

INS CASE OWNER

Janice

CC 3 /ICS170 24460

1 R1E53/V

LKK:
IDAC

ASSIGNMENT

Surveyor:

RASUL

DOI:

26/12/17

Date / Time:

26/12/17

Pre-assign / CCU / FTE



Insured Vehicle No.:

GBF 12512

Claim No.:

DMCV1700122H

Name of Insured:

SENG RENOVATION CONSTRUCTION PTE LTD

Policy No.:

MCV1780005200

Insured Tel No.:

HP: 9857 8958

Make / Model:

TOYOTA DYNA - 3.0D (M)

Excess Sec II :SS

D.O.A: 17/12/17

Place of Accident:

MOUNT ELIZABETH

Is driver the owner?

(YES ☒ NO ☐

Nature of Accident:

If NO, Driver Name / Age: ER CHEN SENG

OI GIA REPORT: ☒ NO / NO TP GIA REPORT: ☒ NO

Driver Tel No.: 9857 8958

(V/L: ☒ YES / NO)

Insured Liability:

%

Final? Yes / No

SKG STISE



INSRS:

WSP: Volkswagen (Mercedes)

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

10/01/18 (Ashur)

SKG STISE - CS/AXA17015665/Tighe DUA - GBF 12512 - X

EMAIL WSP TO REQUEST FOR EVIDENCE.

23/3/18 @ 8:50AM

CALLED OUI (CONFIRMED) ACCIDENT. OUI MENTION THAT HE MAY HAVE HIT PARKED TP WHILE ENTERING THE LOT. INFORM TP CLAIM AND TP PUR. ADVISED TO SENG AND ASKED ABOUT NCD ISSUE.

EMAIL WSP URGENTLY CHANGE.

RECEIVED 11 MAY 2018

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:

EMAIL 23/3/18

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR: (TP)

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time: 27/12/17

Sent By:

Shirley Hwe

FINALIZATION

Date/Time: 29/12/18

Confirm with: CHAEWONE

Confirm by: RASUL

Repair Cost

1/1P SS2,740.83

(2 days) Reduction:

47 %

Email ☒ Call ☐

FINAL SETTLEMENT

Date/Time: 29.4.18

Confirm with: CHAEWONE

Email ☒ Call ☐

Final Liability:

% 100

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

23

If NO or B 28, Ass. Lia:

Repair Cost

4/657

SS2,932.69

OUI HIT PARKED TP. (OUI RAB (HARGED))

Loss of Rental (LOR):

SS -

(1 days)

Loss of Use (LOU):

SS 120.00

(560 x 2 days)

Loss of Income (LOI):

SS -

(5 x days)

LOR only ☐ LOU only ☒LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

SS2.00

Medical:

SS -

Disbursement:

SS -

(e.g. Tow/ Independent)

Legal Cost

SS -

Total:

SS3,054.69

Global Sum SS:

FINAL PAYMENT

Date/Time: 29.4.18

Confirm with: CHAEWONE

Email ☒ Call ☐

Payee 1:

SS3,054.69

Name 1:

VOLKSWAGEN CENTRE SINGAPORE.

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format: TP

3) Survey fee: 7450

SUMMARY

REF: ICS

17520

ASSIGNMENT

From: _____ Date: 26/12/2017

Estimated Cost: _____

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

To Inspect Vehicle No: SKH 5755E

at Workshop m/s Volkswagen

of 247 Alexandra Rd

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

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

Est. Repairs: 2 days Res: Yes or No

Lum Sum: - % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SKH 5755E Yr Regn: 2012 SGP

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

Truck / Trailer or

Make: Volkswagen Golf 1.4 cc 1390

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

Sp. Reading: 31257 T/Radio: Insured / Std / NI / NA

Eng No: _____

C/No: WVV2221KZD W034164

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size: F: 205/55 R16

R: 2

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

TOYO / YOKO or

Continental

Front: 6 mm Rear: 6 mm

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

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

D.O.A: 17/12/17 D.O.I: 26/12/17

Survey held at Volkswagen Alexandra

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

b/s FRX

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

Date / Time Action / Instruction

PIP: +2,740.83 (880: +2,460 47%)

Date/Time, File Pass to?

