

ASSIGNMENT

From:	Date: 29/12/2017	Veh No:	SDM 4245T	Yr Regn:	2014 JUN
Estimated Cost:		Type:	M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /		
OD:	TP / WS / TP RES / OD RES / EVA / INV / MV	Truck / Trailer or			
To inspect Vehicle No:	SDM 4245T	Make:	Volkswagen SHARAN 2.0 TSI 1984		
at Workshop m/s	Volkswagen	Colour:	GREY	A.O:	Insured / Std / NI / NA
of	21A Alexandra Rd	Sp. Reading	72709	T. Radio:	Insured / Std / NI / NA
Insured:	Q236 1399	Eng/No:			
Policy No:		C/No:	WVWZZZ 7N6 V012541		
Claims No:		Gen. Cond:	Good / Fair / Poor / Burnt		
Sum Insured:	Excess:	Steering:	In order / Jammed / Leaked / Burnt or		
(Client's Record)		Brake:	In order / Jammed / Leaked / Burnt or		
Make of Veh:		Modi:	Nil / S/Rim / STD A/Rim or		
	330pm	Tyre Size:	F:	225/50ZR17	
(Policy Condition)		R:			
Remark: The veh had commenced its repair at the time of inspection.		BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /	TOYO / YOKO or		
Bal. or Market Value:		Front	Rear		
IDAC Accident Rpt:	Consistent? : Yes or No	R/Bal.	6 mm	R/Bal. 6 mm	
GIA / PR Seen:	Consistent? : Yes or No	L/Bal.	6 mm	L/Bal. 6 mm	
Est. Repairs:	days Res.: Yes or No	D.O.A.	23/12/17	D.O.I. 27/12/17	
Lum Sum:	% 3 Val.: Yes or No	Survey held at	Volkswagen Alexandra		
CA / REV / REP. / 24 HRS		Des. of Damages:	Frt / Rear / O/S / N/S / U/C / Rooftop or		
Date:	Person Contacted:		8/8 FR		
	Vehicle: IN / OUT	The U/C / Chassis frame / Body Structure affected due to collision.			

Date / Time	Action / Instruction	DOA: 15/10/13
16/1/18 @ 435pm	Charmaine will forward us finalise, she report submit to owner directly	
18/1/18	Final fig \$ 12,556.96 confirmed by email (Red 9631.26, 4310)	
18/1/18 @ 526pm	Spoken to Ramesh (Straits Law), report & invoice send to them, he will get owner to paid or they will paid on behalf of owner first	
Date/Time, File Pass to?	<input type="checkbox"/> : Preli. Report <input type="checkbox"/> : Final Report	Days Of Repair: 6
Date/Time, File Return to?		Resurvey No. of Trip: -
1) 19/1- typist		Survey Fee:
Report Format : TP		Transportation:
Lump Sum / I.B.I. (\$) 12,556.96		Add Fee: <input type="checkbox"/> : Site Insp \$ <input type="checkbox"/> : Interview \$ <input type="checkbox"/> : Tech Invs \$ <input type="checkbox"/> : Weekend \$
		Photos 63P Others 19/1/18 TOTAL 536

Survey Department Check List (Case Handler)

Reference No.: CS/TP 17024626/ Rlvb
 Policy Type: OD / TP / TP RES / TL / EVA

Case Handler

Typist

Admin (): Case handler to make sure all information created by the assignment team are ACCURATE.

(1) Office Assign Form

		Y-Date	N-Date	Y-Date	N-Date
C	Reference No.	✓			
C	Customer Code				
N	Assign From				
C	Assign Date	✓			
C	Veh No (Inspected)	✓			
C	Veh No (Insured)				
C	D.O.A	✓			
C	Policy No				
C	Claim No				
C	Insurance Authorisation (CA /REV/REP)				
C	Report Type	✓			
C	Weekend Charges				
N	Survey held at/Repairer	✓			
C	Excess				

Surveyor (): Case handler to make sure the surveyor completed all required information.

(1) Assignment Form

C	Vehicle No	✓			
C	Regn Month/Year	✓			
N	Vehicle Type	✓			
N	Make & Model	✓			
C	Engine Capacity. (C.C)	✓			
N	Colour	✓			
C	Odometer. (Sp.Reading)	✓			
C	Chassis No	✓			
N	General Condition	✓			
N	Steering	✓			
N	Brake	✓			
N	Modification (Modi)	✓			
C	Tyre Size	✓			
N	Tyre Make	✓			
C	Tyre Balance	✓			
C	Date of Inspection	✓			
N	Survey held	✓			
N	Des.of Damages	✓			

(2) System - (Views/Merimen)

C	Damaged Vehicle Photographs Uploaded	✓			
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(3) Workshop Estimate/Assignment Form

N	ALL Parts condition	✓			
C	Market Value for OD cases				
C	Estimate Repair Cost for PRI (RSI, TMI, MSIG)				
C	Days of repair	✓			
C	Finalised Amount	✓			
C	Re-inspection Cases to Finalize within 5 Days				

(4) System - (Views/Merimen)

C	Resurvey photo Uploaded				
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Check By: **VERON** **18/11/18**
 Case Handler Date

*C: Critical *N: Non-Critical

21/05/2014




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				
VOLKSWAGEN GROUP SINGAPORE PL		Ref : CS/TP17024626/R1vb		
247 ALEXANDRA ROAD SINGAPORE 159934		Date : 28-12-2017		
		Code : TP449		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	Veh. Inspected		SDM 4245T	
Policy No.	Coverage (\$)		0.00	
Claim No.	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				
5. General Information				
Accident Date	23/12/2017	Inspection Date	27/12/2017	
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.				

