

INS. CASE OWNER

CC 4/III1800338

1.  $\text{H}_2\text{O}$ 

IDAC

**Survivor:**

DOI:

Date / Time : \_\_\_\_\_

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. : SHA 6115M

Claim No. : 1001181100

Name of Insured : CTP L

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

Insured Tel No. \_\_\_\_\_ HP: \_\_\_\_\_

Make / Model : HYUNDAI I40

Excess Sec II :SS D.O.A: 04/01/18

Place of Accident : COLLYER QUAY X MARINA BOULEV.

Is driver the owner? ( YES ( NO ) ) Nature of Accident :

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

If NO, Driver Name / Age: AU YEUNG WING HAY ALBERT

Insured Liability :	%	Final ? Yes / No
1. Automobile Liability		
2. Boat Liability		
3. Commercial Liability		
4. Directors and Officers Liability		
5. Employment Practices Liability		
6. Environmental Liability		
7. Fidelity and Bond Liability		
8. General Liability		
9. Health Care Liability		
10. Professional Liability		
11. Products and Completed Operations Liability		
12. Real Estate Liability		
13. Rental Car Liability		
14. Umbrella Liability		
15. Workers Compensation Liability		

Sp. 810E



INSRS:  
WSP: *Vollstangen Group*  
Tel: *(Alexandra)*  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:



INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:



INRS:  
WSP:  
Tel:  
Liability  
RMRS:

URGENT

Date/ Time	STAGE	DATE/ PIC
08/01/18 (Hr)	Non-Reporting ltr (1st): Non-Reporting ltr (2nd): Non-Reporting ltr (Final): Notification ltr (if non-pickup): Call OI: After call ltr to OI: Documentation Check List: Handler Typist	
8/1/18 -	Notification ltr (if non-pickup)	
9/1/18 -	After call ltr to OI	
3/1/18 -	Authorisation To Act:	
2/5/18 -	Release Voucher:	
	Final Repair Bill:	
	Car Rental Invoice:	
	Towing Invoice	
	LTA / GIA :	
	Medical Bill:	
	PIR:	
	Marking/Reject Instruction:	
	LOD	
	Payment Breakdown Form:	
	Post-Repair Photos:	
	Others:	
PRELIMINARY ADVICE Date/Time:	Sent By:	
FINALIZATION Date/Time:	Confirm with:	Confirm by:
Repair Cost: \$S	( days) Reduction: %	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT Date/Time:	Confirm with	Email <input type="checkbox"/> Call <input type="checkbox"/>
Final Liability: %	(Assessed) BOLA S/N No. : 27	If NO or B 28, Ass. Lia :
Repair Cost: \$S		
Loss of Rental (LOR): \$S	( days)	
Loss of Use (LOU): \$S	(S 60 x 3 days)	
Loss of Income (LOI): \$S	(S x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/> [Tick only one]	
GIA/LTA Search \$S		
Medical: \$S		
Disbursement: \$S	(e.g. Tow/ Independent )	
Legal Cost \$S		
Total: \$S	Global Sum \$S:	
FINAL PAYMENT Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1: \$S	Name 1: Volkswagen Centre Singapore.	
Payee 2: (Strike if N.A.) \$S	Name 2:	
Payee 3: (Strike if N.A.) \$S	Name 3:	



## 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			
INDIA INTERNATIONAL INSURANCE PL		Ref : CC4/III18000338/R1ps3	
64 CECIL STREET #05-02 IOB BUILDING SINGAPORE 049711		Date : 05-01-2018	
		Code : III2	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>			
Insured Veh.	SHA 6115M	Veh. Inspected	SDX 810E
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	05/01/2018
<b>2. Vehicle Particulars &amp; Condition</b>			
Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			
<b>3. Conditions of Tyres</b>			
	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm
<b>4. Description of Damages</b>			
<b>5. General Information</b>			
Accident Date	04/01/2018	Inspection Date	09/01/2018
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934		
<b>5a. Remarks</b>			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			