☐ : Prel. Report

Days Of Repair: _____

1)

☐ : Final Report

Resurvey No. of Trip: _____

Date/Time, File Return to?

Survey Fee: _____

2)

Add Fee: ☐ : Site Insp \$

Transportation: _____

☐ : Interview \$

Photo: _____

☐ : Tech. Insp \$

Other: _____

☐ : Weekend \$

Report Format: _____

Lump Sum / L.B.): (\$

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

ECICS LTD

Ref : CC3/ICS17024460/R1es3

7 TEMASEK BOULEVARD
#10-01 SUNTEC TOWER ONE
SINGAPORE 038987

Date : 27-12-2017



Code : ICS

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	GBF 1851Z	Veh. Inspected	SKG 5755E
Policy No.	MCV17B0005200	Coverage (\$)	0.00
Claim No.	DMCV1700122H	Excess (\$)	0.00
Assign From		Assign Date	27/12/2017

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

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5. General Information

Accident Date	17/12/2017	Inspection Date	26/12/2017
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Your ref: TBA
Our ref: CC3/ICS17024460/R1es3

Date: 27.12.2017

The Motor Claims Department
M/s ECICS LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SKG 5755E

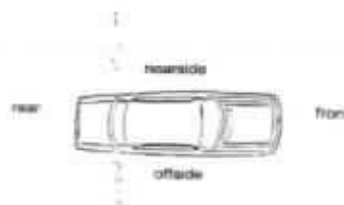
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 26.12.2017 at the premises of M/s Volkswagen Group Singapore Pte Ltd (Alexandra Road) have the following to report:-

Workshop Estimate Amount	: S\$	5,200.83
Revised Estimate Amount	: S\$	2,740.83
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
O/S Front portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2.0 day

Yours faithfully,

MOHD. RASUL
Licensed Appraiser

PDI TUAS

Phone No.
Fax No.
E-Mail

PDI TUAS

SHARON NATASHA THAM WY-LING
344 YISHUN AVENUE 11
#01-161
Singapore, 760344
Singapore

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

Service Quote

Customer No. CV020105
Quote No. SER/QUO/1702110
QuoteDate 21/12/17
Salesperson Daniel Tan
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF MATCH 1.4 TSI (DSG)	29,346	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SKG5755E	WVWZZZ1KZDW034764	20/09/12	Daniel Tan
Engine Code	Labor Type	Engine No.	Model Code
	1K	CAX C09743	5K12G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	2	UNIT		420/ 1,680.00
P B&P ALEX PAINT	SPRAY PAINT	2	UNIT		400/ 1,600.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un		280.00
	Nett				
	Sum Labor				4,040.00
P 5K0857508AE9B9	WING MIRROR HOUSING RH Predecessor 5K0857508T 9B9	1	Pieces		DE 802.90
P 5K0857522D	MIRROR GLASS RH	1	Pieces		CR 230.55
P 5K0857538 GRU	MIRROR COVER RH Use Predecessor 6R0857538 GR	1	Pieces		SR 127.38
	Sum Item				1,160.83

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

Explanations

Approved by Repairer
P = Proportionately Charged

Date:

Payment Terms No Credit

Sum Labor	4,040.00
Sum Item	1,160.83
Total SGD	5,200.83
7% GST	364.06
Total SGD Incl. GST	5,564.89

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

Service Order Confirmation

SERVICE ORDER NO: 18IP0786
CUSTOMER NO.: CV020105
CUSTOMER NAME: SHARON NATASHA THAM WY-LING
TELEPHONE NO.:
ADDRESS: 344 YISHUN AVENUE 11 #01-181
Singapore

VEH No.: SKG5755E

Order Date: 23/03/18
Reg Date: 20/09/12 KM: 29,346
VIN NO.: WVVZZZ1K2DW034764 ENGINE NO:
MODEL: GOLF MATCH 1.4 TSI (DSG) MODEL NO.: SK12Q8