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 17 January 2018 11:55 AM
To: 'V Ramesh'; SUR
Cc: Joan Lim; N Sreenivasan
Subject: RE: SURVEY ON SDM 4245T ON 27 DECEMBER 2017

Dear V Ramesh,

Noted.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: V Ramesh [mailto:vramesh@straitslaw.com.sg]
Sent: Wednesday, 17 January 2018 11:27 AM
To: SUR <sur@lkkauto.com>
Cc: Joan Lim <joan@straitslaw.com.sg>; N Sreenivasan <sreeni@straitslaw.com.sg>
Subject: SURVEY ON SDM 4245T ON 27 DECEMBER 2017

Dear Ms Veron,

We represent Mrs Ee Hwee Cheng Josephine Rachael, in respect of a property damage claim arising out of an accident on 23rd December 2017.

We are instructed that one of your surveyors have conducted and inspected our client's vehicle registration number SDM 4245T to ascertain the extent of the damage to the same at the Volkswagen's premises on 27th December 2017.

In the premises, kindly forward to us your survey report and your tax invoice in order to facilitate our submission for a third party claim on an urgent basis.

We await your urgent and favourable reply.

Best Regards & Good Day!

Yours faithfully,

V Ramesh
Associate Director

Straits Law Practice LLC
Advocates & Solicitors
(UEN 200102265N)
9 Raffles Place,
#32-00 Republic Plaza
Singapore 048619

Tel : +65 6538 1300 / +65 6713 0200
Fax : +65 6538 1311 / +65 6220 1602

DID : +65 6713 0522
Website : www.straitslaw.com.sg

STRAITS LAW



Strength in Partnerships

EMAIL CONFIDENTIALITY NOTE: The information contained in this e-mail and any attachments transmitted with it may contain information that is privileged, confidential and exempt from disclosure under applicable law and is intended only for the use of the individual or entity to whom they are addressed. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. In such case, you should delete this e-mail and notify us immediately.

Veron Chen (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 27 December 2017 7:38 AM
To: Wong, Meiy (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Goh, Edmund (VWG Singapore); assignments; SUR
Subject: RE: SDM4245T- T/P CASH SURVEY

Hi Meiy,

Thank you for your email.

We will arrange accordingly.

By copy to Nivitha,

As spoken yesterday, kindly assist to arrange for survey(independent).

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Wong, Meiy (VWG Singapore) [mailto:meiy.wong@vw.com.sg]
Sent: Tuesday, 26 December, 2017 8:12 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: 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: SDM4245T- T/P CASH SURVEY

Dear Hsiao Tong,

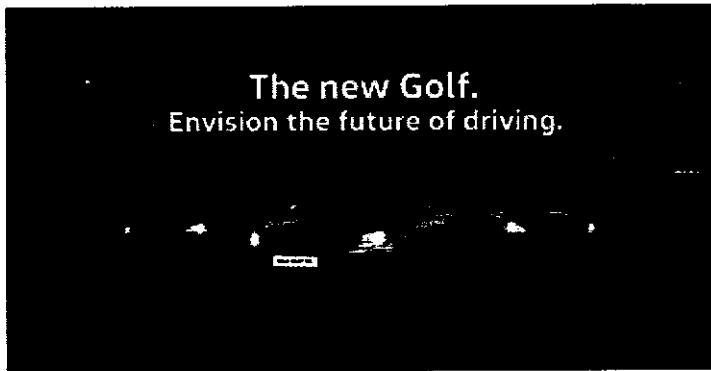
As spoken, Please arrange T/P Cash survey on 27-12-17(Wednesday, Tomorrow) 11am at Alexandra.
 Kindly advise surveyor fees as well, Thanks.

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: meiy.wong@vw.com.sg [mailto:meiy.wong@vw.com.sg]
Sent: Tuesday, December 26, 2017 9:45 PM
To: Wong, Meiy (VWG Singapore)
Subject: ricohscan

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	26/12/2017 15:12
Date Of Accident	23/12/2017 12:05
Exact Location Of Accident	UPPER THOMSON ROAD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SDM4245T
Insured/Policyholder	
Name Of Registered Owner	EE HWEE CHENG JOSEPHINE
NRIC No	S1615343E
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97926549
Alternative Phone No	OFFICE-97926549
Vehicle Particulars	
Manufacturer	VOLKSWAGEN
Model	SHARAN NF 2.0 TSI (DSG6)+EQP
Exact Purpose for which vehicle was being used at time of accident	
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR
Insurance Company	
Name of Insurance Company	AXA INSURANCE PTE LTD
Type Of Coverage	THIRD PARTY
Fleet Policy	NO
Policy Number	P1514759
Cover Note Number	
Driver	
Name of Driver	EE HWEE CHENG JOSEPHINE
NRIC No	S1615343E
Date Of Birth	13/09/1963
Occupation	INDOOR
Date Of Driving Pass	13/09/1997
Driving Experience	20 YEARS AND 3 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-97926549
Fax Number	
Contact Number	OFFICE-97926549
Email Address	NOEMAIL

Address	86 JALAN KURAS
Postcode	577758
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

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

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	4
Passenger 1	NAME: : N. SREENIVASAN GENDER: : MALE
Passenger 2	NAME: : KRYAN NARAYANAN GENDER: : FEMALE
Passenger 3	NAME: : SACHIN NARAYANAN GENDER: : MALE

Details of Police Action

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

Circumstances of Accident

REFER TO SKETCH PLAN.