100%

	
N/S	O/S
	

## PDI TUAS

PDI TUAS

TAN GEK LAN ROSIE  
530 EAST COAST ROAD  
#02-02  
Singapore, 458970  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV026626  
Quote No. SER/QUO/1800022  
QuoteDate 04/01/18  
Salesperson Anthony Yong  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 TSI (DSG)RECAT	45,606	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SDX810E	WVWZZZAUZEW415373	28/08/14	Anthony Yong
Engine Code	Labor Type	Engine No.	Model Code
	1T	CXS 205987	5G13GZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,520.00
P B&P ALEX PAINT	SPRAY PAINT	3	UNIT		800 2,400.00
P B&P SENSOR	SUPPLY & INSTALL REVERSE SE	1	Pieces		400.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un		280.00
	Nett				
	<b>Sum Labor</b>				<b>6,080.00</b>
P 5G0807305B	BUMPER REINFORCEMENT	1	Pieces		606.53
	Successor 5G0807305D				
P 5G0945096M	TAILLIGHT OUTER	1	Pieces		352.22
	Use Predecessor 5G0945096F				
P 5G6807393	BUMPER BRACKET LH	1	Pieces		36.45
P 5G6807393A	BUMPER GUIDE LH	1	Pieces		36.45
P 5G6807394	BUMPER BRACKET RH	1	Pieces		36.45
P 5G6807394A	BUMPER GUIDE RH	1	Pieces		36.45
P 5G6807417APGRU	REAR BUMPER COVER	1	Pieces		1,149.75
	Predecessor 5G6807417ARGRU				
P 5G6807568D 9B9	REAR DIFFUSER	1	Pieces		322.86
	Use Predecessor 5G6807568D				
P 5G6807863A	STRIP	1	Pieces		67.07
	Use Predecessor 5G6807863				
<b>Sum carried forward</b>					<b>8,724.23</b>

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

PDI TUAS

PDI TUAS

TAN GEK LAN ROSIE  
530 EAST COAST ROAD  
#02-02  
Singapore, 458970  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV026626  
Quote No. SER/QUO/1800022  
QuoteDate 04/01/18  
Salesperson Anthony Yong  
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

<b>Make</b>	<b>Model Description</b>
Volkswagen Passeng	GOLF A7 1.4 TSI (DSG)RECAT
<b>License No.</b>	<b>VIN</b>
SDX810E	WVWZZZAUZEW415373
<b>Engine Code</b>	<b>Labor Type</b>
	1T

<b>Mileage</b>	45,606
<b>Initial Registration</b>	28/08/14
<b>Engine No.</b>	CXS 205987

<b>Service Advisor</b>	Kong Charmaine
<b>Sales Advisor</b>	Anthony Yong
<b>Model Code</b>	5G13GZ

Continued 8,724.23

Sum Item 2,644.23

Sum Labor	6,080.00
Sum Item	2,644.23

Total	SGD	8,724.23
7% GST		610.70
Total SGD Incl. GST		9,334.93

### Explanations

P = Proportionately Charged

Payment Terms No Credit

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:

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

*Rebut*  
*4p 90010068*  
*3 days*  
*09/01/18 @ 0900*  
*Resurvey before paint*

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 9 January 2018 11:43 AM  
**To:** Kong, Charmaine (VWG Singapore)  
**Cc:** Zaini (LKK Auto); Admin A; assignments  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

### Without Prejudice

Dear Sirs/ Madam,

We refer to the above matter.

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

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

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shirley Hiew (LKK Auto)  
**Sent:** Friday, 5 January 2018 4:34 PM  
**To:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK  
REF - CC4/III18000338/ps3

Dear Charmaine,

We refer to the above matter.

Please be informed that we are currently **pending for our insured's GIA report**.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

***Meanwhile, please arrange appointment for survey.***

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

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

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@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:** 05 January, 2018 9:46 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Hi,

Please assign to 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>





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**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

**Sent:** Friday, 5 January, 2018 9:04 AM

**To:** Kong, Charmaine (VWG Singapore)

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

---

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

**Sent:** 04 January, 2018 5:33 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore)

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

**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Dear 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg) [mailto:[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** Thursday, 4 January, 2018 7:08 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