SA: Cheong Pearlyn

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
2	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	280		280
3	B&P ALEX LABOUR LABOUR	0.5	UNIT	840		420
4	B&P ALEX PAINT SPRAY PAINT	0.5	UNIT	800		400
Item						
5	SK0857508AE989 WING MIRROR HOUSING RH	1	PCS	802.90		802.90
6	SK0857522D MIRROR GLASS RH	1	PCS	230.55		230.55
7	SK0857538 GRU MIRROR COVER RH	1	PCS	127.38		127.38

Remarks : ECICS DIRECT SETTLEMENT

DOA 17/12/2017

SURVEYOR LKK RASUL

TP VEHICLE G6F1851Z

TOTAL	2,740.83
GST AMOUNT	191.86
TOTAL AMOUNT	2,932.69

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 23 March 2018 8:53 AM
To: 'Kong, Charmaine (VWG Singapore)'; 'Wong, Meiy (VWG Singapore)'
Cc: 'Cheong, Pearlyn (VWG Singapore)'; 'Goh, Edmund (VWG Singapore)'; Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

WITHOUT PREJUDICE

Hi Sir/Mdm,

We refer to the above matter.

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

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

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents for us (**LKK**) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Asher Sng (LKKAuto)
Sent: Friday, 23 March 2018 8:32 AM
To: 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Without Prejudice

Hi Charmaine,

Thank you for the email.

We will follow up with our principal and revert to you in due course.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Thursday, 22 March 2018 6:27 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Asher,

Police investigation results attached for your perusal. Please revert on liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

charmaine.kong@vw.com.sg

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

New Arteon.

This is high performance art.



From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

Sent: Monday, 22 January, 2018 11:37 AM

To: Kong, Charmaine (VWG Singapore); Wong, MeiY (VWG Singapore); Admin-D (LKKAUTO)

Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Without Prejudice

Hi Charmaine,

Content noted.

Shall look forward for your clients evidence.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Monday, 22 January 2018 11:32 AM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Asher,

My client had informed that the police will be going to retrieve the video footage from the security management and our client will forward us the police investigation result after it's out.

We will forward to you once we receive it.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Asher Sng (LKKAUTO) [<mailto:AsherSng@lkkauto.com>]

Sent: Thursday, 11 January, 2018 11:04 AM

To: Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Admin-D (LKKAUTO)

Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Without Prejudice

Dear Sirs,

We refer to the above matter.

Please be informed that liability is unclear for this matter. Our insured driver reported that not aware of the accident. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request a copy of video footage/witness statement/scene photos(if any) in order for us to look into the matter.

We shall revert upon hearing from you.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Asher Sng (LKKAuto)

Sent: Wednesday, 10 January 2018 11:38 AM

To: 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Without Prejudice

Dear Charmaine,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report. We will follow up and will get back to you for an update.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Wednesday, 10 January 2018 11:33 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore)

<edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Hi Asher,

Has your insured reported?

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Friday, 5 January, 2018 4:34 PM

To: Kong, Charmaine (VWG Singapore); Wong, MeiY (VWG Singapore); Admin-D (LKKAuto)

Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Without Prejudice

Dear Charmaine,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report. We will follow up and will get back to you for an update.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Friday, 5 January 2018 3:46 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Hi Asher,

Has your insured reported?

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Wednesday, 3 January, 2018 11:55 AM

To: Wong, MeiY (VWG Singapore); Admin-D (LKKAuto); Kong, Charmaine (VWG Singapore)

Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Without Prejudice

Dear Charmaine,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report. We will follow up and will get back to you for an update.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Wong, MeiY (VWG Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Saturday, 30 December, 2017 3:46 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>;

Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore)

<edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Thanks Catherine.

Aside to Asher,

Dear Asher,

Kindly revert on liability, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<http://www.vw.com.sg>



It's not e-mail, if you print it. Think Blue.

From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Saturday, December 30, 2017 3:43 PM

To: Wong, Meiy (VWG Singapore); Kong, Charmaine (VWG Singapore); AsherSng@lkkauto.com

Cc: Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; ASSIGNMENTS@LKKAUTO.COM

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Meiy,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC3/ICS17024460/R1es3	Asher

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

"Wishes you a Happy New Year 2018"

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Wong, Meiy (VWG Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Saturday, 30 December, 2017 3:37 PM

To: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Catherine,

Possible to advise who is the claim officer for this case to check liability?