Attachment(s)

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

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	PA4966S
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	BUS
Name of Driver	
NRIC/Passport Number	
Contact Number	

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

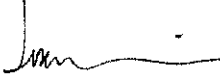
SKETCH PLAN

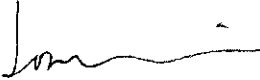
IMPORTANT NOTICE

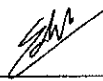
1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may 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: 26/12/2017


Driver's Signature
(If driver is not the policyholder)
26/12/2017


Reporting Centre Personnel's Signature
Name:

SKETCH PLAN

Refer to attached
sketch map and photo

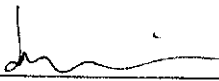
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT


Refer to attached police report
and statement

DECLARATION

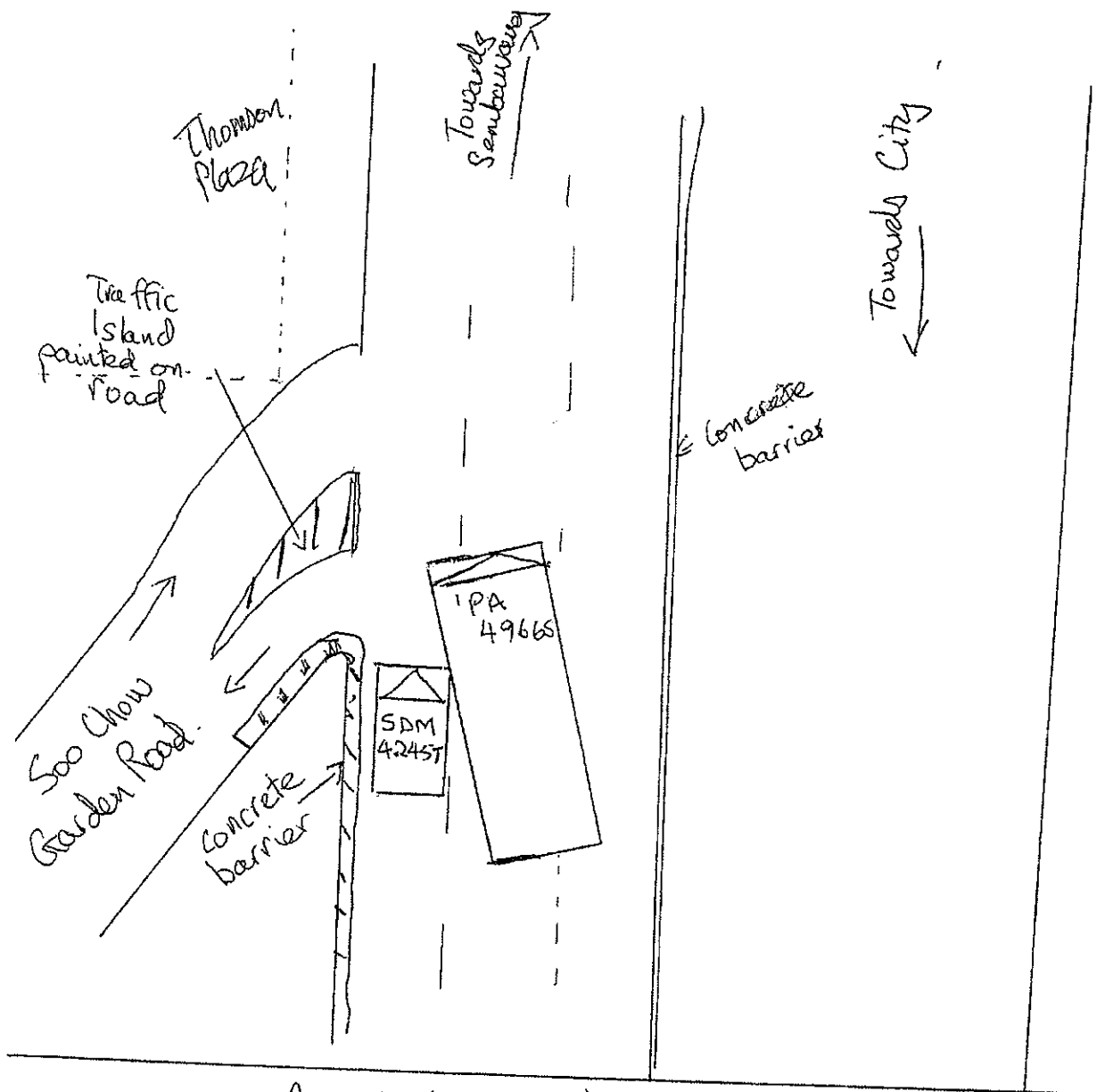
I/We declare the foregoing particulars are true in every respect.