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It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.  
Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.  
Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	05 Jan 2018 16:16	Clim Veh Model Changed	(203425) VOLKSWAGEN GOLF 1.4 TSI (A7) (5G13GZ) (A).		[A] Hiew May Fung
2	05 Jan 2018 16:16	Clim Created	Reg No: SDX810E. Acct Date: 2018/01/04. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Volkswagen Group Singapore Pte Ltd (-)		[A] Hiew May Fung
3	05 Jan 2018 16:16	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] Hiew May Fung
4	05 Jan 2018 16:16	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/01/16		[A] Hiew May Fung
5	05 Jan 2018 16:16	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.		[A] Hiew May Fung
6	05 Jan 2018 16:17	Label Added	(30653):Direct Settlement.		[A] Hiew May Fung
7	05 Jan 2018 16:17	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH		[A] Hiew May Fung
8	08 Jan 2018 10:11	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.		[A] Hiew May Fung
9	08 Jan 2018 12:17	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: Insured driver rear-ended third party		[A] CHEW HSIAO TONG
10	08 Jan 2018 14:25	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/01/16		[I] Priya
11	08 Jan 2018 14:25	Adj Mandate Set	Approved:0.00.		[I] Priya
12	11 Jan 2018 12:03	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL		[A] Hiew May Fung
13	11 Jan 2018 12:05	Adj Rpt Initiated			[A] Hiew May Fung
14	11 Jan 2018 12:05	Clim Details Notified			[A] Hiew May Fung
15	10 Feb 2018 12:14	Adj Mandate Request	Cur.Req:4491.69:PODS Liability: 100% Quantum:(a)CORw/GST:\$4,304.24 + (b)LOU (3daysx\$60.00): \$180.00 + (c)LTA:\$7.45 = Total: \$4,491.69 Vehicle Model: Volkswagen Golf (1395cc) For your approval		[A] CHEW HSIAO TONG

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1692016	11/01/2018 12:05	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SDX810E		10.70

## Print Received Message

This mail is associated with :

**\*SDX810E (MCT18010096)  
[SHA6115M]**

TP

TAN GEK LAN ROSIE

Jan 4 2018 8:00AM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Group Singapore Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 12/02/2018 12:19 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$4491.69) - SDX810E - Claim Handler: Priya

Approved:4491.69.

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 13 February 2018 11:36 AM  
**To:** 'Kong, Charmaine (VWG Singapore)'; Cheong, Pearlyn (VWG Singapore)  
**Cc:** Admin A; Zaini (LKK Auto)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

*Without Prejudice*

Hi Charmaine,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair(w/GST)	\$ 4,304.24
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/GIA search fee	\$ 7.45
<b>TOTAL</b>	<b><u>\$ 4,491.69</u></b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@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](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** Thursday, 25 January 2018 4:53 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Hi,

LOD attached & will post to you today.

## Hsiao Tong (LKKAuto)

---

**From:** Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Saturday, 19 May 2018 1:03 PM  
**To:** Admin A; Hsiao Tong (LKKAuto)  
**Cc:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Dear Hsiao Tong,

Offer accepted. Please forward us DV, if any, and kindly process payment.

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, April 03, 2018 11:40 AM  
**To:** Wong, Meiy (VWG Singapore)  
**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Hsiao Tong (LKKAuto) [mailto:[chewht@lkkauto.com](mailto:chewht@lkkauto.com)]  
**Sent:** Tuesday, 3 April, 2018 11:39 AM  
**To:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)  
**Cc:** Admin A; Zaini (LKK Auto)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\*  
LKK REF - CC4/III18000338/ps3

*Without Prejudice*

Hi,

We refer to our email dated 13/02/2018.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."



Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 13 February 2018 11:36 AM

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

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

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

*Without Prejudice*

Hi Charmaine,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair(w/GST)	\$ 4,304.24
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/GIA search fee	\$ 7.45
<b>TOTAL</b>	<b><u>\$ 4,491.69</u></b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@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](mailto:charmaine.kong@vw.com.sg)]

**Sent:** Thursday, 25 January 2018 4:53 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Hi,

LOD attached & will post to you today.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

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

**Sent:** Tuesday, 9 January, 2018 11:44 AM

**To:** Cheong, Pearlyn (VWG Singapore)

**Cc:** Kong, Charmaine (VWG Singapore); Admin A; assignments; Zaini (LKK Auto)

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Without Prejudice

Hi Pearlyn,

FYI.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 9 January 2018 11:43 AM

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

**Cc:** Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

#### **Without Prejudice**

Dear Sirs/ Madam,

We refer to the above matter.

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

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

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Shirley Hiew (LKK Auto)

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

**To:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Dear Charmaine,

We refer to the above matter.

