |  |
|--------------------------------|-----------------|--|---------------|--------------------|--------------|--------------|-----------------------------------|--|
| <b>Letters/Correspondences</b> |                 |  |               |                    |              |              | 1 per page                        | <input checked="" type="checkbox"/>          |
| No                             | Finalized On    |  |               |                    |              |              | Thumbnail                         | Print  |
| 1                              | (Draft)         | LKK Auto Consultants Pte Ltd (HQ)                          |               |                    |              |              |                                   | Edit   |
|                                |                 | Third Party Express Settlement - Payment Breakdown         |               |                    |              |              |                                   |  |
| <b>Assessment Reports</b>      |                 |  |               |                    |              |              | 1 per page                        | <input checked="" type="checkbox"/>          |
| No                             | Finalized On    |  |               |                    |              |              | Thumbnail                         | Print  |
| 1                              | 20/12/17 10:14  | AIG Asia Pacific Insurance Pte. Ltd. (SG)                  |               |                    |              |              |                                   | Load HTM                                     |
|                                |                 | Accident Statement   |               |                    |              |              |                                   |  |
|                                |                 | From: SC - Reg. No: SCR484G, Claimant: CHUA LYE TECK ELVIS |               |                    |              |              |                                   |  |
| <b>Photos/Images</b>           |                 |  |               |                    |              |              | 3 per page                        | <input checked="" type="checkbox"/>          |
| No                             | Relabel/Reorder |  |               |                    |              |              | Thumbnail                         | Print  |
| 1                              | 06/04/18 16:55  | LKK Auto Consultants Pte Ltd (HQ)                          |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 2                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 3                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 4                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 5                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 6                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 7                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 8                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 9                              | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 10                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 11                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 12                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 13                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 14                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 15                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 16                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 17                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 18                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 19                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 20                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 21                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 22                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 23                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 24                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 25                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 26                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 27                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 28                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 29                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |
| 30                             | 06/04/18 16:55  | General View   |               |                    |              |              |                                   | Load JPG <input checked="" type="checkbox"/> |

| Letters/Correspondences |                 |  | 1 per page   | <input checked="" type="checkbox"/> |
|-------------------------|-----------------|--|--|-------------------------------------|
| No                      | Finalized On    | LKK Auto Consultants Pte Ltd (HQ)                        | Thumbnail  | Print                               |
| 31                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 32                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 33                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 34                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 35                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 36                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 37                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| 38                      | 06/04/18 16:55  | General View   |  Load JPG | <input checked="" type="checkbox"/> |
| Documentation           |                 |  | 1 per page   | <input checked="" type="checkbox"/> |
| No                      | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ)                        | Thumbnail  | Print                               |
| 1                       | 19/12/17 19:28  | NOTIFICATION FROM WORKSHOP + TP ESTIMATE + TP GIA REPORT |  Load PDF |                                     |
| 2                       | 27/12/17 18:33  | TP ESTIMATE - MARKED                                     |  Load PDF |                                     |
| 3                       | 24/04/18 14:12  | RENTAL AGREEMENT   |  Load PDF |                                     |
| 4                       | 18/06/18 16:36  | Copy of Death Certificate                                |  Load PDF |                                     |
| 5                       | 19/06/18 17:15  | RENTAL   |  Load PDF |                                     |
| 6                       | 08/01/19 12:58  | WORKSHOP INVOICE   |  Load PDF |                                     |
| 7                       | 08/01/19 12:58  | AUTHORISATION TO ACT FORM                                |  Load PDF |                                     |
| 8                       | 08/01/19 12:58  | Release Voucher  |  Load PDF |                                     |
| 9                       | 08/01/19 12:58  | GIA SEARCH   |  Load PDF |                                     |
| 10                      | 08/01/19 12:58  | LETTER TO OI   |  Load PDF |                                     |