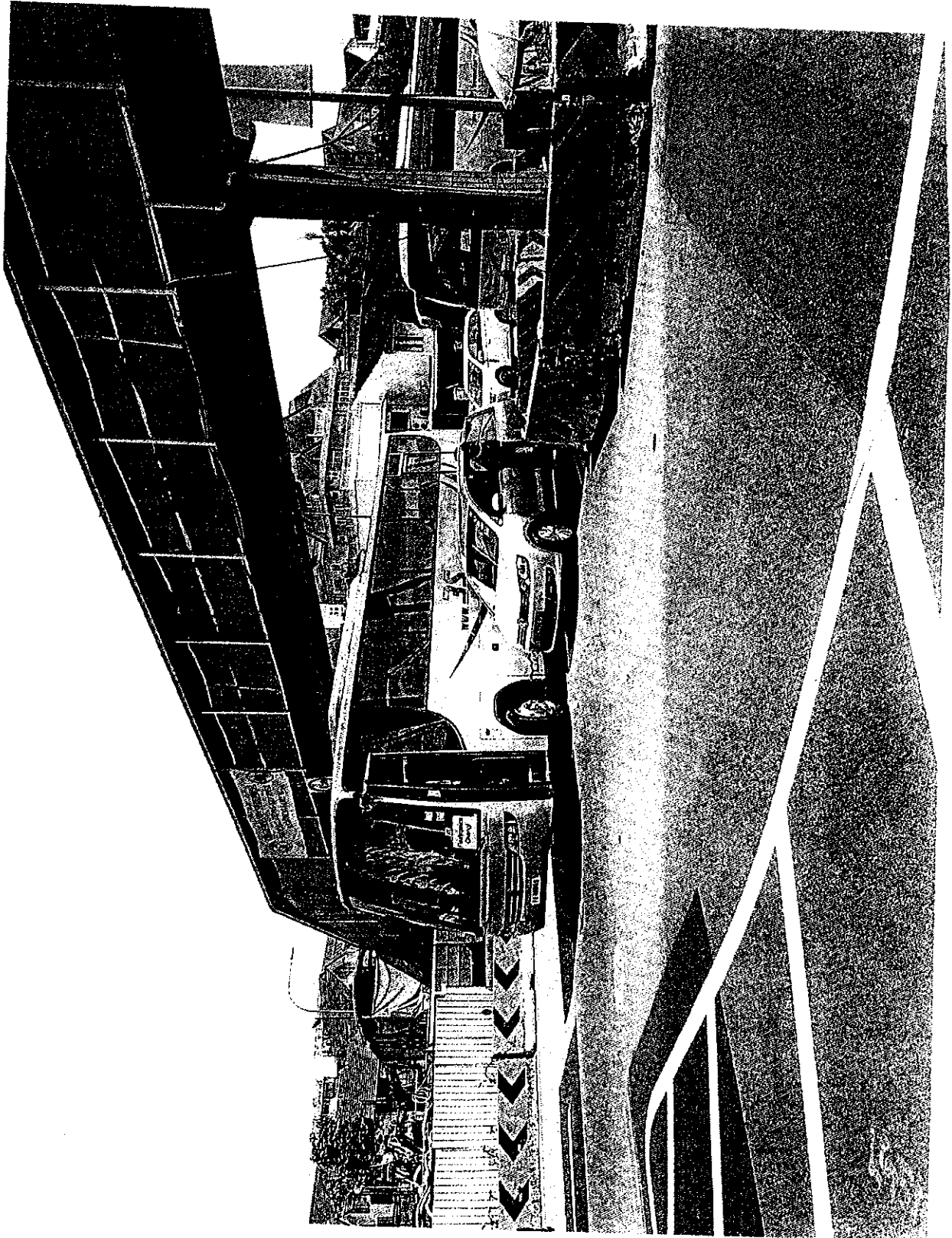




Sketch Map by Ee Hwee Chang, Josephine.



Accident Involving SDM 4245T
and PA 4966S along Upper Thomson
Road on 23 December 2017 @ 1207hrs.





**SINGAPORE
POLICE FORCE**



F/20171224/2034

1 of 2

POLICE REPORT (NP299)

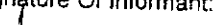

Report No. F/20171224/2034

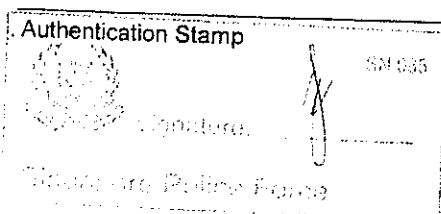
Police Station Of Origin
Ang Mo Kio North N.P.C
51 Ang Mo Kio Avenue 9 SINGAPORE
569784
Tel No: 1800-4849999

Date/Time Report Made 24/12/2017 10:16		Vide Report No.		Station Diary No. 13	
Name Of Informant EE HWEE CHENG JOSEPHINE RACHAEL		Address 86 JALAN KURAS SINGAPORE 577758			
ID Type / ID No. NRIC NO / S1615343E		Contact No. Home/Office Mobile 97926549			
Nationality SINGAPORE CITIZEN		Email Address			
Occupation Unemployed		Sex Female	Age 54	Date of Birth 13/09/1963	Race Chinese
Institution/School Name		Language			
Date/Time Of Incident 23/12/2017 12:10		Location Of Incident C/O 301 UPPER THOMSON ROAD THOMSON PLAZA SINGAPORE 574408 Junction of Upper Thomson Road and Soo Chow Gardens Road			
Brief details					

Brief details.