Please be informed that we are currently **pending for our insured's GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

***Meanwhile, please arrange appointment for survey.***

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

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

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@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:** 05 January, 2018 9:46 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Hi,

Please assign to 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]  
**Sent:** Friday, 5 January, 2018 9:04 AM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*  
**Gabriel Wee**  
Motor Claims Dept.  
**India International Insurance Pte Ltd**  
64 Cecil Street | #05 IOB Building | Singapore 049711  
Tel: 6347 6100, Ext - 248

**From:** Kong, Charmaine (VWG Singapore) [mailto:[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** 04 January, 2018 5:33 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Dear 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg) [mailto:[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** Thursday, 4 January, 2018 7:08 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including

the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K



## Hsiao Tong (LKKAuto)

---

**From:** Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Thursday, 31 May 2018 6:30 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Admin A  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/R1pb3  
**Attachments:** MyDocument\_2018\_05\_22\_08\_50\_09.pdf

Dear Hsiao Tong,

Car Owner said, had given authorization to driver as attached (owner's husband) exercise all repair work & signature.

Can take this as final.

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:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Thursday, May 31, 2018 4:14 PM  
**To:** Wong, Meiy (VWG Singapore)  
**Cc:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Admin A  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/R1pb3

Without Prejudice

Hi Meiy,

We refer to the above matter.

Kindly let us have a copy authorisation to act signed by car owner, Tan Gek Lan Rosie to authorise your workshop to handle third party claim.

Thank you for your understanding.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto: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](mailto:meiy.wong@vw.com.sg)]

**Sent:** Thursday, 24 May 2018 10:02 AM

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

**Cc:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/R1pb3

Dear Hsiao Tong,

Please find attached DV for your kind action and will mail the original DV to you today, 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



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

---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Monday, May 21, 2018 9:42 AM  
**To:** Wong, Mei (VWG Singapore)  
**Cc:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Admin A  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\*  
LKK REF - CC4/III18000338/R1pb3

**Without Prejudice**

Hi Mei,

Thank you for your acceptance.

Please duly sign the **DV** enclosed and return together with the following document to us(LKK) for our necessary action: -

- **Authorisation to Act signed by car owner, Tan Gek Lan Rosie**

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto: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:** Saturday, 19 May 2018 1:03 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Dear Hsiao Tong,

Offer accepted. Please forward us DV, if any, and kindly process payment.

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](mailto: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, April 03, 2018 11:40 AM

**To:** Wong, MeiY (VWG Singapore)

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Tuesday, 3 April, 2018 11:39 AM  
**To:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)  
**Cc:** Admin A; Zaini (LKK Auto)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\*  
LKK REF - CC4/III18000338/ps3

*Without Prejudice*

Hi,

We refer to our email dated 13/02/2018.

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 13 February 2018 11:36 AM

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

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

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

*Without Prejudice*

Hi Charmaine,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair(w/GST)	\$ 4,304.24
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/GIA search fee	\$ 7.45
<b>TOTAL</b>	<b><u>\$ 4,491.69</u></b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@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, 25 January 2018 4:53 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Hi,

LOD attached & will post to you today.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

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

**Sent:** Tuesday, 9 January, 2018 11:44 AM

**To:** Cheong, Pearlyn (VWG Singapore)

**Cc:** Kong, Charmaine (VWG Singapore); Admin A; assignments; Zaini (LKK Auto)

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Without Prejudice

Hi Pearlyn,



FYI.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 9 January 2018 11:43 AM

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

**Cc:** Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

#### **Without Prejudice**

Dear Sirs/ Madam,

We refer to the above matter.

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

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

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shirley Hiew (LKK Auto)

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

**To:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Zaini (LKK Auto) <[Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18 \*\*\* LKK REF - CC4/III18000338/ps3

Dear Charmaine,

We refer to the above matter.

Please be informed that we are currently **pending for our insured's GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

***Meanwhile, please arrange appointment for survey.***

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

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

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@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:** 05 January, 2018 9:46 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Hi,

Please assign to LKK.