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

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



It's not e-mail, if you print it. Think Blue.

From: Kong, Charmaine (VWG Singapore)
Sent: Tuesday, December 26, 2017 6:53 PM
To: Catherine Chong (LKK Auto)
Cc: Cheong, Pearlyn (VWG Singapore); Wong, Mei (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Catherine,

May I know who is the claim officer for this case to check liability?

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 22 December, 2017 9:41 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Wong, Mei (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Charmaine,

Appointment confirmed.

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

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Friday, 22 December, 2017 9:38 AM

To: catherine <admin-d@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Catherine,

As spoken, survey is confirmed to be on Tuesday 26.12.17, 10am.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)

Sent: Friday, 22 December, 2017 9:31 AM

To: 'ECICS Claims'; Janice Goh Siew Geok (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims); :Yvonne_Wong@ecics.com.sg

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Hi,

Please assign LKK.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: ECICS Claims [<mailto:claims@ecics.com.sg>]

Sent: Friday, 22 December, 2017 9:16 AM

To: Kong, Charmaine (VWG Singapore); ECICS Claims; Janice Goh Siew Geok (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims); :Yvonne_Wong@ecics.com.sg

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Charmaine

We refer to the above accident.

We intend to conduct a pre-repair survey of the damage to your client's vehicle jointly with your client's workshop. We propose to use one of the motor surveyors named in our list to conduct the joint pre-repair survey as a single joint expert.

Please let us know within 2 working days whether you are agreeable to the appointment of any these motor surveyors provided to you as a single joint expert. You may select one of the listed motor surveyors.

Our list of the survey firms for your nomination:

1. LKK
2. Formteam
3. Autoprobe
4. Raleigh
5. JP Knights

Please furnish us a copy of repair quotation/estimate to show the detail of cost of repair breakdown for each item together with colour photographs of the damaged vehicle and the accident scene of all vehicles to evaluate transparency on the pre-repair survey of this claim.

Thank you.

Regards,
Carrie Tan
Claims Division

ECICS Limited
7 Temasek Boulevard, #10-01 Suntec Tower One, Singapore 038987

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.

*****Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding.*****

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Friday, 22 December, 2017 9:08 AM
To: ECICS Claims; Janice Goh Siew Geok (ECICS, Claims); Phoebe Jay Xie (ECICS, Claims); :Yvonne_Wong@ecics.com.sg
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear Claims,

Please arrange survey on Tuesday 26.12.17 at 10am. Please confirm.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)
Sent: Thursday, 21 December, 2017 4:41 PM
To: 'ECICS Claims'; 'Janice Goh Siew Geok (ECICS, Operations / Claims)'; Phoebe Jay Xie (ECICS, Operations / Claims) <PhoebeJay.Xie@ecics.com.sg> (PhoebeJay.Xie@ecics.com.sg); ':Yvonne_Wong@ecics.com.sg'
Cc: Wong, MeiY (VWG Singapore) (meiy.wong@vw.com.sg); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKG5755E & GBF1851Z ON 17.12.17

Dear ECICS Claims,

Please revert on liability and survey arrangements.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [mailto:charmaine.kong@vw.com.sg]
Sent: Thursday, 21 December, 2017 5:34 PM
To: Kong, Charmaine (VWG Singapore)
Subject: ricohscan



This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.



**SINGAPORE
POLICE FORCE**

Traffic Police
10 Ubi Avenue 3
Singapore 408865
Tel +65 6547 0000
Fax +65 6547 4883
www.police.gov.sg

Our Ref : TP/IP/68699/2017
Date : 22 March 2018

Charles Philip Thoms
150 Prince Charles Crescent
#14-02
Singapore 159012

Dear Sir / Madam,

**TRAFFIC ACCIDENT INVOLVING SKG5755E AND GBF1851Z ALONG MOUNT
ELIZABETH ON 17/12/2017 AT ABOUT 1150 HRS**

I refer to the above accident.