On 23/12/17 at about 1207hrs, I was driving my vehicle, Volkswagon Sharan SDM4245T along Upper Thomson Road towards Sembawang together with my husband and my two children. I was travelling on the extreme left lane proceeding towards Thomson Plaza. As I was approaching the junction of Upper Thomson Road and Soo Chow Gardens Road, I noticed a motor coach, PA4966S travelling in front of me. Whilst the motor coach was travelling in front of me, the motor coach then changed from my lane to

Signature Of Officer Recording The Report: F / Sgt 3 MUHAMMAD KHAIR BIN SAHARUDDIN	Signature Of Informant: 
Signature Of Interpreter: Not applicable	Date/Time: 24/12/2017 10:16
Officer In-Charge Of Case: F / Ang Mo Kio North N.P.C / Sr Staff Sgt LOY JIE CHAI Contact No.: 64849999	Classification Of Case:
Authentication Stamp: 	





**SINGAPORE
POLICE FORCE**



F/20171224/2034

2 of 2

POLICE REPORT (NP299)

CONTINUATION OF REPORT

Report No. F/20171224/2034

the second lane. I then continued travelling on my lane towards Thomson Plaza. As I was travelling on the extreme left lane, the motor coach suddenly swung into my lane, turning left. I then sounded my horn loudly and jammed on my brakes but the motor coach continued to turn. I tried to evade the motor coach however I could not do so as the road had concrete barriers on the left due to construction works. As such, the middle left side of the motor coach collided onto the front right side of my vehicle. My husband then subsequently got out of my vehicle and went to approach the driver of the motor coach to ask for his particulars. However, the driver of the motor coach refused to give his particulars. I managed to retrieve the bus's company (3G Transport) contact number as stated on the bus. My husband then took some pictures of the scene. We then subsequently left the scene and proceeded to Thomson Plaza. The right side bumper and the right side body of the car was damaged in the accident however I do not know the full extent of the damages until I sent the car to the workshop. No one was injured during the accident and no government property was damaged. I am lodging this report for insurance claim. I am attaching a self-recorded statement, sketch plan and photo to this report.

Signature Of Officer Recording The Report: F / Sgt 3 MUHAMMAD KHAIR BIN SAHARUDDIN	Signature Of Informant:
Signature Of Interpreter: Not applicable	Date/Time: 24/12/2017 10:16
Officer In-Charge Of Case: F / Ang Mo Kio North N.P.C / Sr Staff Sgt LOY JIE CHAI Contact No.: 64849999	Classification Of Case:

Authentication Stamp Signature: Singapore Police Force
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Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 18 January 2018 4:36 PM
To: 'Kong, Charmaine (VWG Singapore)'; SUR; Rasul (LKKAUTO); Admin-D (LKKAUTO)
Cc: Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: SDM4245T FINALIZED INVOICE

Dear Charmaine,

Confirmed finalize amount \$12,556.96 before GST

No of days: 6 days

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@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: Tuesday, 16 January 2018 4:55 PM
To: SUR <sur@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; Admin-D (LKKAUTO) <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: SDM4245T FINALIZED INVOICE

Hi,

As requested.

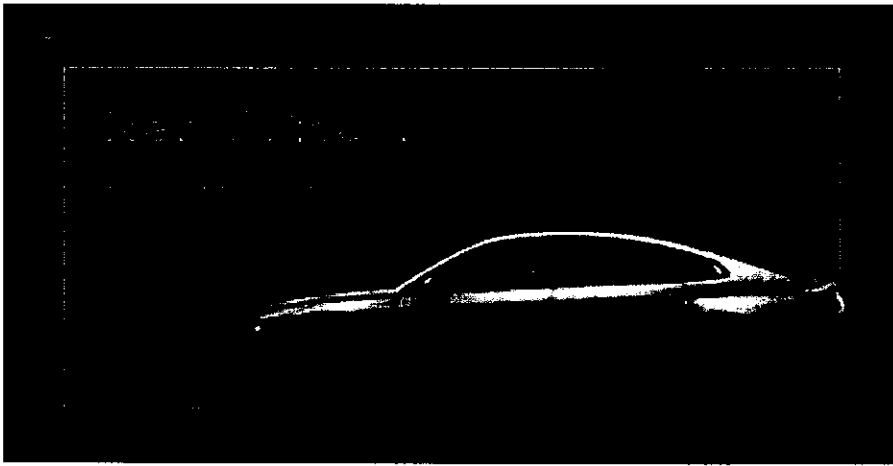
Thanks.

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: Tuesday, 16 January, 2018 6:20 PM
To: Kong, Charmaine (VWG Singapore)
Subject: ricohscan

Sketch Plan Pg. 7

Self Recorded Statement of Ee Hwee Cheng Josephine Rachel (NRIC No. 1615343E) on 23 December 2017 at 2100 hours.