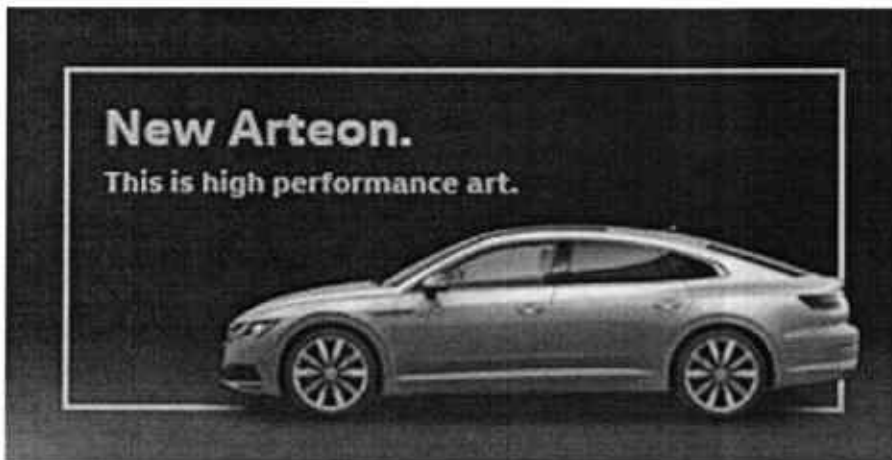
Thanks.

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



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**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

**Sent:** Friday, 5 January, 2018 9:04 AM

**To:** Kong, Charmaine (VWG Singapore)

**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

**India International Insurance Pte Ltd**

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

**From:** Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** 04 January, 2018 5:33 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Wong, MeiY (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh, Edmund (VWG Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SDX810E & SHA6115M ON 4.1.18

Dear 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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Thursday, 4 January, 2018 7:08 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including

the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

# Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934  
Fax: 64743643 Tel: 63057299

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

## LETTER OF DEMAND

Your Ref: CC4 / IIX 18000338 / ps 3

Our Ref: SDX 810E

To: SHIN

Dear Sirs,

ACCIDENT INVOLVING SDX 810E & SHR 6115M ON 4-1-18

We are claiming on behalf of our client TAN GEK LAN ROSE owner of

vehicle number SDX 810E involved in accident on 4-1-18

with vehicle SHR 6115M along/at TURNING LEFT ONTO MARINA BLVD.

Description of claims:

Cost of Repairs \$ 4022.65 + 7% GST = \$ 4304.24

Loss of Use/~~Rental~~ \$ 80 X 3 Days = \$ 240

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

Search Fee \$ \_\_\_\_\_ + 7% GST = \$ 7.45

TOTAL \$ 4551.69

We are claiming in full and final settlement of \$ 4551.69.

Cost of repair & search fee \$ 4311.69 to be payable to Volkswagen Centre Singapore.

Loss of use/~~Rental~~ amount/~~Medical~~ fee of \$ 240 to be payable to  
TAN GEK LAN ROSE.

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 [charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)

Dated this \_\_\_\_\_ of 25 JAN 2018

Date : 04/01/14

Dear Sir or Madam :

To whom it may concern,

**RE: Authorization to act on behalf**

Vehicle No.: SDX 810 E

I, Tan Get Can Pooie, bearing NRIC Number S15475241,

would like to authorize Lim Poi Guan, bearing NRIC  
Number S256103D, to act on my behalf to exercise my

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

Thank You.

Yours Sincerely,

  
Signature



# Volkswagen Centre Singapore



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

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SDX 810E and SHAGIEM on 04/01/18  
Own vehicle's number Other vehicle's number Date of accident  
along TURNING LEFT ONTO MARINA BLVD  
Accident location

BY THE LETTER OF AUTHORITY, I/we, TAN GEK LAN ROSIE  
Name of Policy Holder & IC / Passport number  
of S1543341 owner of Vehicle Registration

Number SDX 810 E 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 B279436 QMY 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 04 of the month

04 JANUARY Year 2018

Signed & Delivered By :

[Signature]  
Policy Holder

Witness By:

[Signature]



INDIA  
INTERNATIONAL  
INSURANCE  
SINGAPORE  
Serving the region since 1987

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

INDIA INTERNATIONAL INSURANCE PTE LTD  
198701792k | GST Reg. No. M2-0078006-X  
111 Cecil Street | #04 | #05 | #06-02 | 10th Building | Singapore 049711  
Office: (65) 63476100 Email: insure@iil.com.sg  
Fax: (65) 62244174 Website: www.iil.com.sg

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER

#### III- Direct Settlement (PODS)

India Ref: MCT18010096  
Claimant Ref: SDX 810E

We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 4,304.24 (repair cost), S\$ 180.00 (loss of use/rental), S\$ 7.45 (search fee), vehicle no. SDX 810E that was damaged pursuant to the accident which occurred on 04/01/2018 (date) at Turning Left Onto Marina BLVD (location) involving vehicle no. SHA 6115M (insured vehicle). This is pursuant to the inspection conducted on 09/01/2018 (date) at "the workshop".


We/I confirm that we/I are/am authorized by the owner Tan Gek Lan Rosie ("the third party claimant") of vehicle no. SDX 810E to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SDX 810E (vehicle no.) as a result of the accident.

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

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

We/I authorize you to pay the total amount of S\$ 4,491.69 to Volkswagen Centre Singapore

Dated this 22 day of 05 2018  
**CLAIMANT:**  
Signature: \_\_\_\_\_  
Signed by "the workshop" (with stamp)  
Name: \_\_\_\_\_  
NRIC: \_\_\_\_\_  
Address: \_\_\_\_\_  
Nationality: \_\_\_\_\_  
Occupation: \_\_\_\_\_  
  
**Mely Wong**  
Insurance Advisor  
Tel: 6305 7299 Ext: 216  
Mobile: 8121 4681  
Fax: 6474 3643  
Email: meiy.wong@vw.com.sg

#### WITNESS:

  
Signature: \_\_\_\_\_  
Signed by appointed Surveyor  
Name: LKK Auto Consultants Pte Ltd  
NRIC: 199607198R  
Address: 51 Ubi Avenue 1  
#01-25 Paya Ubi Ind. Park S(408933)  
Nationality: \_\_\_\_\_  
Occupation: \_\_\_\_\_

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P02720

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

SERVICE ORDER NO: 18IP0056

SERVICE CUSTOMER NO.: CV000179

SERVICE CUSTOMER NAME: INDIA INTERNATIONAL INSURANCE

TELEPHONE NO.:

ADDRESS: 64 CECIL STREET

#04-05 IOB BUILDING

Singapore

Post Code: 049711

VEH NO.: SDX810E

DATE: 19/01/18

Pickup:

VIN NO.: WVWZZZAUZEW415373

KM : 53,786

GEARBOX CODE:

Engine No.:

MODEL: GOLF A7 1.4 TSI (DSG)RECAT

SA : Kong Charmaine

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
	<b>INDIA DIRECT SETTLEMENT DOA 4.1.17 SURVEYOR RASUL LKK TP VEHICLE SHA6115M</b>				
	Labor				
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
3	SUPPLY & INSTALL REVERSE SENSOR	1.00	PCS	400.00	400.00
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	Tow SVC- Quality Recovery Services	1.00	UNIT		
6	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
7	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
	Item				
8	BUMPER BRACKET RH	1.00	PCS	36.45	36.45
9	BUMPER GUIDE RH	1.00	PCS	36.45	36.45
10	REAR BUMPER COVER	1.00	PCS	1,149.75	1,149.75

Sub Total 4,022.65  
GST (7%) AMOUNT 281.59  
TOTAL AMOUNT 4,304.24

for Volkswagen Centre Singapore  
SINGAPORE  
53103000  
Authorised Signatory

Customer

Phone : Fax :



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 04 Jan 2018 / 17:03:04

Receipt Date/Time : 04 Jan 2018 / 17:03:04

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-180104-001725

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
	Result of Insurance Enquiry - SHA6115M As at 04 Jan 2018/08:00:00 Insurance Co: INDIA INT'L INS PTE LTD			
1	Insurance Enquiry - SHA6115M Enquiry Fee 20180104170113075928	7.00	0.49	7.49
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
	<b>Paid By</b>			
	20180104170126825 Direct Debit: eNETS Debit (Internet Banking)			7.45
	<b>Total</b>			7.45
	<b>Cash Change</b>			0.00
	<b>Tendered Amount</b>			7.45
	<b>Excess Refundable Amount</b>			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