## Documents Checklist

| DOCUMENTS CHECKLIST  | Reset | Save | Print |
|--|-------|------|-------|
| There are no document checklists configured.   |       |      |       |
| <b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>       |       |      |       |
| <b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer<br><small>Note: Remarks are private unless you show it to other parties.</small> |       |      |       |

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

|                   |                    |        |                         |
|-------------------|--------------------|--------|-------------------------|
| Vehicle No:       | SCR484G (Insd veh) | Model: | VOLKSWAGEN GOLF 1.4 TSI |
|                   | SCR3353G (TP veh)  |        | (A7) (5G13GZ) (A)       |
| Date of Accident: | 13/12/2017         |        |                         |

|                       |       |     |       |          |                        |
|-----------------------|-------|-----|-------|----------|------------------------|
| Global Sum Settlement | : [ ] | Yes | [ X ] | No       |                        |
| Repair Estimate       | :     | \$  |       | 8,151.14 |                        |
| Final Repair Cost     | :     | \$  |       | 5,144.82 |                        |
| Loss of Use           | :     | \$  |       |          | days at \$0.00 per day |
| Rental (if any)       | :     | \$  |       | 321.00   | 3 days                 |
| LTA / GIA Search Fee  | :     | \$  |       | 2.00     |                        |
| Others:               | :     | \$  |       | 0.00     |                        |
|                       | :     | \$  |       |          |                        |
| Final Settlement Sum  | :     | \$  |       | 5,467.82 |                        |

**Is Third Party Workshop GIA Registered?** [ ] YES [ X ] NO (Kindly indicate below)

**A) For Non GIA Registered Workshop:** Agreed Liability \_\_\_\_ 100 \_\_\_\_ (%)

**B) For GIA Registered Workshop:** BOLA Applicable: Yes/ No BOLA Scenario No: \_\_\_\_

BOLA Liability: \_\_\_\_ (%) Assessed Liability (\*): \_\_\_\_ (%)

*\* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.*

Remarks \_\_\_\_\_

| Payment Instruction: Payee's Breakdown |                                    |      |          |
|--|------------------------------------|------|----------|
| 1)                                     | Volkswagen Group Singapore Pte Ltd | : \$ | 5,467.82 |
| 2)                                     |                                    | : \$ |          |
| 3)                                     |                                    | : \$ |          |

\_\_\_\_\_  
JOANNE LEE KHANG MIN

\_\_\_\_\_  
LKK Auto Consultants Pte Ltd

\_\_\_\_\_  
08 Jan  
2019

\_\_\_\_\_  
Date

Please attach all the supporting documents to the form.  
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

## LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG17024087/GEA3Q2

Date: 08/01/2019

## REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100194868  
**Claimant Vehicle No :** SCR3353G **Insured Vehicle No :** SCR484G  
 Date of Loss: 13/12/2017 Nature of Claim: TP Claim No: 7974778310SG

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: **SCR3353G**  
 Make & Model: VOLKSWAGEN GOLF, 1.4 TSI (A7) (5G13GZ) (A) Engine No: CXS221885  
 Reg. Date: 24/03/2015 (Man. Year: 2015) Chassis No: VVVZZZAUZFW076139  
 Colour: Blue Odometer: 35940 km  
 Engine Capacity: 1395 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): **Market Value/New Car Price**

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

## CONDITION OF TYRES

Front Tyre Size: 225/40Z R18 Rear Tyre Size: 225/40Z R18  
 Front Left Side: Michelin 6 mm Rear Left Side: Michelin 6 mm  
 Front Right Side: Michelin 6 mm Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