1. I am a Singapore citizen, residing at 86 Jalan Kuras, Singapore 577758. I am the owner and driver of motor vehicle SDM 4245T, a Volkswagen Sharan.
2. On Saturday, 23 December 2017, at 1207 hours, I was travelling along Upper Thomson Road towards Sembawang. I was travelling on the left hand most lane, as I was proceeding to Thomson Plaza. The front seat passenger was my husband, N Sreenivasan and my two younger children, Kyran Marie Narayanan (f, 13) and Sachin John-Paul Narayanan (m, 10) were in the back seat.
3. As I approached the junction of Upper Thomson Road and Soo Chow Garden Road, I observed a motor coach travelling in front of me. I subsequently found out that the registration number of the motor coach was PA 4966S and that it belongs to a company called 3S Transport. The motor coach changed lanes from my lane to the second (middle lane). I am familiar with this road and route as I travel on it every day. There has been extensive roadworks due to the construction of an MRT station. In changing lanes, the motor coach did not make any signal and it appeared to be travelling straight, avoiding the cars on the left lane which were turning into Thomson Plaza. I continued along my lane, as that was the lane to turn into Thomson Plaza.
4. Suddenly the motor coach swung into my lane, turning left. I sounded my horn loudly and jammed on my brakes, but the motor coach continued to turn. I could not take any evasive action as the road had concrete barriers on the left side, because of the construction. There was a collision as the motor coach turned into my lane. The point of impact for my vehicle was the right front side. The point of impact for the motor coach was the middle of its left side.
5. My husband came out of the car and asked the driver of the motor coach for his particulars. The driver refused. I called the police and was advised to take down motor coach registration and to make a police report. My husband then took some pictures of the scene as well as the damage to both vehicles. I tried to alight but found that the driver's door was jammed by the damage.
6. The driver of the motor coach then said that he would turn in Soo Chow Gardens. I reversed my car, so that the motor coach (and an accompanying motor coach) could turn in. I followed in my car, to obtain the driver's particulars. The two coaches continued in and then did a turn and parked along Soo Gardens, towards Upper Thomson Road. I had followed in the car and stopped behind them. My husband alighted and again asked the driver for his particulars. I also alighted (through the front passenger door) and also spoke to the driver. He was on his mobile telephone speaking to his 'boss'. My husband told him that it was a legal requirement to exchange particulars. When the driver again refused, my husband took a snapshot of the driver and gave the driver his name card and asked that the 'boss' call him. My husband and I (and the children) left and proceeded to Thomson Plaza. It was 1218 hours.
7. The damage to my car (that is visible to me) is as follows:

Sketch Plan Pg. 8

- (a) Front bumper, on the right side.
- (b) Right side view mirror
- (c) Right headlight, along edge
- (d) Right door at the hinge.
- (e) Body of car, right side from the bumper to the door, in particular at door hinge and above right front wheel
- (f) Front right tyre rim

8. In terms of the damage, I will only know the full picture after the Volkswagon workshop inspects the car. This accident could not have happened at a more inconvenient time. I am a Catholic and celebrate Christmas with close friends at my home. My second son is back from England for the holiday. We have just the Sharan as the family car and are planning to go to Johor Baru from 28 to 30 December 2017.
9. At 1417 hours, my husband received a telephone call from 98805242. It was the motor coach driver. My husband declined to talk to him and asked that his boss call. At 1420 hours, one Mr Neo from 3S Transport called my husband. He suggested that the matter be settled without any reports being made and that my vehicle would be repaired by his workshop. At this time I was not with my husband. My husband informed Mr Neo that I was the owner and driver of the car. (My husband has never obtained a driving licence.) My husband told Mr Neo that he would prefer the car to be repaired by the agent as we were not sure as to the extent of the damage and it was necessary for me to feel that the car was safe. I have had no prior accidents in the last 23 years except for one accident in 1995 or 1996, where the other driver accepted 100% liability and was dealt with by Traffic Police. It appears that Mr Neo was persistent. He said that reports would raise both sides' premium. My husband then told him that the decision was mine and that he would check with me. My husband and I discussed the matter and we decided that it would be best for the car to be repaired by Volkswagon or one of its authorised workshop. The car has always been maintained by Volkswagon and my insurance policy 'no-excess' term requires it to be only repaired by them. In any event, I had no confidence that a workshop that repairs buses could do a good job or whether a workshop connected with 3S Transport would cut corners in the repairs.
10. At 1439 hours, my husband called Mr Neo to inform him of our decision. Mr Neo then proposed that we go to any workshop other than the agent (Volkswagon). He stated that the agent would be very expensive and that we should get a quote from elsewhere, and if the quote was reasonable, he would cover the repairs. My husband informed him that we did not want to take chances. Further, the value of the car would already be affected as an 'accident vehicle' and the reduction in value would be greater if the repairs were not agent repairs. Mr Neo then told my husband that his company would make the driver pay, as they could not afford to cover such repairs.
11. Attached to this statement is a rough sketch drawn by my husband which I confirm to be correct I also attach a picture taken by my husband immediately after the collision and before either vehicle was moved.

Ee Hwee Cheng Josephine Rachael

S1615343E

PDI TUAS

up (cash)

PDI TUAS

EE HWEE CHENG JOSEPHINE
RACHAEL
86 JALAN KURAS
Singapore, 577758
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV025458
Quote No. SER/QUO/1702125
QuoteDate 26/12/17
Salesperson Delsie Ong
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Sharan NF 2.0 TSI (DSG6)+EQP	72,502	
License No.	VIN	Initial Registration	Sales Advisor
SDM4245T	WVWZZZ7NZE012541	19/06/14	Delsie Ong
Engine Code	Labor Type	Engine No.	Model Code
	10	CCZ 401347	7N14H3

No.	Description	Qty.	UoM	Unit Price	Amount
B&P ALEX LABOUR	LABOUR	5	UNIT	840.00	✓ 1680 4,200.00
B&P ALEX PAINT	SPRAY PAINT	4	UNIT	800.00	✓ 2400 3,200.00
B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un	480.00	✓ 480.00
B&P MECH	ELECT WIRING & MECH COMPO Nett	1	Time Un	280.00	✓ 280.00
B&P MECH	R&R RIM & BALANCE Nett	1	Time Un	50.00	✓ 50.00
B&P MECH	R&R FRT U/CARRIAGE Nett	3	Time Un	840.00	✓ 2,520.00
B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT NETT	1	Time Un	360.00	✓ 360.00
	Sum Labor				11,090.00
311601361	RUBBER VALVE	1	Pieces	1.725	✓ 1.73
	Use Predecessor 281601361				
3C0407151G	CONTR ARM	1	Pieces	772.21	✓ 772.21
	Use Predecessor 3C0407151E				
3C0407254F	WHEEL BEARING HOUSING	1	Pieces	1,092.25	✓ 1,092.25
3C0407366B	CONTR ARM JOINT	1	Pieces	224.79	✓ 224.79
	Use Predecessor 3C0407366A				
5G0971095A	Fender Liner	1	Pieces	248.08	✓ 248.08
	Successor 5G0971095J				
5K0498621	WHEEL BEARING	1	Pieces	815.40	✓ 815.40
	Use Predecessor 1T0498621				
7N0601025D 8Z8	17" 'JAMARA' RIM ONLY BRIGHT CHROME	1	Pieces	1,404.66	✓ 1,404.66

Sum carried forward

15,649.12

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

PDI TUAS

PDI TUAS

EE HWEE CHENG JOSEPHINE
RACHAEL
86 JALAN KURAS
Singapore, 577758
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV025458
Quote No. SER/QUO/1702125
Quote Date 26/12/17
Salesperson Delsie Ong
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Sharan NF 2.0 TSI (DSG6)+EQP	72,502	
License No.	VIN	Initial Registration	Sales Advisor
SDM4245T	WVWZZZ7NZEVO12541	19/06/14	Delsie Ong
Engine Code	Labor Type	Engine No.	Model Code
	10	CCZ 401347	7N14H3

Continued

15,649.12

7N0807183A	BUMPER SIDE BRACKET LH	1 Pieces	24.88	24.88 X
7N0807184A	BUMPER SIDE BRACKET RH	1 Pieces	24.88	24.88 ✓
7N0807217J GRU	FRT BUMPER	1 Pieces	1,479.91	1,479.91 ✓
7N0807244 ZZZ	FOG LAMP GRILLE CHROM RH	1 Pieces	99.72	99.72 X
7N0807724	RHS BUMPER INNER BRACKET	1 Pieces	27.06	27.06 ✓
7N0807938A GRU	NOZZLE COVER RH	1 Pieces	82.59	82.59 ✓
7N0821022B	FENDER RH	1 Pieces	965.20	965.20 ✓
	Use Predecessor 7N0821022A			
7N0821136A	RHS FENDER BRACKET	1 Pieces	31.23	31.23 ✓
7N0853666B 9B9	FOG LAMP GRILLE RH	1 Pieces	172.89	172.89 X
7N0941700	FOG LIGHT RH	1 Pieces	319.03	319.03 X
7N0955104	NOZZLE RH	1 Pieces	43.65	43.65 ✓
7N0955979	NOZZLE CYLINDER RH	1 Pieces	255.54	255.54 X
7N2941754B	HEADLAMP RH	1 Pieces	3,002.55	3,002.55 ✓
	Use Predecessor 7N2941754A			

Sum Item

11,088.25

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: Payment Terms No Credit

Sum Labor
Sum Item

11,090.00
11,088.25

Total SGD

22,178.25

7% GST 22,178.25

1,552.48

Total SGD Incl. GST

23,730.73

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

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P00851

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

SERVICE ORDER NO: 17IP3539

SERVICE CUSTOMER NO.: CV025458

SERVICE CUSTOMER NAME.: EE HWEE CHENG JOSEPHINE

TELEPHONE NO.:

ADDRESS: 86 JALAN KURAS

Singapore

Post Code: 577758

VEH NO.:

SDM4245T

DATE:

08/01/18

Pickup:

VIN NO.:

WVWZZZ7NZEVO12541

KM : 72,709

GEARBOX CODE:

Engine No.:

MODEL:

Sharan NF 2.0 TSI (DSG6)+EQP

SA :

Wong MeiY

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
Labor					
1	LABOUR	2.00	UNIT	840.00	1,680.00
2	SPRAY PAINT	3.00	UNIT	800.00	2,400.00
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
7	R&R RIM & BALANCE	1.00	TU	50.00	50.00
8	B&P WHEEL ALIGNMENT NETT	1.00	TU	360.00	360.00
Item					
9	RUBBER VALVE	1.00	PCS	1.73	1.73
10	HOUSING	1.00	PCS	9.97	9.97 (A) new
11	17" 'JAMARA' RIM ONLY	1.00	PCS	1,404.66	1,404.66
12	RHS FENDER LINER	1.00	PCS	248.08	248.08
13	BUMPER SIDE BRACKET RH	1.00	PCS	24.88	24.88
14	FRT BUMPER	1.00	PCS	1,479.91	1,479.91
15	RHS BUMPER INNER BRACKET	1.00	PCS	27.06	27.06
16	NOZZLE COVER RH	1.00	PCS	82.59	82.59
17	FENDER RH	1.00	PCS	965.20	965.20
18	RHS FENDER BRACKET	1.00	PCS	31.23	31.23

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P00851

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

SERVICE ORDER NO: 17IP3539

SERVICE CUSTOMER NO.: CV025458

SERVICE CUSTOMER NAME.: EE HWEE CHENG JOSEPHINE

TELEPHONE NO.:

ADDRESS: 86 JALAN KURAS

Singapore

Post Code: 577758

VEH NO.: **SDM4245T**

DATE: 08/01/18

Pickup:

VIN NO.: WVVZZZ7NZEV012541

KM : 72,709

GEARBOX CODE:

Engine No.:

MODEL: Sharan NF 2.0 TSI (DSG8)+EQP

SA : Wong Mei y

Next Appointment Date :

Next Appointment Mileage : 0

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
19	NOZZLE RH	1.00	PCS	29.10	29.10
20	HEADLAMP RH	1.00	PCS	3,002.55	3,002.55

Sub Total 12,556.96
GST (7%) AMOUNT 878.98
TOTAL AMOUNT 13,435.94

for Volkswagen Centre Singapore

Customer

Authorised Signatory

Phone : Fax :



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

Ref : CS/TP17024626/R1vbe2

EE HWEE CHENG JOSEPHINE
86 JALAN KURASSINGAPORE 577758

Date : 19-01-2018



Code : TP2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	Veh. Inspected	SDM 4245T
Policy No.	Coverage (\$)	0.00
Claim No.	Excess (\$)	0.00
Assign From	Assign Date	27/12/2017

2. Vehicle Particulars & Condition

Make & Model	VOLKSWAGEN SHARAN	c.c	1984
Engine No.	HIDDEN	Year of Reg.	2014
Chassis No.	WWWZZZ7NZE012541	Colour	GREY
Odometer	72709	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	FAIR		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	225/50Z R17	PIRELLI	6 mm
L/H Front Tyre	225/50Z R17	PIRELLI	6 mm
R/H Rear Tyre	225/50Z R17	PIRELLI	6 mm
L/H Rear Tyre	225/50Z R17	PIRELLI	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE O/S FRONT PORTION. DAMAGES SEE DETAILS.

5. General Information

Accident Date	23/12/2017	Inspection Date	27/12/2017
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.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	6 Working Days
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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

Page No.:1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SDM 4245T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	RUBBER VALVE (SN)	NECESSARY	1.73	1.73
1	CONTR ARM (SN)	SERVICEABLE	772.21	-
1	WHEEL BEARING HOUSING (SN)	SERVICEABLE	1,092.25	-
1	CONTR ARM JOINT (SN)	SERVICEABLE	224.79	-
1	FENDER LINER (SN)	DEFORMED	248.08	248.08
1	WHEEL BEARING (SN)	SERVICEABLE	815.40	-
1	17" JAMARA RIM ONLY BRIGHT CHROME(SN)	SCRATCHED	1,404.66	1,404.66
1	BUMPER SIDE BRACKET LH (SN)	SERVICEABLE	24.88	-
1	BUMPER SIDE BRACKET RH (SN)	NECESSARY	24.88	24.88
1	FRT BUMPER (SN)	SCRATCHED	1,479.91	1,479.91
1	FOG LAMP GRILLE CHROM RH (SN)	SERVICEABLE	99.72	-
1	RHS BUMPER INNER BRACKET (SN)	NECESSARY	27.06	27.06
1	NOZZLE COVER RH (SN)	SCRATCHED	82.59	82.59
1	FENDER RH (SN)	BUCKLED	965.20	965.20
1	RHS FENDER BRACKET (SN)	NECESSARY	31.23	31.23
1	FOG LAMP GRILLE RH (SN)	SERVICEABLE	172.89	-
1	FOG LIGHT RH (SN)	SERVICEABLE	319.03	-
1	NOZZLE RH (SN)	MISSING	43.65	29.10
1	NOZZLE CYLINDER RH (SN)	SERVICEABLE	255.54	-
1	HEADLAMP RH (SN)	SCRATCHED	3,002.55	3,002.55
1	HOUSING (SN) (ADDITIONAL)	NECESSARY	9.97	9.97
			11,098.22	7,306.96
LABOUR				
LABOUR.			4,200.00	1,680.00
SPRAY PAINT.			3,200.00	2,400.00
PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.			480.00	480.00
ELECT WIRING & MECH COMPO.			280.00	280.00
R&R RIM & BALANCE.			50.00	50.00
R&R FRT U/CARRIAGE.		NOT NECESSARY	2,520.00	-

Report Ref No. CS/TP17024626/R1vbe2



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

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	B & P WHEEL ALIGNMENT.		360.00	360.00
			11,090.00	5,250.00
GRAND TOTAL			22,188.22	12,556.96
RECOMMENDED COST OF REPAIRS				12,556.96

Report Ref No. CS/TP17024626/R1vbe2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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