2. Please be informed that we have completed our investigations which revealed that the driver of **GBF1851Z** had committed the offence of Careless Driving under Rule 29 of the Road Traffic Rules. Action has been initiated against the driver for the said offence.
3. If you have any clarification, you may contact the Investigation Officer, SI Abdul Kareem at office number: 6547 6079.
4. Thank you.

Yours faithfully,

**HEAD INVESTIGATION
TRAFFIC POLICE
SINGAPORE POLICE FORCE**

This is a computer-generated letter. No signature is required.

Mrs Sharon Tham
150 Prince Charles Crescent
#14-02 Tanglin View
Singapore
159012
21st December 2017

To whom it may concern,

I authorize my husband, Charles Philip Thoms (S8785410H), to represent me, Sharon Natasha Tham (S7811752D) in reporting an accident involving my car Volkswagen ~~Golf~~ (SKG5755E) on the 17th of December. *Golf*

Please discuss particulars with him as needed, I have provided him with my IC in case you need it.

Sincerely



Sharon Natasha Tham (S7811752D)




DISCHARGE VOUCHER

I / We SHARON NATASHA THAM W-LINH (Passport No. S7811752D) the
owner of vehicle number SK6575SE hereby accept from
_____ (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SK6575SE & 6BF 1851Z along PARKED AT MT ELIZABETH HOSPITAL CAR PARK
on 17/12/2017.

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

The lost of use (transport allowance / rental receipts) to be payable to
_____.

Dated this on 28/3/2018 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name : SHARON NATASHA THAM

NRIC No. : S7811752D

Date : 27/03/2018

Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

Biz Reg. No. S3109069E
GST No. M30098505-2

LETTER OF DEMAND

Your Ref: _____

Our Ref: CKG 5755E

To: ELICE

Dear Sirs,

ACCIDENT INVOLVING CKG 5755E & GBF 1851Z ON 17.12.17

We are claiming on behalf of our client SHARON NATASHA THAM WY-LING owner of

vehicle number CKG 5755E involved in accident on 17.12.17

with vehicle GBF 1851Z along/at MT. ELIZABETH HOSPITAL CARPARK.

Description of claims:

Cost of Repairs \$ 2740.83 + 7% GST = \$ 2932.69

Loss of Use/Rental \$ 80 X 2 Days = \$ 160

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

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

TOTAL \$ 3094.69

We are claiming in full and final settlement of \$ 3094.69.

Cost of repair & search fee \$ 2934.69 to be payable to Volkswagen Centre Singapore.

Loss of use/Rental ~~amount~~/Medical fee of \$ 160 to be payable to SHARON NATASHA THAM WY-LING.

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

19 APR 2018

Dated this _____ of _____

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P14308

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

SERVICE ORDER NO: 18IP0786

SERVICE CUSTOMER NO.: CV030255

SERVICE CUSTOMER NAME: ECICS LIMITED

TELEPHONE NO.:

ADDRESS: 7 TEMASEK BOULEVARD
#10-01 SUNTEC TOWER ONE
Singapore

Post Code: 038987

VEH NO.: SKG5755E

DATE: 28/03/18

Pickup:

VIN NO.: WVVZZZ1KZDW034754

KM: 33,206

GEARBOX CODE: NTZ

Engine No.:

MODEL: GOLF MATCH 1.4 TSI (DSG)

SA: Cheong Pearllyn

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
ECICS DIRECT SETTLEMENT DOA 17/12/2017 SURVEYOR LKK RASUL TP VEHICLE GBF1851Z					
Labor					
1	LABOUR	0.50	UNIT	840.00	420.00
2	SPRAY PAINT	0.50	UNIT	800.00	400.00
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	WING MIRROR HOUSING RH	1.00	PCS	802.90	802.90
8	MIRROR GLASS RH	1.00	PCS	230.55	230.55
9	MIRROR COVER RH	1.00	PCS	127.38	127.38

Sub Total 2,740.83
GST (7%) AMOUNT 191.86
TOTAL AMOUNT 2,932.69

Customer



Phone : Fax :

Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SKH5755E and 6BF1851Z on 17/12/2017
Own vehicle's number Other vehicle's number Date of accident
along BIKED AT MT ELIZABETH HOSPITAL CAR PARK
Accident location

BY THE LETTER OF AUTHORITY, I/we, SHARON NATASHA THAM WY-LIN
Name of Policy Holder & IC / Passport number
of S7811752D owner of Vehicle Registration

Number SKH5755E hereby irrevocable appoint **Volkswagen Centre Singapore**
Own vehicle's number
(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in *my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number VPA/p1264486 taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Centre Singapore** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

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

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

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

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 28th of the month

MARCH Year 2018

Signed & Delivered By :

Policy Holder
Witness By: [Signature]



DISCHARGE VOUCHER

I / We SHARON NATASHA THAM WK-LINK (Passport No. S7811752D) the
owner of vehicle number SKH575SE hereby accept from
_____ (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SKH575SE & 6BF17512 along PARKED AT MT ELIZABETH HOSPITAL CAR PARK
on 17/12/2017.

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

The lost of use (transport allowance / rental receipts) to be payable to
_____.

Dated this on 28/3/2018 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name : SHARON NATASHA THAM

NRIC No: S7811752D

Date : 27/03/2018



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-17-192595

Date of Request: 21/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 21/12/2017
Enquiry By PEARLYN CHEONG
TP Vehicle No. GBF1851Z
Accident Date 17/12/2017

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBF1851Z	ECICS Limited	21/07/2017-20/07/2018	63374779 /6303 0178

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.

**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-17-192595

Date of Request: 21/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 21/12/2017
Enquiry By PEARLYN CHEONG
TP Vehicle No. GBF1851Z
Accident Date 17/12/2017

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

Mrs Sharon Tham
150 Prince Charles Crescent
#14-02 Tanglin View
Singapore
159012
21st December 2017

To whom it may concern,

I authorize my husband, Charles Philip Thoms (S8785410H), to represent me, Sharon Natasha Tham (S7811752D) in reporting an accident involving my car Volkswagen ~~Golf~~ (SKG5755E) on the 17th of December. *Golf dk*

Please discuss particulars with him as needed, I have provided him with my IC in case you need it.

Sincerely



Sharon Natasha Tham (S7811752D)

Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

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

LETTER OF DEMAND

Your Ref: GBF 18512
Our Ref: CKG 5755E

To: Excel Up

Dear Sirs,

ACCIDENT INVOLVING CKG 5755E & GBF 18512 ON 17-12-17

We are claiming on behalf of our client SHARON NATASHA THAM WY-LING owner of

vehicle number CKG 5755E involved in accident on 17-12-17

with vehicle GBF 18512 along/at MT. ELIZABETH HOSPITAL CARPARK.

Description of claims:

Cost of Repairs \$ 2740.83 + 7% GST = \$ 2932.69

Loss of Use/Rental \$ 80 X 2 Days = \$ 160

Medical Fee \$ + 7% GST = \$

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

TOTAL \$ 3094.69

We are claiming in full and final settlement of \$ 3094.69.

Cost of repair & search fee \$ 2934.69 to be payable to Volkswagen Centre Singapore.

Loss of use/Rental amount/Medical fee of \$ 160 to be payable to

SHARON NATASHA THAM WY-LING.

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

19 APR 2018

Dated this _____ of _____

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 23 March 2018 11:32 AM
To: ERCHINSENG12@GMAIL.COM
Subject: ACCIDENT INVOLVING GBF 1851Z & SKG 5755E AT / ALONG MOUNT ELIZABETH ON 17/12/2017.

Hi SENG RENOVATION CONSTRUCTION PTE. LTD. / ER CHIN SNEG

[Without Prejudice]

By Email Only

ACCIDENT INVOLVING GBF 1851Z & SKG 5755E AT / ALONG MOUNT ELIZABETH ON 17/12/2017.

We refer to the above accident matter.

As spoken, we are the loss adjusters acting on behalf of M/s ECICS Limited, the Motor Insurer of GBF 1851Z on the reported accident on 17/12/2017.

Our Principal has received a Third Party property damage claim from the owner of SKG 5755E with regards to the above accident.

We will try our best to negotiate for an amicable settlement on best possible terms with Third Party under the terms and conditions of your motor policy. In this respect, the vehicle's premium/NCD may be affected as a result of the above claim.

In the event that you receive any letters/ court documents regards to the above accident matter, please do not reply or respond, you may forward to us directly for further handling and we will reply on your behalf.

Thank you.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



LETTER OF AUTHORITY

ACCIDENT INVOLVING SKH5755E and 6BF18512 on 17/12/2017
Own vehicle's number Other vehicle's number Date of accident
 along PAVED AT MT ELIZABETH HOSPITAL CAR PARK
Accident location

BY THE LETTER OF AUTHORITY, I/we, SHARON NATASHA THAM WY-LIN
Name of Policy Holder & IC / Passport number
 of S7811752D owner of Vehicle Registration
Number

Number SKH5755E hereby irrevocable appoint Volkswagen Centre Singapore
Own vehicle's number
 (hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at 247
 Alexandra Road, Singapore 159934, its agents of any person authorized by VGS to be *my / our Attorney and
 in * my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or alternatively under Insurance Policy number VPA/P1264486 taken up by *me/us and pay the compulsory excess in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of Volkswagen Centre Singapore and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

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

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

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

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 28th of the month

MARCH Year 2018

Signed & Delivered By:

[Signature]
Policy Holder

Witness By:

[Signature]



Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

DISCHARGE VOUCHER

CLAIM NO: DMCV1700122H

In consideration of the payment of the sum of DOLLAR THREE THOUSAND FIFTY FOUR AND CENTS SIXTY NINE ONLY. (S\$3,054.69), I/We, hereby accept such sum in full and final settlement of all claims, present or future, that I/We have or may have against ECICS Limited, SENG RENOVATION CONSTRUCTION PTE. LTD. as insurers, owner and driver of Vehicle no. GBF 1851Z in connection with or in any way arising from the accident involving the said vehicle which occurred on 17/12/2017 at PARKED AT MT ELIZABETH HOSPITAL CAR PARK with SKG 5755E.

I/We further agree that this payment is made without any admission of liability on the part of the said insurers, owner and driver of the vehicle no. GBF 1851Z and this settlement does not in any way prejudice or prevent any party from making any claim whatsoever which may arise from the damage caused to the vehicle no. SKG 5755E in the above mentioned accident. I/We further undertake not to make any reference to the settlement herein mentioned in respect of such claim.

*I/We authorize you to pay the above settlement sum to VOLKSWAGEN CENTRE SINGAPORE.

*DATED THIS <u>27</u> DAY OF <u>APRIL</u> 2018	
Signature &/or Co Stamp: <u>[Signature]</u>	Signature &/or Co Stamp: <u>[Signature]</u>
Name of Claimant: <u>Sharon Tham</u>	Name of Witness: <u>Meiy Wong</u>
Address: <u>150 Prince Charles</u> <u>Cheong #14-02</u> <u>Tanlin View</u>	Address: <u>Meiy Wong</u> <u>Insurance Advisor</u> <u>Tel: 6305 7299 Ext: 216</u> <u>Mobile: 8121 4681</u> <u>Fax: 6474 3043</u> <u>Email: meiy.wong@vw.com.sg</u>
Occupation: _____	Occupation: _____
NRIC No: <u>S7811752D</u>	NRIC No: _____

- * Delete if not applicable
- * Please ensure the date is duly filled in

DV TPD (Ver Jan 16)

(A)

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P14308

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

SERVICE ORDER NO: 18IP0786
SERVICE CUSTOMER NO.: CV030255
SERVICE CUSTOMER NAME: ECICS LIMITED
TELEPHONE NO.:

ADDRESS: 7 TEMASEK BOULEVARD
#10-01 SUNTEC TOWER ONE
Singapore
Post Code: 038987

VEH NO.: SKG5755E

DATE: 28/03/18 Pickup:
VIN NO.: WVVZZZ1KZDW034754 KM: 11,286
GEARBOX CODE: NTZ Engine No.:
MODEL: GOLF MATCH 1.4 TSI (DSG)
SA: Cheong Pearlyn
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
ECICS DIRECT SETTLEMENT					
DOA 17/12/2017 ✓					
SURVEYOR LKK RASUL					
TP VEHICLE GBF1851Z ✓					
	Labor				
1	LABOUR	0.50	UNIT	840.00	420.00
2	SPRAY PAINT	0.50	UNIT	800.00	400.00
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	WING MIRROR HOUSING RH	1.00	PCS	802.90	802.90
8	MIRROR GLASS RH	1.00	PCS	230.55	230.55
9	MIRROR COVER RH	1.00	PCS	127.38	127.38

Sub Total 2,740.83
GST (7%) AMOUNT 191.86
TOTAL AMOUNT 2,932.69

for



Customer

Phone : Fax :



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-17-192595

Date of Request: 21/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 21/12/2017
Enquiry By: PEARLYN CHEONG
TP Vehicle No.: GBF1851Z
Accident Date: 17/12/2017**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBF1851Z	ECICS Limited	21/07/2017-20/07/2018	63374779 /6303 0178

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.

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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-17-192595

Date of Request: 21/12/2017

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 21/12/2017
Enquiry By PEARLYN CHEONG
TP Vehicle No. GBF1851Z
Accident Date 17/12/2017

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:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

To : M/s ECICS LTD

Date: 14/05/2018

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	GBF 1851Z (Insd Veh)	Your Ref. No. : DMCV1700122H
	SKG 5755E (TP Veh)	Our Ref. No. : CC3/ICS17024460/R1ea3q2
Date of Accident	17/12/2017	

Liability	100%	
Final Repair Cost	: \$ 2,932.69	
Loss of Use	: \$ 120.00	2 days
Rental (If any)	: \$	days
Others:	: \$ 2.00	
	: \$	
	3,054.69	
Final Settlement Sum	: \$ 3,054.69	
Remarks	:	

Payment Instruction: Payee's Breakdown

1)	VOLKSWAGEN CENTRE SINGAPORE	: \$ 3,054.69
		: \$

JOANNE LEE

LKK Auto Consultants Pte Ltd




LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile				
ECICS LTD		Ref : CC3/ICS17024460/R1ea3q2		
7 TEMASEK BOULEVARD #10-01 SUNTEC TOWER ONE SINGAPORE 038987		Date : 14-05-2018		
		Code : ICS		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GBF 1851Z	Veh. Inspected	SKG 5755E	
Policy No.	MCV17B0005200	Coverage (\$)	0.00	
Claim No.	DMCV1700122H	Excess (\$)	0.00	
Assign From		Assign Date	26/12/2017	
2. Vehicle Particulars & Condition				
Make & Model	VOLKSWAGEN GOLF 1.4	c.c	1390	
Engine No.	HIDDEN	Year of Reg.	2012	
Chassis No.	VWWZZZ1KZDW034764	Colour	WHITE	
Odometer	31257	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	FAIR			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	CONTINENTAL	6 mm	
L/H Front Tyre	205/55 R16	CONTINENTAL	6 mm	
R/H Rear Tyre	205/55 R16	CONTINENTAL	6 mm	
L/H Rear Tyre	205/55 R16	CONTINENTAL	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	17/12/2017	Inspection Date	26/12/2017	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		2 Working Days		



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

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ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKG 5755E

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	WING MIRROR HOUSING RH (SN)	DEFORMED	802.90	802.90
1	MIRROR GLASS RH (SN)	CRACKED	230.55	230.55
1	MIRROR COVER RH (SN)	SCRATCHED	127.38	127.38
			1,160.83	1,160.83
LABOUR				
	LABOUR		1,680.00	420.00
	SPRAY PAINT		1,600.00	400.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC		480.00	480.00
	ELECT WIRING & MECH COMPO.		280.00	280.00
			4,040.00	1,580.00
GRAND TOTAL			5,200.83	2,740.83
RECOMMENDED COST OF REPAIRS				2,740.83

Report Ref No. CC3/ICS17024460/R1ea3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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