| COST OF CLAIMS  | Repairer's      | Adjuster's      | Difference      | Diff %       |
|---|-----------------|-----------------|-----------------|--------------|
| Parts   | 1,937.89        | 1,608.24        | 329.65          | 17.01        |
| Miscellaneous Items   | 0.00            | 0.00            | 0.00            |              |
| Labour  | 5,680.00        | 3,200.00        | 2,480.00        | 43.66        |
| Paintwork Labour  | 0.00            | 0.00            | 0.00            |              |
| Towing  | 0.00            | 0.00            | 0.00            |              |
| <b>Gross Total (S\$)</b>                                    | <b>7,617.89</b> | <b>4,808.24</b> | <b>2,809.65</b> | <b>36.88</b> |
| <b>+ GST 7.00/7.00% (S\$)</b>                               | <b>533.25</b>   | <b>336.58</b>   | <b>196.67</b>   | <b>36.88</b> |
| <b>Nett Amount (S\$)</b>                                    | <b>8,151.14</b> | <b>5,144.82</b> | <b>3,006.32</b> | <b>36.88</b> |
| <b>+ Car Rental (3.0 x S\$100.00/day + 7.00% GST) (S\$)</b> |                 | 321.00          |                 |              |
| <b>+ Doc/Search Fee (S\$)</b>                               |                 | 2.00            |                 |              |
| <b>Nett Liability (S\$)</b>                                 |                 | <b>5,467.82</b> |                 |              |

## INSPECTION

Date of Assignment: 26/12/2017  
 Date Inspected: 26/12/2017 Inspected At: Volkswagen Group Singapore Pte Ltd (MacPherson)  
 1 Kampong Ampat, Singapore 368314  
 Estimated Period of Repair: 3.0 days

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**Adjuster:** XING GUO QIANG**Manager:** Asher Sng Rong Yi

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

### Recommended Parts

| No.                | Qty | Part No. | Particulars        | Condition     | Repairer's  | Amount       |
|--------------------|-----|----------|--------------------|---------------|-------------|--------------|
| 1                  | 1   |          | *TSI EMBLEM        | Necessary     | 61.94 FS    | *61.94 FS    |
| 2                  | 1   |          | *BLUEMOTION EMBLEM | Necessary     | 57.75 FS    | *57.75 FS    |
| 3                  | 1   |          | *GOLF EMBLEM       | Necessary     | 69.99 FS    | *69.99 FS    |
| 4                  | 2   |          | *SENSOR BRACKET    | Necessary     | 29.40 FS    | *29.40 FS    |
| 5                  | 1   |          | *SENSOR BRACKET    | Necessary     | 14.70 FS    | *14.70 FS    |
| 6                  | 1   |          | *SENSOR BRACKET    | Necessary     | 14.70 FS    | *14.70 FS    |
| 7                  | 1   |          | *SENSOR BRACKET    | Necessary     | 32.19 FS    | *32.19 FS    |
| 8                  | 1   |          | *REAR BUMPER       | Deformed      | 1,149.75 FS | *1,149.75 FS |
| 9                  | 1   |          | *SPOILER           | Not Necessary | 322.86 FS   | *- FS        |
| 10                 | 1   |          | *2KADHESIVE        | Necessary     | 103.67 FS   | *103.66 FS   |
| 11                 | 1   |          | *BONDAGENT         | Necessary     | 74.16 FS    | *74.16 FS    |
| 12                 | 4   |          | *POP-RIVET         | Not Necessary | 6.78 FS     | *- FS        |
| Total Parts (\$\$) |     |          |                    |               | 1,937.89    | 1,608.24     |

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

| No                      | Particulars   | Lab.Type | Repairer's | Amount   |
|-------------------------|---|----------|------------|----------|
| <u>Labour Items</u>     |   |          |            |          |
| 1                       | LABOUR  | New      | 2,520.00   | 840.00   |
| 2                       | SPRAY PAINT   | New      | 2,400.00   | 1,600.00 |
| 3                       | PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC | New      | 480.00     | 480.00   |
| 4                       | ELECT WIRING & MECH COMPO                           | New      | 280.00     | 280.00   |
| Gross Labour Cost (S\$) |   |          | 5,680.00   | 3,200.00 |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >