

ASS. REC. BY:

REF: CS/M9G/17024 307 / T1+d3 / Special Instruction:

SUNJAY
Menmen

Taufik

ASSIGNMENT (Office)

From (Person):

Justin Lim

60431329

MSIG

Date/Time: 22/12/17 @ 10:50

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SLC 5020 B

Insured:

at Workshop m/s

Volkswagen

Tel: 8121 4693

of

17 Juares Ave 9 / 639197

Policy No:

A28745982ARW

Claim No:

Sum Insured:

Excess:

\$500.00

Make of Veh:

(Client's Record)

D.O.A. 19/12/17

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 12:15pm @ 22/12/17

Person Contacted:

Jermine

Vehicle: IN/OUT

Date/Time	Action/Instruction (✓) Estimate
	SLC 5020B-X
26/12-	Revert via merimen pending repair from repairer
28/12-	Revert merimen repair - ask Part by Part \$46K
29/12 @ 11:01am	Inform by Jason authorise repair P/P \$46K
29/12 @ 11:12am	email VW authorise repair excess \$500

Surveyor Tanpin

REF:

MS16

ASSIGNMENT

From _____ Date: 22/12/2017

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No. _____

at Workshop no/s _____

of _____

Insured:

Policy No. _____

Claims No. _____

Sum Insured: _____

Excess _____

\$500

(Client's Record)

Make of Veh: _____

(Policy Condition)

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



Bal. or Market Value: \$102K \$105K

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / FR Seen: _____ Consistent? : Yes or No

Est. Repairs: _____ days Res.: Yes or No

Lum Sum: _____ % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SLC5020B Yr Regn: 2016 May

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Jetta GP 1.4 H1D cc 1390

Colour: Silver A/C: Insured / Std / NI / NA

Sp. Reading: 37038 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WVWZZZ16ZGM08121

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 205/55R16

R: 2 -

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A. _____ D.O.I. 22/12/17

Survey held at: VW Twp

Des. of Damages: FR / Rear / O/S / SS / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

* w/s request for lumpsum repair

Part by Part \$45,382.58 - (Red: 23710.32:34%)

RECEIVED 1 2 APR 2018

Date/Time: File Pass to?



: Prel. Report



: Final Report

12/4 Typist

Date/Time: File Return to?

2)

Days Of Repair: 24

Resurvey No. of Trip: 1

Survey Fee

Transportation

_____ \$ + \$ _____

Photo

Other

TOTAL

Add Fee:



Site Insp \$



Interview \$



Tech Invs \$



Weekend \$

Report Format: OD

Lump Sum / I.B.I.: \$ 45332.58

450

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt.	Adj Submitted	Ins Auth'd	Status
Main	20 Dec 2017		22 Dec 2017 10:50 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All
------	-----------	---------------	-----------	--------------------------

CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	LU QIONG, ID: S7181181F		
Vehicle Reg. No.:	SLC5020B	Date of Loss:	19/12/2017 17:00 - :59
Claim Type:	OD	Policy/Cover Note No.:	A28745982AVW (Comprehensive) Coverage: 17/05/2017 - 16/05/2018
		Excess:	S\$500.00
Repairer:	Volkswagen Group Singapore (HQ) 17 Tuas Ave 9, 639197 Tuas - Tel: 81214693		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Joslin Lim - 6643 1327]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 23/12/2017]		
Driver/Custodian:	DU YINLIANG (53 / Male), NRIC: S2643558G, Tel: +6591527942		
Adj Asg. Remarks:	Please revert.		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									



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			
MSIG INSURANCE (SINGAPORE) PTE LTD		Ref : CS/MSG17024307/T1td3	
16 RAFFLES QUAY #24-01 HONG LEONG BLDG SINGAPORE 048581		Date : 22-12-2017	
		Code : MSG	
1. Policy Particulars :- OWN DAMAGE			
Insured Veh.		Veh. Inspected	SLC 5020B
Policy No.	A28745982AVW	Coverage (\$)	0.00
Claim No.		Excess (\$)	500.00
Assign From	MERIMEN (JOSLIN LIM)	Assign Date	22/12/2017
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	19/12/2017	Inspection Date	22/12/2017
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD NO 17 TUAS AVE 9 SINGAPORE 639197		
5a. Remarks			
A)THE MARKET VALUE IS S\$------(EST. AVERAGE) B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.			

View Received Message

This mail is associated with :

***SLC5020B (542202)**

OD

Dec 19 2017 5:00PM

[LU QIONG]

Volkswagen Group Singapore

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on **29/12/2017 11:01 AM**,
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$46000.00) - SLC5020B - Claim Handler: Joslin Lim

Approved:46000.00:Part By Part Repair

DOCUMENTS SUMMARY

There are no documents.

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Friday, 29 December, 2017 11:12 AM
To: 'Ong, Germaine (VWG Singapore)'; Wong, Mei (VWG Singapore)
Cc: Oh, Aik Seong (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: SURVEY FOR VEHICLE SLC5020B-OD/RECOVERY CLAIM
Attachments: Index (1).pdf

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLC5020B (Excess \$500/-)**. **ON PART BY PART \$46,000/- WHICHEVER LOWER ACCORDING TO SURVEYOR MARKING**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Resurvey before & after paint photo required.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Joslin Lim [mailto:joslin_lim@sg.msig-asia.com]
Sent: Friday, 29 December, 2017 8:13 AM
To: 'Ong, Germaine (VWG Singapore)' <Germaine.ong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: RE: SURVEY FOR VEHICLE SLC5020B-OD/RECOVERY CLAIM

Hi all

We are getting approval from the Manager.

Regards

Joslin Lim

Senior Admin Officer, Claims Services (Motor)

Direct line +65 6643 1327 | Direct fax +65 6225 7402 | joslin_lim@sg.msig-asia.com



MSIG



MSIG Insurance (Singapore) Pte. Ltd. 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | Tel +65 6220 9644 | Fax +65 6225 6371 | Co. Reg. No. 200412212G | <http://www.msig.com.sg/> | Follow us on



Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	1181F
Vehicle Details	
Vehicle No.:	SLC5020B
Vehicle to be Exported:	No
Intended De-registration Date:	26 Dec 2017
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	JETTA GP 1.4 TSI 90 A/T HL HID 1634G5
Primary Colour:	Silver
Manufacturing Year:	2015
Engine No.:	CAXF83896
Chassis No.:	WVWZZZ16ZGM018121
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$21,562.00
Original Registration Date:	17 May 2016
First Registration Date:	17 May 2016
Transfer Count:	0
Actual ARF Paid:	\$22,187.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	16 May 2026
PARF Rebate Amount:	\$16,640.00
Intended COE Rebate Details	
COE Expiry Date:	16 May 2026
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10

QP Paid:	\$47,889.00
COE Rebate Amount:	\$40,166.00
Total Rebate Amount:	\$56,806.00

The information contained herein is correct as at 26 Dec 2017

OK

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- Privacy Policy
- Personal Data Protection Statement

Note: This document has not been finalised.

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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Joslin Lim

Date: 27 Dec 2017

Preliminary Advice

Vehicle No	: SLC5020B	Accident Date	: 19/12/2017
Make	: VOLKSWAGEN JETTA	Policy No.	: A28745982AVW
Assignment Date	: 22/12/2017	Excess	: S\$500.00
Date of Inspection	: 22/12/2017	Est. Duration of Repair	: 24.00
Inspection At	: VOLKSWAGEN GROUP SINGAPORE (HQ) 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front, rear, n/s portion and undercarriage parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	66,277.47
Revised Amount	:S\$	51,503.12
Check Items (Estimated)	:S\$	5,765.08
Total	:S\$	57,268.20

Lump Sum Repair :S\$

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	102,000.00
COE / PARF Rebate	:S\$	56,806.00
Salvage Value	:S\$	
Margin for Repair	:S\$	45,194.00

Remarks

- () The vehicle is economical/not economical for repair.
- (X) The above survey was conducted on a 'without prejudice' basis.
REPAIRER ASKING FOR REPAIR COST AT \$46,000.00 ON PART BY PART.
KINDLY ADVISE ON REPAIR COST TO REPAIRER. (MARGIN OF REPAIR: \$45,194.00)
WE HAVE NOT AUTHORISE REPAIR.

Note: This document has not been finalised.

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

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

Attn: Joslin Lim

Date: 27 Dec 2017

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WE HAVE NOT AUTHORISE REPAIR.

Lump Sum

This accident car is a Sportline with HID lamp

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:	Singapore NRIC
Owner ID:	1181F

Vehicle Details

Vehicle No.:	SLC5020B
Vehicle to be Exported:	Yes
Intended De-registration Date:	25 Dec 2017
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	JETTA GP 1.4 TSI 90 A/T HL HID 1634G5
Primary Colour:	Silver
Manufacturing Year:	2015
Engine No.:	CAXF83896
Chassis No.:	WVWZZZ16ZGM018121
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$21,562.00
Original Registration Date:	17 May 2016
First Registration Date:	17 May 2016
Transfer Count:	0
Actual ARF Paid:	\$22,187.00

Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	16 May 2026
PARF Rebate Amount:	\$16,640.00

Intended COE Rebate Details



COE Expiry Date:	16 May 2026
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$47,889.00
COE Rebate Amount:	\$38,311.00
Total Rebate Amount:	\$54,951.00

The information contained herein is correct as at 20 Dec 2017

OK

Dear Manager in charge,

This is to notify you to include the following charges into customer's repairing bill for a Repatriation case from Malaysia where incident took place more than the 50km off Singapore border.

Our Case Reference No: X117153840SGP
Expenditure No: VS17006686
VS17006687

Vehicle Reg No: SLC5020B
Chassis No: WVWZZZ16ZGM018121
Name: Mr.Du
Contact number: 006591004328 // 91527945
Vehicle model: Jetta
Incident Date / Location: 19/12/2017 7:50:17 PM / Lebuhraya EDL, Johor Bahru
Event: Accident (X1)
Repairing Service Centre: ☒ Alexandra ☐ Macpherson

Remarks: Accident in Malaysia, front tyre was damaged, bumper and back side of the car also damaged. Total cost to be rebill is SGD474.8125 (Towing Cost SGD330.3625[MYR950 @ 0.325, including 7% of GST] + Fees for Service SGD144.45)

Service rendered

- ☒ Third Party Cost
☐ Handling Fee for Vehicle more than 3 years old

Please let me know if you require further information.

Regards,
Chee Hwa Liew

AWP Services Singapore Pte Ltd
(Co. Reg : 198903487R)
12 Marina View #14-01
Asia Square Tower 2
Singapore 018961
www.allianz-assistance.com.sg

Indemnity Form

I hereby, acknowledge that my vehicle _____ (Vehicle Number),
_____ (Model) have been / not been modified in the following area/s:

(1) Any control unit

(2) Engine

(3) Air Intake

(4) Suspension

(5) Exhaust System

(6) Electronic devices

I am fully aware of the possible risks involved in false declaration of the vehicle information and accept the same, notwithstanding the fact that the repair or service work done on my car will constitute possible risk and is intended for vehicles without any modification under the warranty guidelines. I confirm that I am registering on my own volition and I shall not hold Volkswagen Centre Singapore, its management, employees and its servants responsible or in any way liable for any loss or damage whatsoever arising from any cause in connection due to any modification of my vehicle.

I hereby indemnify and agree to keep Volkswagen Centre Singapore, its management, employees and servants fully indemnified against all claims, loss or damage whatsoever in respect any loss or damage whatsoever arising from any cause in connection due to any modification of my vehicle.

I am also aware that the vehicle warranty will be deemed void if vehicle is found to be modified.

For Customer,

Name : Du Yin Liang
Signature : [Signature]
Date : 20/12/17

For Volkswagen,

Name : _____
Signature : _____
Signature : _____

Labour	Parts			
60	1660.77✓	24.29✓	90.07✓	149.9✓
200	2017.61✓	27.21✓	54.8✓	3.07✓
360	2341.65✓	27.21✓	41.28✓	149.9✓
238	663.38✓	490.02✓	10.52✓	3.07✓
712.5	998.11✓	0.69✓	1045.65✓	236.35✓
475	583.6✓	36.7✓	19.76✓	33.76✓
237.5	583.6✓	654.82✓	39.53✓	207.03✓
950	129.28✓	654.82✓	19.76✓	65.25✓
475	914.93✓	86.77✓	119.97✓	115.4✓
475	132.39✓	17.58✓	74.64✓	31.23✓
712.5	106.46✓	38.88✓	53.4✓	30.88✓
950	23.18✓	33.81✓	342.91✓	130.59✓
2850	16.11✓	17.37✓	58✓	851.88✓
1900	21.21✓	17.37✓	69.22✓	72.04✓
5500	10.1✓	19.7✓	12.38✓	29.8✓
500	363.29✓	190.94✓	297.35✓	43.72✓
237.5	613.44✓	498✓	150.78✓	615✓
237.5	349.08✓	32.59✓	6.34✓	1.25✓
80	74.74✓	95.49✓	18.25✓	2053.43
17150.5	23.23✓	1015.93✓	44.86✓	215.22✓

22.4✓ 10.89✓ 121.26✓ 144.31✓

72.64✓ **3991.08** **2690.73** 587.09✓

81.65✓ 687.14✓

38.53✓ 274.38✓

38.53✓ 29.33✓

89.27✓ 57.89✓

16.28✓ 125.86✓

42.77✓ 166.08✓

45.77✓ 9.24✓

252.33✓ 39.81✓

144.59✓ **7159.9**

3670.92✓ 7159.40

3670.92✓

134.14✓

564.51✓

20511.41

Check Item

500✓ 80.58✓

413.06✓ 58✓

74.74✓ 69.22✓

61.55✓ 24.08✓

119.44✓ 1331.87✓

192.05✓

473.75✓ **Total check**

623.46✓ **5765.08**

102.96✓

18.81✓

999.24✓

133.88✓

370.22✓

118.17✓

Parts Total

~~34359.42~~

34352.62

29.33✓

57.89✓

Sub total

~~34359.42~~

51583.12

39.31

7159.9

7159.40

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

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

ACCIDENT STATEMENT

Date Of Report	20/12/2017 13:58
Date Of Accident	19/12/2017 17:05
Exact Location Of Accident	KUANTAN TOWARDS SEGAMAT
Country/State of Loss	MALAYSIA/JOHOR DARUL TAKZIM

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLC5020B
Insured/Policyholder	
Name Of Registered Owner	LU QIONG
NRIC No	S7181181F
Email Address	WILLIAMDU@SERES.COM.SG
Mobile Phone No	(LOCAL) +65-91527942
Alternative Phone No	OTHERS-91004328

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	JETTA-1.4 (A)
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 28745982 AVW
Cover Note Number	

Driver

Name of Driver	DU YINLIANG
NRIC No	S2643558G
Date Of Birth	11/07/1964
Occupation	INDOOR
Date Of Driving Pass	21/10/2000
Driving Experience	17 YEARS AND 1 MONTH
Gender	MALE
Mobile Number	(LOCAL) +65-91527942
Fax Number	
Contact Number	OTHERS-91004328
EMail Address	WILLIAMDU@SERES.COM.SG

Address	132 JALAN SENANG
Postcode	418500
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	SPOUSE
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - HEAD TO REAR
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	YES
Foreign Vehicle Registration Number	MY3262 (GOODS VEHICLE)
Number of vehicles involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	3
Passenger 1	NAME: : SUN YONG TAO GENDER: : MALE
Passenger 2	NAME: : DIDER GENDER: : MALE

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
POLICE STATION NAME [OTHER]	TRAFIK SEGAMAT
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

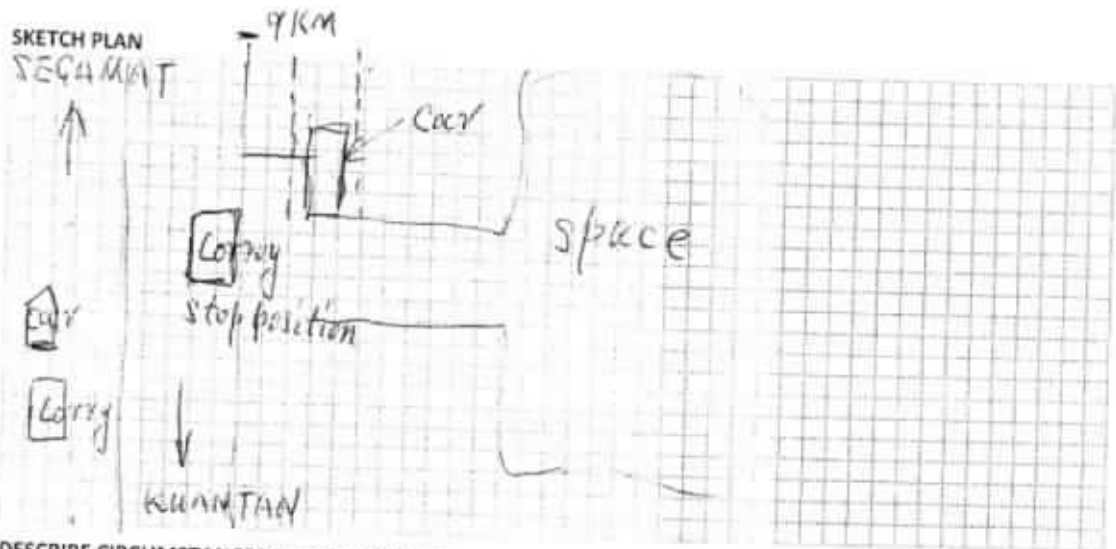
Circumstances of Accident

PLEASE REFER TO ATTACHMENT

Attachment(s)

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

Sketch Plan Pg. 1



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I drive my car SEC 5020B from Kuantan to Segamat Road 12, about 10KM place, I put signal right turn, slow down my car, then want turn to right hand side, sudden find behind my car lorry band my car, my car total fail to jigger, the air bag, and glass damaged, the wheel and behind light also damaged

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature
Date & Time:

Driver's Signature
(if driver is not the policyholder)

Date & Time: 20/12/17 14.00

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

SKETCH PLAN

IMPORTANT NOTICE

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

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature
Date & Time:

Driver's Signature
(If driver is not the policyholder)

Date & Time: 20/12/17 14:02

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

Date : 20/11/17

Dear Sir or Madam :

To whom it may concern,

RE: Authorization to act on behalf

Vehicle No.: SL6 50WB

I, Lu Qiang, bearing NRIC Number 57181187,

would like to authorize Du Yuxiang, bearing NRIC

Number 526435586, to act on my behalf to exercise my

Insurance Policy to give authorization on the repair, submit and signing of
all claims related documents including signing of Insurance discharge
voucher for the above said vehicle.

Thank You.

Yours Sincerely,


.....
Signature





MSIG Insurance (Singapore) Pte. Ltd.
 4 Shennan Way, # 21-01, SGX Centre 2, Singapore 068802
 Tel: +65 6827 7888, Fax: +65 6827 7800
 Co. Reg. No. 200412212G, GST Reg. No. 20-0412211/3

RENEWAL INVITATION

Insured Name and Address

Lu Qiong
 132
 Jalan Senang
 Singapore 418500

04/03/2017

Policy No. A 28745982 AVW
 Client No. 11545271
 Expiry Date 16/05/2017
 Account No. 156346
 Place of Issue Singapore

Thank you for insuring with MSIG. We are pleased to invite renewal of your policy which is due for renewal soon.

To enjoy continuity of cover, please return this Renewal Invitation with your instruction and payment early. Please speak to your servicing agent should you have any enquiries on your renewal. If you are paying your road tax by GIRO, online or by AXS, kindly send your renewal instruction to your servicing agent at least 2 weeks before the insurance expiry.

If there is any change to your personal particulars, please provide updates on the last page of this Renewal Invitation.

We look forward to continuing as your preferred general insurance partner.

RENEWAL DETAILS

Policy Class VW DRIVEEASY
 Period of Insurance 17/05/2017 to 16/05/2018
 Premium Payable SGD1,189.14
 (inclusive of 7% GST)

Occupation Accountant
 Scope of Cover Comprehensive

Interest Insured

Registration No.	SLC502GB	Sum Insured	MARKET VALUE
Make/Model	Volkswagen - As detailed below	Incl. COE/PARF	YES
Engine Number	CAXF83896	Off-Peak Car	NO
Chassis Number	WVWZZZ16ZGM018121	No Claim Discount	50.00% (or F/D)
Year of Mfg	2015	Good Driver's Discount	5.00%
Capacity	1390 C.C.	NCD Protector	COVERED
Seating Capacity	5 (incl. Driver)	Excess	SGD500
Windscreen	UNLIMITED		

Authorised Drivers

Lu Qiong

15/03/2017 15:10



POLIS DIRAJA MALAYSIA

REPOT POLIS

Balai : TRAFIK SEGAMAT
 Daerah : SEGAMAT
 Kontinjen : JOHOR
 No Repot : TRAFIK SEGAMAT/004541/17
 Tarikh : 19/12/2017
 Waktu : 1927 PM
 Bahasa Diterima : B. Malaysia

Pegawai Penyiasat : G24588

Butir-butir Penerima Repot

Nama : JALINA BT MOHD YUNUS

No Personel : R129792

Pangkat : KPL

Butir-butir Jurubahasa (Jika Ada)

Nama : —

No I/P (Baru) : —

No Polis/Tentera : —

No Paspot : —

Bahasa Asal : —

Alamat : —

Butir-butir Pengadu

Nama : DU YINLIANG

No K/P (Baru) : —

No Polis/Tentera : —

No Paspot : S2643558G

No Sijil Beranak : —

Jantina : Lelaki

Tarikh Lahir : 11/07/1984

Umur : 53 tahun 5 bulan

Keturunan : Melayu

Warganegara : Malaysia

Pekerjaan : MANAGER

Alamat Tempat Tinggal : 132 JALAN SENANG, SINGAPORE 418500

Alamat Ibu/Bapa : —

Alamat Pejabat : —

No Tel (Rumah) : —

No Tel (Pejabat) : —

No Tel (HP) : 6591004328

Emel : —

Pengadu Menyatakan:-

PADA 19/12/2017 JAM LEBIH KURANG 1650 PETANG, SAYA MEMANDU MOTOKAR NOMBOR SLC5020B DARI KUANTAN HENDAK PERGI KE SINGAPURA. PADA KETIKA ITU, APABILA SAYA SAMPAI DI KM 9 JALAN SEGAMAT-KUANTAN SAYA PUN MEMASANG LAMPU ISYARAT KANAN DAN MEMPERLAHANKAN M/KAR SAYA UNTUK MEMBELOK KE SIMPANG DI SEBELAH KANAN JALAN. KETIKA SEDANG MEMBELOK TIBA-TIBA TERDENGAR BUNYI PERLANGGARAN DARI ARAH BELAKANG M/KAR SAYA MENYEBABKAN M/KAR SAYA TERUS TERBABAS KE KANAN JALAN LALU TERLANGGAR TEMBOK BATU. SAYA DAPATI M/KAR SAYA TELAH DILANGGAR OLEH SEBUAH M/LORI NOMBOR MY3262 PADA BAHAGIAN BELAKANG. DALAM KEMALANGAN TERSEBUT SAYA TIDAK MENGALAMI KECEDEeraan M/KAR SAYA MENGALAMI KEROSAKAN BUMPER HADAPAN DAN BELAKANG KEMEK, BONET HADAPAN KEMEK, LAMPU HADAPAN SEBELAH KIRI PECAH, MUDGUARD HADAPAN SEBELAH KIRI KEMEK, RIM DAN TAYAR HADAPAN SEBELAH KIRI ROSAK, ARM HADAPAN SEBELAH KIRI BENGKOK, AIR BAG HADAPAN KIRI DAN KANAN TERKELUAR, CERMIN HADAPAN RETAK, TANGKI AIR DAN TANGKI AIR COND ROSAK, LAMPU BELAKANG SEBELAH KANAN PECAH, EKZOS BENGKOK. LAIN-LAIN KEROSAKAN DAN JUMLAH KERUGIAN TIDAK PASTI LAGI.

Tandatangan Pengadu:

Tandatangan Jurubahasa (Jika Ada)
 BAGI TUNTUTAN DI MAHRAMAH

Tandatangan Penerima Repot:



POLIS DIRAJA MALAYSIA

REPOT POLIS

Balai : TRAFIK SEGAMAT
Daerah : SEGAMAT
Kontinjen : JOHOR
No Repot : TRAFIK SEGAMAT/004541/17
Tarikh : 19/12/2017
Waktu : 1927 PM
Bahasa Diterima : B. Malaysia

Pegawai Penyiasat : G24588

Butir-butir Penerima Repot

Nama : JALINA BT MOHD YUNUS

No Personel : R129792

Pangkat : KPL

Butir-butir Jurubahasa (Jika Ada)

Nama : ---

No K/P (Baru) : ---

No Polis/Tentera : ---

No Paspot : ---

Bahasa Asal : ---

Alamat : ---

Butir-butir Pengadu

Nama : DU YINLIANG

No K/P (Baru) : ---

No Polis/Tentera : ---

No Paspot : S2643558G

No Sijil Beranak : ---

Jantina : Lelaki

Tarikh Lahir : 11/07/1964

Umur : 53 tahun 5 bulan

Keturunan : Melayu

Warganegara : Malaysia

Pekerjaan : MANAGER

Alamat Tempat Tinggal : 132 JALAN SENANG, SINGAPORE, 418500

Alamat Ibu/Bapa : ---

Alamat Pejabat : ---

No Tel (Rumah) : ---

No Tel (Pejabat) : ---

No Tel (HP) : 6591004328

Emel : ---

Pengadu Menyatakan:-

PADA 19/12/2017 JAM LEBIH KURANG 1650 PETANG, SAYA MEMANDU MOTOKAR NOMBOR SLC5020B DARI KUANTAN HENDAK PERGI KE SINGAPURA. PADA KETIKA ITU, APABILA SAYA SAMPAI DI KM 9 JALAN SEGAMAT-KUANTAN SAYA PUN MEMASANG LAMPU ISYARAT KANAN DAN MEMPERLAHANKAN M/KAR SAYA UNTUK MEMBELOK KE SIMPANG DI SEBELAH KANAN JALAN. KETIKA SEDANG MEMBELOK TIBA-TIBA TERDENGAR BUNYI PERLANGGARAN DARI ARAH BELAKANG M/KAR SAYA MENYEBABKAN M/KAR SAYA TERUS TERBABAS KE KANAN JALAN LALU TERLANGGAR TEMBOK BATU. SAYA DAPATI M/KAR SAYA TELAH DILANGGAR OLEH SEBUAH M/LORI NOMBOR MY3262 PADA BAHAGIAN BELAKANG. DALAM KEMALANGAN TERSEBUT SAYA TIDAK MENGALAMI KECEDERAAN. M/KAR SAYA MENGALAMI KEROSAKAN BUMPER HADAPAN DAN BELAKANG KEMEKA, BONET HADAPAN KEMEKA, LAMPU HADAPAN SEBELAH KIRI PECAH, MUDGUARD HADAPAN SEBELAH KIRI KEMEKA, RIM DAN TAYAR HADAPAN SEBELAH KIRI ROSAK, ARM HADAPAN SEBELAH KIRI BENGKOK, AIR BAG HADAPAN KIRI DAN KANAN TERKELUAR, CERMIN HADAPAN RETAK, TANGKI AIR DAN TANGKI AIR COND ROSAK, LAMPU BELAKANG SEBELAH KANAN PECAH, EKZOS BENGKOK, LAIN-LAIN KEROSAKAN DAN JUMLAH KERUGIAN TIDAK PASTI LAGI.

Tandatangan Pengadu:

Tandatangan Jurubahasa (Jika ada):
SALAMAN JURUBAHASA
BAGI TUNTUTAN DI MAHKAMAH

Tandatangan Penerima Repot:

Service Order Confirmation

SERVICE ORDER NO.: 17IP3471
CUSTOMER NO.: CV033684
CUSTOMER NAME: LU QIONG
TELEPHONE NO.:
ADDRESS: 132 JALAN SENANG
Singapore

VEH No.: SLC5020B

Order Date: 12/20/17
Reg Date: 05/17/16 KM: 31,905
VIN NO.: VVVWZZZ16ZGM018121 ENGINE NO.:
MODEL: JETTA TSI (DSG) HIGHLINE HDC MODEL NO.: 1634G7

LKK Auto Consultants hence notify
the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

Tanpin 97495149

Ex \$500

Resent

24 days

22/12/17 @ 4pm

Resurvey before paint

SA: Wong Mei

* to check repairment

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P TOWING	B&P TOWING CHARGES (tow from malaysia)	1	TU	500	500 ? ✓
2	B&P SUNDRIES	AIR CON GAS	48	TU	1.25	60 ✓
3	B&P MECH	ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	200	200 ✓
4	B&P DIAG	PROGRAMMING & CALIBRATION- NETT	1	TU	360	360 ✓
5	B&P AIRCON	VACUUM & REGAS AIRCON-NETT	1	TU	238	238 ✓
6	B&P MECH	R&R D/BOARD	3	TU	475	1,425 712.50 ✓
7	B&P MECH	R&R SEAT BELT & AIRBAG CONTROL UNIT	2	TU	475	950 475 ✓
8	B&P MECH	R&R A/C COMPRESSOR	2	TU	475	950 237.50 ✓
9	B&P MECH	R&R LHS U/CARRIAGE	3	TU	475	1,425 950 ✓
10	B&P MECH	R&R SUB FRAME	3	TU	475	1,425 475 ✓
11	B&P MECH	R&R EXHAUST PIPE	3	TU	475	1,425 475 ✓
12	B&P MECH	R&R FUEL TANK	3	TU	475	1,425 712.50 ✓
13	B&P MECH	R&R SEAT & CARPET	3	TU	475	✓ 1,425 950 plus ✓
14	B&P ALEX LABOUR	LABOUR FRT	8	UNIT	475	3,800 2850 ✓
15	B&P ALEX LABOUR	LABOUR REAR	6	UNIT	475	2,850 1900 ✓
16	B&P ALEX PAINT	SPRAY PAINT	13	UNIT	500	6,500 5500 ✓
17	B&P ALEX LABOUR	R&R FRT W/SCREEN	1	UNIT	500	500 ✓
18	B&P ALEX LABOUR	R&R REAR LUGGAGE TRIM	1	UNIT	475	475 257.50 ✓
19	B&P ALEX LABOUR	TRANSFER BOOT LID MECHANISM	1	UNIT	475	475 237.50 ✓
20	B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	ST	80	80 ✓
Item						
21	5C8857002D 5T8	DASHBOARD	1	PCS	2,306.83	28 1153.32 1,600.77 ✓
22	5C8860204H	AIRBAG (PASSENGER)	1	PCS	2,802.24	28 1401.12 2,017.61 ✓
23	5C8860201E 81U	AIRBAG (ST WHEEL)	1	PCS	3,252.29	28 1626.15 2,341.85 ✓
24	5K09535608C	SPRING CLOCK	1	PCS	921.36	28 460.68 663.38 ✓
25	5C0658655F 058	AIRBAG CONTROL UNIT	1	PCS	1,386.27	28 693.14 998.11 ✓
26	5C8857706B RAA	SEAT BELT RH	1	PCS	810.56	28 405.28 583.60 ✓
27	5C8857705A RAA	SEAT BELT LH	1	PCS	810.56	28 405.28 583.60 ✓
28	3C8857816	SEAT BELT ADJUSTER	2	PCS	89.78	28 89.78 129.28 ✓

Service Order Confirmation

SERVICE ORDER NO.: 17IP3471

CUSTOMER NO.: CV033684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 12/20/17

Reg Date: 05/17/16

KM: 31,905

VIN NO.: VVVZZZ16ZGM018121

ENGINE NO:

SA: Wang Mei

MODEL: JETTA TSI (DSG) HIGHLINE HIDE MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	5C6B45011F NVB	1	PCS	1,270.73	28	635.37 914.93 <i>one</i>
30	D 004660M2	1	PCS	183.87	28	91.94 132.39 <i>one</i>
31	D 002000A2	1	PCS	147.86	28	73.93 106.46 <i>one</i>
32	D 00820002	1	PCS	32.19	28	16.10 23.18 <i>one</i>
33	D 00950025	2	PCS	11.19	28	11.14 16.11 <i>one</i>
34	D 181802M1	1	PCS	29.46	28	14.73 21.21 <i>one</i>
35	999999ERP	1	PCS	14.03	28	7.02 10.10 <i>one</i>
36	1K0955555AH	1	PCS	504.57	28	252.29 383.29 <i>one</i>
37	5C6B07217Q GRU	1	PCS	852.00	28	426 613.44 <i>one</i>
38	5C6B05903J 9B9	1	PCS	484.83	28	242.42 340.08 <i>one</i>
39	5C6B07109C	1	PCS	573.68	28	286.84 413.06 <i>one</i>
40	5C6B07248H	1	PCS	103.80	28	51.90 74.74 <i>one</i>
41	5C6B07248G	1	PCS	103.80	28	51.90 74.74 <i>one</i>
42	5C6B07183A	1	PCS	32.27	28	16.14 23.23 <i>one</i>
43	5C6B07184A	1	PCS	31.11	28	15.56 22.40 <i>one</i>
44	5C6B05705J	1	PCS	100.89	28	50.45 72.84 <i>one</i>
45	5C6B07261	1	PCS	113.40	28	56.70 81.83 <i>one</i>
46	5C6B19493A	1	PCS	53.52	28	26.76 38.53 <i>one</i>
47	5C6B19494A	1	PCS	53.52	28	26.76 38.53 <i>one</i>
48	5C6B55103A	1	PCS	123.98	28	61.99 89.27 <i>one</i>
49	5C6B55106A GRU	1	PCS	22.81	28	11.31 16.28 <i>one</i>
50	5C6B07233A 9B9	1	PCS	59.40	28	29.70 42.77 <i>one</i>
51	5C6B53665E 9B9	1	PCS	63.57	28	31.79 45.77 <i>one</i>
52	5C6B53651AJZLL	1	PCS	350.46	28	175.23 252.33 <i>one</i>
53	5C6B53671P 9B9	1	PCS	200.82	28	100.41 144.59 <i>one</i>
54	5C6B41751B	1	PCS	5,098.50	28	2549.25 3670.92 <i>one</i>
55	5C6B41752B	1	PCS	5,098.50	28	2549.25 3670.92 <i>one</i>
56	5C7941699P	1	PCS	188.30	28	93.15 134.14 <i>one</i>
57	5C6B05588Q	1	PCS	784.04	28	392.02 564.51 <i>one</i>
58	5C6B05567	1	PCS	85.49	28	42.75 61.55 <i>one</i>

Service Order Confirmation

SERVICE ORDER NO: 17IP3471

CUSTOMER NO.: CV033684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 12/20/17

Reg Date: 05/17/16

KM: 31,905

VIN NO.: VVVZZZ16ZGM018121

ENGINE NO:

SA: Wong Mei

MODEL: JETTA TSI (DSG) HIGHLINE HIOC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
59	1K0805971C 9B9	1	PCS	33.74	28	16.27 24.25 de
60	1K0805962 9B9	1	PCS	19.53	28	un X 14.06 X
61	5C6805931	1	PCS	37.79	28	18.80 27.21 bt
62	5C6805932	1	PCS	37.79	28	18.80 27.21 bt
63	5C0820411K	1	PCS	680.58	28	340.29 490.02 bt
64	5M0820536A	1	PCS	0.96	28	0.48 0.69 de
65	8Z0820535A	1	PCS	50.97	28	25.49 36.70 de
66	1K01212518N	1	PCS	909.47	28	454.74 854.82 bt
67	1K0121253AA	1	PCS	909.47	28	454.74 854.82 bt
68	1K0121367G	2	PCS	60.26	28	60.26 66.77 ag
69	1K0121367F	2	PCS	12.21	28	12.21 17.56 de
70	G 013040M2	2	PCS	27.00	28	27 36.60 ne
71	1K01222918E	2	PCS	23.48	28	23.48 33.81 de
72	1K0122101HR	1	PCS	165.89	28	un X 119.44 ?
73	5C6121264G	1	PCS	24.12	28	12.06 17.37 de
74	5C6121263G	1	PCS	24.12	28	12.06 17.37 de
75	1K0121207BB889	1	PCS	266.73	28	182.05 ?
76	1KM659455G	1	PCS	657.99	28	473.75 ?
77	1KM659455E	1	PCS	665.92	28	un X 473.75 ?
78	5C0951223C	1	PCS	143.00	28	102.96 ?
79	1K0951162H	1	PCS	26.12	28	18.81 ?
80	1K0820805SX	1	PCS	1,387.83	28	Ne 693.92 999.24 ?
81	N 91204501	3	PCS	9.12	28	13.68 19.70 ne
82	5C0825337D	1	PCS	265.19	28	132.60 190.94 de
83	5C6805912N	1	PCS	132.62	28	Deform un X 95.49 X 66.31
84	5C6821105A	1	PCS	691.67	28	345.84 498.00 bt
85	5C6821135	1	PCS	45.27	28	22.64 32.58 ne
86	5C6805911N	1	PCS	132.62	28	66.31 95.49 de
87	5C6827025E	1	PCS	1,411.01	28	705.51 1,015.93 de
88	WHT007341	6	PCS	2.52	28	7.56 10.89 ne



Service Order Confirmation

SERVICE ORDER NO.: 17IP3471

CUSTOMER NO.: CV033684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 12/20/17

Reg Date: 05/17/16

KM: 31,905

VIN NO.: VVVZZZ18ZGM018121

ENGINE NO:

SA: Wong Mei

MODEL: JETTA TS (DSG) HIGHLINE HHC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
89	5C6853630F ULM	1	PCS	125.10	28	90.07
90	5C6853687 738	1	PCS	76.11	28	54.80
91	5C6853673APGQF	1	PCS	57.33	28	41.28
92	8D3853418D	1	PCS	14.61	28	10.52
93	5C6807421H GRU	1	PCS	1,452.29	28	1,045.65
94	5C6919491D	1	PCS	27.45	28	19.76
95	5C6919491E	2	PCS	27.45	28	39.53
96	5C6919492D	1	PCS	27.45	28	19.76
97	5Q0916275B GRU	1	PCS	166.62	28	119.97
98	5CU671104	1	PCS	185.94	28	133.88
99	D 180KU2A1	1	PCS	103.67	28	74.64
100	D 822150A1	1	PCS	74.16	28	53.40
101	5C6807423J	1	PCS	476.27	28	342.91
102	5C6807305	1	PCS	514.20	28	370.22
103	5C6807251F	1	PCS	164.13	28	118.17
104	5C6807863B	1	PCS	111.92	28	80.58
105	5C6807393D	1	PCS	80.55	28	58.00
106	5C6807364D	1	PCS	80.55	28	58.00
107	5C6807375	1	PCS	96.14	28	69.22
108	5C6807376	1	PCS	96.14	28	69.22
109	N 10621231	8	PCS	2.15	28	12.38
110	1K0803899D	1	PCS	24.11	28	17.36
111	5C6945096L	1	PCS	412.86	28	297.35
112	5C6945094J	1	PCS	209.42	28	150.78
113	1K6945300	1	PCS	6.91	28	5.34
114	5M0945167	3	PCS	6.45	28	18.25
115	5C6945106B	1	PCS	62.30	28	44.85
116	5C6945105B	1	PCS	62.30	28	44.85
117	5C6819485	1	PCS	33.44	28	24.08
118	5C6825205	1	PCS	168.42	28	121.26



Service Order Confirmation

SERVICE ORDER NO: 17IP3471

CUSTOMER NO.: CV033664

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 12/20/17

Reg Date: 05/17/16

KM: 31,905

VIN NO.: VVVZZZ16Z0M018121

ENGINE NO.:

SA: Wong Mei

MODEL: JETTA TBI (DSG) HIGHLINE HIDC MODEL NO.: 1634GT

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
119	5C8625201 UNDERBODY TRIM COVER LH	1	PCS	208.20	104.10	149.90
120	1K0825961B PLUG LH	1	PCS	4.26	2.13	3.07
121	5C8625202 UNDERBODY TRIM COVER RH	1	PCS	208.20	104.10	149.90
122	1K0825962B PLUG RH	1	PCS	4.26	2.13	3.07
123	5C8625671D CENTRE EXHAUST HEAT SHIELD	1	PCS	328.26	164.13	236.35
124	5K0825635 HEAT SHIELD	1	PCS	46.89	23.45	33.76
125	5C8625721 HEAT SHIELD	1	PCS	287.54	143.77	207.03
126	5C8625613 HEAT SHIELD (CENTRE SILENCER)	1	PCS	90.62	45.31	65.25
127	1K5825701B HEAT SHIELD (REAR SILENCER)	1	PCS	160.28	80.14	115.40
128	1K0804421C TUNNEL (FRT)	1	PCS	43.38	21.69	31.23
129	1K0802128C TUNNEL (REAR)	1	PCS	42.89	21.45	30.88
130	1Q0201307C FUEL TANK HEAT SHIELD	1	PCS	181.37	90.69	130.59
131	1K0201060GL FUEL TANK	1	PCS	1,183.16	591.58	851.88
132	1K0201656C FUEL TANK STRAP	1	PCS	100.05	50.03	72.04
133	1J0919133B FUEL PUMP O-RING	1	PCS	41.39	20.70	29.80
134	1K0253144BD FRT EXHAUST BRACKET	1	PCS	60.72	30.36	43.72
135	5K0073148B 628 ALLOY WHEELS 18" SPOKANE	1	PCS	854.16	427.08	815.00
136	311601361 RUBBER VALVE	1	PCS	1.73	0.87	1.25
137	5C0199313R FRT SUB FRAME	1	PCS	2,891.98	1445.99	2,053.43
138	5C0407151D LHS LOWER CONTR ARM	1	PCS	298.91	149.46	215.22
139	1K0407365C FRT LHS LOWER JOINT	1	PCS	200.43	100.22	144.31
140	5K0496621 WHEEL BEARING	1	PCS	815.40	407.70	587.09
141	5C0407355 WHEEL BEARING HOUSING	1	PCS	954.35	477.18	587.14
142	1K0407453AX DRIVESHAFT LH	1	PCS	1,849.82	924.91	1,331.87
143	5C0413031DP GASSHOCKAB	1	PCS	381.09	190.55	274.38
144	1K0412240B TOP BEARING	1	PCS	40.74	20.37	29.33
145	1K0412331B TOP MOUNT	1	PCS	80.40	40.20	57.89
146	1K0423810A FRT LHS TRACK ROD	1	PCS	174.80	87.40	125.86
147	1K0423811K TIEROD END	1	PCS	230.66	115.33	166.08
148	N 90834901 CLIP	2	PCS	6.42	3.21	9.24

photo



Service Order Confirmation

SERVICE ORDER NO.: 17IP3471

CUSTOMER NO.: CVD33684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG
Singapore

VEH No.: SLC5020B

Order Date: 12/20/17

Reg Date: 05/17/16 KM: 31,805

VIN NO.: VVVWZZZ16ZGM018121 ENGINE NO.:

SA: Wang Mei

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
149	999999610 OWS BRAKE CLEANER	1	PCS	54.50	28	39.31

TOTAL 66,277.42
GST AMOUNT 4,639.42
TOTAL AMOUNT 70,916.84



Certified Goods/Service received:

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

66277.42
66263.51

Service Order Confirmation

SERVICE ORDER NO: 17P3471

CUSTOMER NO.: CV033684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 20/12/17

Reg Date: 17/05/16 KM: 31,905

VIN NO.: WVVZZZ16ZGM018121 ENGINE NO:

SA: Wong MeiY

MODEL: JETTA TSI (DSG) HIGHLINE H10C MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P TOWING B&P TOWING CHARGES (low from malaysia) ✓	1	TU	500		500
2	B&P SUNDRIES AIR CON GAS ✓	48	TU	1.25		60
3	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT ✓	1	TU	200		200
4	B&P DIAG PROGRAMMING & CALIBRATION- NETT ✓	1	TU	360		360
5	B&P AIRCON VACUUM & REGAS AIRCON-NETT ✓	1	TU	238		238
6	B&P MECH R&R D/BOARD ✓	1.5	TU	475		712.5
7	B&P MECH R&R SEAT BELT & AIRBAG CONTROL UNIT ✓	1	TU	475		475
8	B&P MECH R&R A/C COMPRESSOR ✓	0.5	TU	475		237.5
9	B&P MECH R&R LHS U/CARRIAGE ✓	2	TU	475		950
10	B&P MECH R&R SUB FRAME ✓	1	TU	475		475
11	B&P MECH R&R EXHAUST PIPE ✓	1	TU	475		475
12	B&P MECH R&R FUEL TANK ✓	1.5	TU	475		712.5
13	B&P MECH R&R SEAT & CARPET ✓	2	TU	475		950 (A)
14	B&P WHEEL ALIGNMENT B&P WHEEL ALIGNMENT NETT	1	TU	300		300 (A)
15	B&P MECH R&R REAR SUB FRAME ✓	2	TU	475		950 (A)
16	B&P INSURANCE EXCESS INSURANCE EXCESS / DEDUCTIBLE	1	TU	-500		-500
17	B&P ALEX LABOUR LABOUR FRT ✓	8	UNIT	475		2,850
18	B&P ALEX LABOUR LABOUR REAR ✓	4	UNIT	475		1,900
19	B&P ALEX PAINT SPRAY PAINT ✓	11	UNIT	500		5,500
20	B&P ALEX LABOUR R&R FRT W/SCREEN ✓	1	UNIT	500		500
21	B&P ALEX LABOUR R&R REAR LUGGAGE TRIM ✓	0.5	UNIT	475		237.5
22	B&P ALEX LABOUR TRANSFER BOOT LID MECHANISM ✓	0.5	UNIT	475		237.5
23	B&P NUMBER PLATE B&P NUMBER PLATE -NETT ✓	1	ST	80		80
24	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
25	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
26	5C8857002D 6T6 DASHBOARD	1	PCS	2,306.63	50	1,153.32
27	5C6880204H AIRBAG (PASSENGER)	1	PCS	2,802.24	50	1,401.12
28	5C6880201E 81U AIRBAG (ST WHEEL)	1	PCS	3,252.29	50	1,626.15

Service Order Confirmation

SERVICE ORDER NO: 17P3471

CUSTOMER NO.: CV030884

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 20/12/17

Reg Date: 17/05/16

KM: 31,905

VIN NO.: WVVZZZ16ZGM018121

ENGINE NO:

SA: Wang Meiying

MODEL: JETTA TSI (DSG) HIGHLINE HIDC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	5K0953569BC SPRING CLOCK	1	PCS	921.36	50	460.68
30	5C0859655F 058 AIRBAG CONTROL UNIT	1	PCS	1,386.27	50	693.14
31	5C68577055 RAA SEAT BELT RH	1	PCS	810.56	50	405.28
32	5C6857705A RAA SEAT BELT LH	1	PCS	810.56	50	405.28
33	3C8857819 SEAT BELT ADJUSTER	2	PCS	89.78	50	89.78
34	5C6845011F NVE FRT W/SCREEN	1	PCS	1,270.73	50	635.37
35	D 004660M2 2K GLUE	1	PCS	183.87	50	91.94
36	D 002000A2 CLEANER	1	PCS	147.98	50	73.99
37	D 00920002 PRIMER	1	PCS	32.19	50	16.10
38	D 00950025 APPLICATOR	2	PCS	11.19	50	11.19
39	D 181802M1 ACTIVATOR	1	PCS	29.46	50	14.73
40	999999ERP ERP STICKER	1	PCS	14.03	50	7.02
41	1K0955558AH RAIN SENSOR	1	PCS	504.57	50	252.29
42	5C6807217Q GRU FRT BUMPER	1	PCS	852.00	50	426.00
43	5C6805903J 9B9 FR.SPOILER	1	PCS	484.83	50	242.42
44	5C6807183A BUMPER SIDE BRACKET LH	1	PCS	32.27	50	16.14
45	5C6807184A BUMPER SIDE BRACKET RH	1	PCS	31.11	50	15.56
46	5C6805706J BUMPER CENTRE BRACKET	1	PCS	100.89	50	50.45
47	5C6807261 LHS FOG LAMP BRACKET	1	PCS	113.40	50	56.70
48	5C6919493A SENSOR BRACKET	1	PCS	53.52	50	26.76
49	5C6919494A SENSOR BRACKET	1	PCS	53.52	50	26.76
50	5C6955103D CYLINDER	1	PCS	123.29	50	61.65
51	5C6955108A GRU NOZZLE COVER LH	1	PCS	22.61	50	11.31
52	5C6807233A 9B9 LHS FOG LAMP GRILLE LOWER	1	PCS	59.40	50	29.70
53	5C6853665E 9B9 LHS FOG LAMP GRILLE UPPER	1	PCS	63.57	50	31.79
54	5C6853651AUZLL FRONT RADIATOR GRILLE	1	PCS	350.46	50	175.23
55	5C6853671P 9B9 CENTRE LOWER GRILLE	1	PCS	200.82	50	100.41
56	5C6941751B LH HLAMP LH	1	PCS	5,098.50	50	2,549.25
57	5C6941752B RH HLAMP LH	1	PCS	5,098.50	50	2,549.25
58	5C7941699R FOG LAMP	1	PCS	186.30	50	93.15

61.65 (A)

Service Order Confirmation

SERVICE ORDER NO: 17IP3471

CUSTOMER NO.: CV033684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 20/12/17

Reg Date: 17/05/16

KM: 31,905

VIN NO.: WVVZZZ16ZGM018121

ENGINE NO:

SA: Wang Mely

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
59	5C6805588Q	1	PCS	784.04	50	392.02
60	1K0805971C 9B9	1	PCS	33.74	50	16.87
61	5C6805931	1	PCS	37.79	50	18.90
62	5C6805932	1	PCS	37.79	50	18.90
63	5C0820411K	1	PCS	680.58	50	340.29
64	5M0820536A	1	PCS	0.98	50	0.48
65	8Z0820535A	1	PCS	50.97	50	25.49
66	1K01212518N	1	PCS	909.47	50	454.74
67	1K0121253AA	1	PCS	909.47	50	454.74
68	1K0121367G	2	PCS	60.26	50	60.26
69	1K0121367F	2	PCS	12.21	50	12.21
70	G 013040M2	2	PCS	27.00	50	27.00
71	1K0122291BE	2	PCS	23.48	50	23.48
72	5C6121284G	1	PCS	24.12	50	12.06
73	5C6121283G	1	PCS	24.12	50	12.06
74	1K0820859SX	1	PCS	1,387.83	50	693.92
75	N 91204501	3	PCS	9.12	50	13.68
76	3Q0825235A	1	PCS	265.19	50	132.60
77	5C6805912N	1	PCS	132.62	50	66.31
78	5C6821105A	1	PCS	691.67	50	345.84
79	5C6821135	1	PCS	45.27	50	22.64
80	5C6805911N	1	PCS	132.62	50	66.31
81	5C6827025E	1	PCS	1,411.01	50	705.51
82	WHT007341	6	PCS	2.52	50	7.56
83	5C6853630F ULM	1	PCS	125.10	50	62.55
84	5C6853687 739	1	PCS	76.11	50	38.06
85	5C6853675APQGF	1	PCS	57.33	50	28.67
86	8D0853419D	1	PCS	14.61	50	7.31
87	5C6807421H GRU	1	PCS	1,452.29	50	726.15
88	5C6919491D	1	PCS	27.45	50	13.73

Service Order Confirmation

SERVICE ORDER NO: 17IP3471

CUSTOMER NO.: CV030684

CUSTOMER NAME: LIJ QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG
Singapore

VEH No.: SLC5020B

Order Date: 20/12/17

Reg Date: 17/05/16 KM: 31,905

VIN NO.: WVVZZZ16Z3M018121 ENGINE NO:

SA: Wong MeiY

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
89	5C6919491E SENSOR BRACKET	2	PCS	27.45	50	27.45
90	5C6919492D SENSOR BRACKET	1	PCS	27.45	50	13.73
91	5Q0819275B GRU SENSOR	1	PCS	166.62	50	83.31
92	D 180KU2A1 2KADHESIVE	1	PCS	103.67	50	51.84
93	D 822150A1 BONDAGENT	1	PCS	74.16	50	37.08
94	5C6807433J SPOILER	1	PCS	476.27	50	238.14
95	5C6807394D TAILLIGHT LOWER BRACKET RH	1	PCS	80.55	50	40.28
96	5C6807376 BUMPER SIDE BRACKET RH	1	PCS	96.14	50	48.07
97	N 10621301 NUT	6	PCS	2.15	50	8.60
98	5C6945096L RH OUTER TAILLIGHT	1	PCS	412.98	50	206.49
99	5C6945094J RH INNER TAILLIGHT	1	PCS	209.42	50	104.71
100	1K0845300 BOLT	1	PCS	8.61	50	4.41
101	5M0945167 ADJUSTPART	3	PCS	8.45	50	12.68
102	5C6945106B RH REAR REFLECTOR	1	PCS	62.30	50	31.15
103	3C0819485 RR FENDER AIR DUCT	1	PCS	33.44	50	16.72
104	5C6825205 RHS RR BUMPER LOWER COVER	1	PCS	168.42	50	84.21
105	5C6825201 UNDERBODY TRIM COVER LH	1	PCS	208.20	50	104.10
106	1K0825961B PLUG LH	1	PCS	4.26	50	2.13
107	5C6825202 UNDERBODY TRIM COVER RH	1	PCS	208.20	50	104.10
108	1K0825962B PLUG RH	1	PCS	4.26	50	2.13
109	5C6825671D CENTRE EXHAUST HEAT SHIELD	1	PCS	328.26	50	164.13
110	5K0825635 HEAT SHIELD	1	PCS	46.89	50	23.45
111	5C6825721 HEAT SHIELD	1	PCS	287.54	50	143.77
112	5C6825613 HEAT SHIELD (CENTRE SILENCER)	1	PCS	90.62	50	45.31
113	1K5825701B HEAT SHIELD (REAR SILENCER)	1	PCS	160.28	50	80.14
114	1K0804421C TUNNEL (FRT)	1	PCS	43.38	50	21.69
115	1K0802126C TUNNEL (REAR)	1	PCS	42.89	50	21.45
116	1Q0201307C FUEL TANK HEAT SHIELD	1	PCS	181.37	50	90.69
117	1K0201060GL FUEL TANK	1	PCS	1,183.16	50	591.58
118	1K0201656C FUEL TANK STRAP	1	PCS	100.05	50	50.03

Service Order Confirmation

SERVICE ORDER NO.: 17IP3471

CUSTOMER NO.: CV033884

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG

Singapore

VEH No.: SLC5020B

Order Date: 20/12/17

Reg Date: 17/05/16

KM: 31,905

VIN NO.: WVVZZZ16ZGM018121

ENGINE NO:

SA: Wong Mely

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 163407

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
119	1J0919133B FUEL PUMP O-RING	1	PCS	41.39	50	20.70
120	1K0253144BD FRT EXHAUST BRACKET	1	PCS	60.72	50	30.36
121	5K0073146B 8Z8 ALLOY WHEELS 16" SPOKANE	1	PCS	854.16	50	427.08
122	311601361 RUBBER VALVE	1	PCS	1.73	50	0.87
123	5C0199313R FRT SUB FRAME	1	PCS	2,851.98	50	1,425.99
124	5C0407151D LHS LOWER CONTR ARM	1	PCS	298.91	50	149.46
125	1K0407365C FRT LHS LOWER JOINT	1	PCS	200.43	50	100.22
126	5K0498621 WHEEL BEARING	1	PCS	815.40	50	407.70
127	5C0407255 WHEEL BEARING HOUSING	1	PCS	954.36	50	477.18
128	1K0407453AX DRIVESHAFT LH	1	PCS	1,849.52	50	924.91
129	5C0413031DP GASSHOCKAB	1	PCS	381.09	50	190.55
130	1K0412249B TOP BEARING	1	PCS	40.74	50	20.37
131	1K0412331B TOP MOUNT	1	PCS	80.40	50	40.20
132	1K0423810A FRT LHS TRACK ROD	1	PCS	174.80	50	87.40
133	1K0423811K TIEROD END	1	PCS	230.66	50	115.33
134	N 90634901 CLIP	2	PCS	8.42	50	8.42
135	LIQUIMOLY3318 RAPID CLEANER DEGREASER 500ml	1	PCS	36.40	50	18.20
136	5Q0615301H LHS FRT BRAKE DISC	1	PCS	203.56	50	101.78
137	1K0615311F LHS FRT BRAKE DISC COVER	1	PCS	23.10	50	11.55
138	1K0615123E BRAKE CALIPER	1	PCS	494.17	50	247.09
139	1K0615125D BRAKE CALIPER BRACKET	1	PCS	494.17	50	247.09
140	1K0505315BM REAR SUB FRAME	1	PCS	803.82	50	401.91
141	1K0505311AB REAR LOWER CONTR ARM LH	1	PCS	422.19	50	211.10
142	1K0505311AB REAR LOWER CONTR ARM RH	1	PCS	422.19	50	211.10
143	N 90889502 BOLT	4	PCS	2.00	50	4.01

Remarks: OD CLAIM

DOA: 20/12/2017

SURVEY BY: TALFROH

REPAIR LIMIT: \$48,000

Service Order Confirmation

SERVICE ORDER NO: 17IP3471

CUSTOMER NO.: CV033684

CUSTOMER NAME: LU QIONG

TELEPHONE NO.:

ADDRESS: 132 JALAN SENANG
Singapore

VEH No.: SLC5020B

Order Date: 20/12/17

Reg Date: 17/05/16 KM: 31,805

VIN NO.: WVVZZZ16ZGM018121 ENGINE NO:

SA: Wong Mely

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
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TOTAL	45,332.56
GST AMOUNT	3,173.28
TOTAL AMOUNT	48,505.86

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 Dec 2017		22 Dec 2017 10:50 Edit Adj Rpt	S\$45,832.58 Edit Estimates	S\$45,832.58 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	LU QIONG, ID: S7181181F								
Vehicle Reg. No.:	SLC5020B	Date of Loss:	19/12/2017 17:00 - :59 [19 Months and 2 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 542202	Policy/Cover Note No.:	A28745982AVW (Comprehensive) Coverage: 17/05/2017 - 16/05/2018						
		Excess:	S\$500.00						
Repairer:	Volkswagen Group Singapore (HQ) 17 Tuas Ave 9, 639197 Tuas - Tel: 81214693								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Joslin Lim - 6643 1327]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 21/01/2018]								
Driver/Custodian:	DU YINLIANG (53 / Male), NRIC: S2643558G, Tel: +6591527942								
Adj Asp. Remarks:	Please revert.								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- MSIG_SG (11/04/2018): Re: OD survey report - SLC5020B - Our Ref: 542202 - MSIG_SG (29/12/2017): Alert - Adj Mandate Approved (S\$46000.00) - SLC5020B - Claim Handler: Joslin Lim									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLC5020B (542202)
OD
Dec 19 2017 5:00PM
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352	12/04/18 11:13	Reinspection Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	22/12/17 10:51	VWS estimate + IC + DL + Malaysia police report	 Load PDF	
2	27/02/18 15:53	Appoint Maphilindo to apply for JPJ search, TP police report & PIR	 Load PDF	
3	23/03/18 14:48	Maphilindo letter + Malaysia Police report of SLC50208 + MY3262 + Owner + Insurer of NY3262 + Maphilindo bill	 Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	26/12/17 17:11	ESTIMATE	 Load PDF	
2	12/04/18 14:57	SUPPLEMENTARY PART	 Load PDF	

Linked Accident Report Documents

Video			View	View in Browser
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	20/12/17 14:09	Video - Accident	 Load MP4	
Assessment Reports			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	20/12/17 14:50	Accident Statement	 Load HTM	
Photos/Images			3 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	20/12/17 14:18	Accident Photo	 Load JPG	☒
2	20/12/17 14:18	Accident Photo	 Load JPG	☒
3	20/12/17 14:18	Accident Photo	 Load JPG	☒
4	20/12/17 14:18	Accident Photo	 Load JPG	☒
5	20/12/17 14:19	Accident Photo	 Load JPG	☒
6	20/12/17 14:19	Accident Photo	 Load JPG	☒

Video			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
7	20/12/17 14:19	Accident Photo	 Load JPG	☒
8	20/12/17 14:19	Accident Photo	 Load JPG	☒
9	20/12/17 14:23	Accident Photo	 Load JPG	☒
10	20/12/17 14:23	ACCIDENT PHOTO	 Load JPG	☒
11	20/12/17 14:23	Accident Photo	 Load JPG	☒
12	20/12/17 14:23	Accident Photo	 Load JPG	☒
13	20/12/17 14:23	Accident Photo	 Load JPG	☒
14	20/12/17 14:23	Accident Photo	 Load JPG	☒
15	20/12/17 14:23	Accident Photo	 Load JPG	☒
16	20/12/17 14:23	Accident Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	20/12/17 14:36	Sketch Plan	 Load TIF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

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

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Our File No: CS/MSG17024307/T1TD3Q2

Date: 12/04/2018

REFERENCE

Insured/Claimant:	LU QIONG	Policy No:	A28745982AVW	
Date of Loss:	19/12/2017	Nature of Claim:	OD	Claim No: 542202

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLC5020B		
Make & Model:	VOLKSWAGEN JETTA, 1.4 (A)	Engine No:	CAXF83896
Reg. Date:	17/05/2016 (Man. Year: 2015)	Chassis No:	WWWZZZ16ZGM018121
Colour:	Silver	Odometer:	37038 km
Engine Capacity:	1390 cc		
Market Value/New Car Price:	S\$102,000.00		
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:	205/55 R16	Rear Tyre Size:	205/55 R16
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 6 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	41,304.95	26,932.08	14,372.87	34.80
Miscellaneous Items	0.00	0.00	0.00	
Labour	27,738.00	18,900.50	8,837.50	31.86
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	69,042.95	45,832.58	23,210.37	33.62
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	68,542.95	45,332.58	23,210.37	33.86
+ GST 7.00/7.00% (S\$)	4,798.01	3,173.28	1,624.73	33.86
Nett Amount (S\$)	73,340.96	48,505.86	24,835.10	33.86

INSPECTION

Date of Assignment: 22/12/2017

Date Inspected: 22/12/2017 Inspected At:

Volkswagen Group Singapore (HQ)
17 Tuas Ave 9
Singapore 639197

Estimated Period of Repair: 24.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: DENISE TAY KWEE CHENG

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

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 12 Apr 2018)
Parts: 143	VOLKSWAGEN JETTA 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLC5020B)
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*DASHBOARD	Deformed	1,660.77 FS	*1,153.32 FS
2	1		*AIRBAG (PASSENGER)	Activated	2,017.61 FS	*1,401.12 FS
3	1		*AIRBAG (ST WHEEL)	Activated	2,341.65 FS	*1,626.15 FS
4	1		*SPRING CLOCK	Activated	663.38 FS	*460.68 FS
5	1		*AIRBAG CONTROL UNIT	Activated	998.11 FS	*693.14 FS
6	1		*SEAT BELT RH	Activated	583.60 FS	*405.28 FS
7	1		*SEAT BELT LH	Activated	583.60 FS	*405.28 FS
8	2		*SEAT BELT ADJUSTER	Activated	129.28 FS	*89.78 FS
9	1		*FRT W/SCREEN	Cracked	914.93 FS	*635.37 FS
10	1		*2K GLUE	Necessary	132.39 FS	*91.94 FS
11	1		*CLEANER	Necessary	106.46 FS	*73.93 FS
12	1		*PRIMER	Necessary	23.18 FS	*16.10 FS
13	1		*APPLICATOR (2PCS)	Necessary	16.11 FS	*11.14 FS
14	1		*ACTIVATOR	Necessary	21.21 FS	*14.73 FS
15	1		*ERP STICKER	Necessary	10.10 FS	*7.02 FS
16	1		*RAIN SENSOR	Necessary	363.29 FS	*252.29 FS
17	1		*FRT BUMPER	Deformed	613.44 FS	*426.00 FS
18	1		*FR.SPOILER	Deformed	349.08 FS	*242.42 FS
19	1		*REINFORCEMENT	Not Necessary	413.06 FS	*- FS
20	1		*FOAM RH	Not Necessary	74.74 FS	*- FS
21	1		*FOAM LH	Not Necessary	74.74 FS	*- FS
22	1		*BUMPER SIDE BRACKET LH	Necessary	23.23 FS	*16.14 FS
23	1		*BUMPER SIDE BRACKET RH	Necessary	22.40 FS	*15.56 FS
24	1		*BUMPER CENTRE BRACKET	Necessary	72.64 FS	*50.45 FS
25	1		*LHS FOG LAMP BRACKET	Deformed	81.65 FS	*56.70 FS
26	1		*SENSOR BRACKET	Necessary	38.53 FS	*26.76 FS
27	1		*SENSOR BRACKET	Necessary	38.53 FS	*26.76 FS
28	1		*NOZZLE CYLINDER LH	Not Necessary	89.27 FS	*- FS
29	1		*NOZZLE COVER LH	Missing	16.28 FS	*11.31 FS
30	1		*LHS FOG LAMP GRILLE LOWER	Cut	42.77 FS	*29.70 FS
31	1		*LHS FOG LAMP GRILLE UPPER	Cut	45.77 FS	*31.79 FS
32	1		*FRONT RADIATOR GRILLE	Cracked	252.33 FS	*175.23 FS
33	1		*CENTRE LOWER GRILLE	Deformed	144.59 FS	*100.41 FS
34	1		*LH H/LAMP LH	Cracked	3,670.92 FS	*2,549.25 FS
35	1		*RH H/LAMP LH	Cracked	3,670.92 FS	*2,549.25 FS
36	1		*LH FOG LAMP	Distorted	134.14 FS	*93.15 FS
37	1		*LOCK CARRIER	Cracked	564.51 FS	*392.02 FS
38	1		*SUPPORT LOCK CARRIER	Not Necessary	61.55 FS	*- FS
39	1		*AIR CHANNEL	Deformed	24.29 FS	*16.87 FS

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No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
40	1		*AIR DUCT INTAKE	Not Necessary	14.06 FS	*- FS
41	1		*LHS H/LAMP TOP PANEL	Bent	27.21 FS	*18.80 FS
42	1		*RHS H/LAMP TOP PANEL	Bent	27.21 FS	*18.80 FS
43	1		*A/C CONDENSER	Bent	490.02 FS	*340.29 FS
44	1		*SENS HOLDER	Distorted	0.69 FS	*0.48 FS
45	1		*TEMP .SENS	Deformed	36.70 FS	*25.49 FS
46	1		*RADIATOR OUTER	Bent	654.82 FS	*454.74 FS
47	1		*RADIATOR INNER	Bent	654.82 FS	*454.74 FS
48	2		*RADIATOR BRACKET	Necessary	86.77 FS	*60.26 FS
49	1		*RADIATOR LOWER BUSH (2 PCS)	Deformed	17.58 FS	*12.21 FS
50	2		*COOLANT ADD 1.5 LTR READY MIX	Necessary	38.88 FS	*27.00 FS
51	2		*RADIATOR TOP HOSE ADAPTOR	Distorted	33.81 FS	*23.48 FS
52	1		*RADIATOR TOP HOSE	Not Necessary	119.44 FS	*- FS
53	1		*AIR GUIDE RH	Deformed	17.37 FS	*12.06 FS
54	1		*AIR GUIDE LH	Deformed	17.37 FS	*12.06 FS
55	1		*DUAL FAN COWLING	Not Necessary	192.05 FS	*- FS
56	1		*ELECTR FAN	Serviceable	473.75 FS	*- FS
57	1		*ELECTR FAN	Not Necessary	623.46 FS	*- FS
58	1		*HORN -HIGH TONE	Not Necessary	102.96 FS	*- FS
59	1		*HORN BRACKET	Not Necessary	18.81 FS	*- FS
60	1		*A/C COMPRESSOR	Necessary	999.24 FS	*693.92 FS
61	3		*SCREW	Necessary	19.70 FS	*13.68 FS
62	1		*ENGINE LOWER COVER	Deformed	190.94 FS	*132.60 FS
63	1		*RHS FENDER LINER	Deformed	95.49 FS	*66.31 FS
64	1		*FENDER LH	Bent	498.00 FS	*345.84 FS
65	1		*LHS FENDER BRACKET	Necessary	32.59 FS	*22.64 FS
66	1		*LHS FENDER LINER	Deformed	95.49 FS	*66.31 FS
67	1		*REAR BOOT LID	Dented	1,015.93 FS	*705.51 FS
68	6		*NUT	Necessary	10.89 FS	*7.56 FS
69	1		*VW SIGN	Necessary	90.07 FS	*62.55 FS
70	1		*NAME PLATE (JETTA)	Necessary	54.80 FS	*38.06 FS
71	1		*NAME PLATE (TSI)	Necessary	41.28 FS	*28.67 FS
72	1		*NUMBER PLATE PACKING	Necessary	10.52 FS	*7.31 FS
73	1		*REAR BUMPER	Deformed	1,045.65 FS	*726.15 FS
74	1		*SENSOR BRACKET	Necessary	19.76 FS	*13.73 FS
75	1		*SENSOR BRACKET (2 PCS)	Necessary	39.53 FS	*27.45 FS
76	1		*SENSOR BRACKET	Necessary	19.76 FS	*13.73 FS
77	1		*SENSOR	Missing	119.97 FS	*83.31 FS
78	1		*SENSOR WIRE HARNESS	Not Necessary	133.88 FS	*- FS
79	1		*2KADHESIVE	Necessary	74.64 FS	*51.84 FS
80	1		*BONDAGENT	Necessary	53.40 FS	*37.08 FS
81	1		*SPOILER	Deformed	342.91 FS	*238.14 FS
82	1		*REINFORCEMENT	Not Necessary	370.22 FS	*- FS
83	1		*FOAM INSERT	Not Necessary	118.17 FS	*- FS
84	1		*BUMPER CENTRE BRACKET	Not Necessary	80.58 FS	*- FS
85	1		*TAILLIGHT LOWER BRACKET LH	Not Necessary	58.00 FS	*- FS
86	1		*TAILLIGHT LOWER BRACKET RH	Necessary	58.00 FS	*40.28 FS
87	1		*BUMPER SIDE BRACKET LH	Necessary	69.22 FS	*- FS
88	1		*BUMPER SIDE BRACKET RH	Necessary	69.22 FS	*48.07 FS
89	1		*NUT (8 PCS)	Necessary	12.38 FS	*8.60 FS
90	1		*SPARE WHEEL BOLT	Not Necessary	17.36 FS	*- FS

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No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
91	1		*RH OUTER TAILLIGHT	Cracked	297.35 FS	*206.49 FS
92	1		*RH INNER TAILLIGHT	Cracked	150.78 FS	*104.71 FS
93	1		*BOLT	Necessary	6.34 FS	*4.41 FS
94	1		*ADJUSTPART (3 PCS)	Necessary	18.25 FS	*12.68 FS
95	1		*RH REAR REFLECTOR	Cracked	44.86 FS	*31.15 FS
96	1		*LH REAR REFLECTOR	Not Necessary	44.86 FS	*- FS
97	1		*RR FENDER AIR DUCT	Deformed	24.08 FS	*16.72 FS
98	1		*RHS RR BUMPER LOWER COVER	Torn	121.26 FS	*84.21 FS
99	1		*UNDERBODY TRIM COVER LH	Deformed	149.90 FS	*104.10 FS
100	1		*PLUG LH	Necessary	3.07 FS	*2.13 FS
101	1		*UNDERBODY TRIM COVER RH	Deformed	149.90 FS	*104.10 FS
102	1		*PLUG RH	Necessary	3.07 FS	*2.13 FS
103	1		*CENTRE EXHAUST HEAT SHIELD	Bent	236.35 FS	*164.13 FS
104	1		*HEAT SHIELD	Bent	33.76 FS	*23.45 FS
105	1		*HEAT SHIELD	Bent	207.03 FS	*143.77 FS
106	1		*HEAT SHIELD (CENTRE SILENCER)	Bent	65.25 FS	*45.31 FS
107	1		*HEAT SHIELD (REAR SILENCER)	Bent	115.40 FS	*80.14 FS
108	1		*TUNNEL (FRT)	Bent	31.23 FS	*21.69 FS
109	1		*TUNNEL (REAR)	Bent	30.88 FS	*21.45 FS
110	1		*FUEL TANK HEAT SHIELD	Distorted	130.59 FS	*90.69 FS
111	1		*FUEL TANK	Distorted	851.88 FS	*591.58 FS
112	1		*FUEL TANK STRAP	Cut	72.04 FS	*50.03 FS
113	1		*FUEL PUMP O-RING	Necessary	29.80 FS	*20.70 FS
114	1		*FRT EXHAUST BRACKET	Bent	43.72 FS	*30.36 FS
115	1		*ALLOY WHEELS 16 SPOKANE	Cut	615.00 FS	*427.08 FS
116	1		*RUBBER VALVE	Necessary	1.25 FS	*0.87 FS
117	1		*FRT SUB FRAME	Bent	2,053.43 FS	*1,425.99 FS
118	1		*LHS LOWER CONTR ARM	Bent	215.22 FS	*149.46 FS
119	1		*FRT LHS LOWER JOINT	Bent	144.31 FS	*100.22 FS
120	1		*WHEEL BEARING	Bent	587.09 FS	*407.70 FS
121	1		*WHEEL BEARING HOUSING	Bent	687.14 FS	*477.18 FS
122	1		*DRIVESHAFT LH	Bent	1,331.87 FS	*924.91 FS
123	1		*GASSHOCKAB	Bent	274.38 FS	*190.55 FS
124	1		*TOP BEARING	Necessary	29.33 FS	*20.37 FS
125	1		*TOP MOUNT	Necessary	57.89 FS	*40.20 FS
126	1		*FRT LHS TRACK ROD	Bent	125.86 FS	*87.40 FS
127	1		*TIEROD END	Bent	166.08 FS	*115.33 FS
128	2		*CLIP	Necessary	9.24 FS	*6.42 FS
129	1		*OWS BRAKE CLEANER	Not Necessary	39.31 FS	*- FS
130	1		*CYLINDER	Distorted	61.65 FS	*61.65 FS
131	1		*RAPID CLEANER DEGREASER 500ML	Necessary	18.20 FS	*18.20 FS
132	1		*LHS FRT BRAKE DISC	Distorted	101.78 FS	*101.78 FS
133	1		*LHS FRT BRAKE DISC COVER	Dented	11.55 FS	*11.55 FS
134	1		*BRAKE CALIPER	Bent	247.09 FS	*247.09 FS
135	1		*BRAKE CALIPER BRACKET	Bent	247.09 FS	*247.09 FS
136	1		*REAR SUB FRAME	Bent	401.91 FS	*401.91 FS
137	1		*REAR LOWER CONTR ARM LH	Bent	211.10 FS	*211.10 FS
138	1		*REAR LOWER CONTR ARM RH	Bent	211.10 FS	*211.10 FS
139	1		*BOLT (4 PCS)	Necessary	4.01 FS	*4.01 FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$)	41,304.95	26,932.08
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Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	B&P TOWING CHARGES (TOW FRONT MALASIS)	New	500.00	500.00
2	AIR CON GAS	New	60.00	60.00
3	ELECT WIRING & MECH COMPONENT	New	200.00	200.00
4	PROGRAMMING & CALIBRATION	New	360.00	360.00
5	VACUUM & REGAS AIRCON	New	238.00	238.00
6	R&R D/BOARD	New	1,425.00	712.50
7	R&R SEAT BELT & AIRBAG CONTROL UNIT	New	950.00	475.00
8	R&R A/C COMPRESSOR	New	950.00	237.50
9	R&R LHS U/CARRIAGE	New	1,425.00	950.00
10	R&R SUB FRAME	New	1,425.00	475.00
11	R&R EXHAUST PIPE	New	1,425.00	475.00
12	R&R FUEL TANK	New	1,425.00	712.50
13	R&R SEAT & CARPET	New	1,425.00	950.00
14	LABOUR FRT	New	3,800.00	2,850.00
15	LABOUR REAR	New	2,850.00	1,900.00
16	SPRAY PAINT	New	6,500.00	5,500.00
17	R&R FRT W/SCREEN	New	500.00	500.00
18	R&R REAR LUGGAGE TRIM	New	475.00	237.50
19	TRANSFER BOOT LID MECHANISM	New	475.00	237.50
20	B&P NUMBER PLATE	New	80.00	80.00
21	R&R SEAT & CARPET	New	950.00	950.00
22	B&P WHEEL ALIGNMENT	New	300.00	300.00
Gross Labour Cost (S\$)			27,738.00	18,900.50

Report was unsubmitted during this print-out.

< END OF ESTIMATES >