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

Direct Settlement





































CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	08 Jan 2018 <a href="#">Edit Reg</a>		05 Jan 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$4,022.65</b> <a href="#">Edit Estimates</a>	<b>S\$4,022.65</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	<b>COMFORT TRANSPORTATION PTE LTD</b> , Co. Reg. No.: 199303821R								
Main Claimant:	<b>TAN GEK LAN ROSIE</b> , ID: S15475741								
Vehicle Reg. No.:	<b>SDX810E</b>	Date of Loss:	04/01/2018 08:00 - :59 [40 Months and 7 Days From LTA Reg Date (Man Yr)]						
Claim Type:	<b>TP / MCT18010096</b>	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	<b>SHA6115M</b>	Policy No. (Claimant):	B27943716QMY						
		Excess:							
Repairer:	<b>Volkswagen Centre Singapore (HQ)</b> 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	<b>India International Insurance Pte Ltd (HQ)</b> - Tel: 63476100 ... [Handled by <b>Priya</b> ]								
Claimant's Insurer:	<b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888								
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>MOHD RASUL</b> ] ... [Final Rpt due 16/01/2018]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>III_SG (12/02/2018): Alert - Adj Mandate Approved (S\$4491.69) - SDX810E - Claim Handler: Priya</li> <li>III_SG (08/01/2018): Alert - Adj Mandate Approved (S\$0.00) - SDX810E - Claim Handler: Priya</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SDX810E (MCT18010096)  
[SHA6115M]  
TP  
TAN GEK LAN ROSIE  
Jan 4 2018 8:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
Volkswagen Centre Singapore

Upload Documents   Upload Photos   Compose New Letter			View <span>View in Browser</span>	
<b>Photos/Images</b>			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	10/02/18 12:10	Odometer Reading	 Load JPG	<input checked="" type="checkbox"/>
2	10/02/18 12:10	Chassis Number	 Load JPG	<input checked="" type="checkbox"/>
3	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
4	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
5	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
6	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
7	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
8	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
9	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
10	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
11	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
12	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
13	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
14	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
15	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
16	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
17	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
18	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
19	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
20	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
21	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
22	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
23	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
24	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
25	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
26	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
27	10/02/18 12:10	General View	 Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/01/18 16:35	ACKNOWLEDGEMENT EMAIL TO III DD 05.01.2018	 Load PDF	
2	05/01/18 17:57	NOTIFICATION FROM WORKSHOP + TP ESTIMATE	 Load PDF	
3	05/01/18 17:59	TP GIA REPORT 1	 Load PDF	
4	05/01/18 18:00	TP GIA REPORT 2	 Load PDF	
5	05/01/18 18:01	TP GIA REPORT 3	 Load PDF	
6	05/01/18 18:02	TP GIA REPORT 4	 Load PDF	
7	11/01/18 12:08	TP ESTIMATE- MARKED	 Load PDF	
8	07/02/18 16:31	WORKSHOP INVOICE	 Load PDF	
9	07/02/18 16:31	LTA SEARCH	 Load PDF	

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail Print
10	07/02/18 16:31	LOD		Load PDF
11	25/07/18 18:28	Email from Third Party		Load PDF
12	30/07/18 11:15	DISCHARGE VOUCHER		Load PDF
13	30/07/18 11:15	AUTHORISATION TO ACT FORM		Load PDF
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail Print
1	08/01/18 08:57	Singapore Accident Statement		Load PDF

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>

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

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

Singapore 408933

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

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III18000338/R1PB3Q2

Date: 30/07/2018

## REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant Vehicle No: SDX810E Insured Vehicle No: SHA6115M  
 Date of Loss: 04/01/2018 Nature of Claim: TP Claim No: MCT18010096

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SDX810E  
 Make & Model: VOLKSWAGEN GOLF, 1.4 TSI (A7) (5G13GZ) (A) Engine No: CXS205987  
 Reg. Date: 28/08/2014 (Man. Year: 2014) Chassis No: WWWZZZAUZEW415373  
 Colour: Grey Odometer: 53507 km  
 Engine Capacity: 1395 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (\$\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

## CONDITION OF TYRES

Front Tyre Size: 225/45 R17 Rear Tyre Size: 225/45 R17  
 Front Left Side: Continental 6 mm Rear Left Side: Continental 6 mm  
 Front Right Side: Continental 6 mm Rear Right Side: Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,644.23	1,222.65	1,421.58	53.76
Miscellaneous Items	0.00	0.00	0.00	
Labour	6,080.00	2,800.00	3,280.00	53.95
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (\$\$)</b>	<b>8,724.23</b>	<b>4,022.65</b>	<b>4,701.58</b>	<b>53.89</b>
<b>+ GST 7.00/7.00% (\$\$)</b>	<b>610.70</b>	<b>281.59</b>	<b>329.11</b>	<b>53.89</b>
<b>Nett Amount (\$\$)</b>	<b>9,334.93</b>	<b>4,304.24</b>	<b>5,030.69</b>	<b>53.89</b>
<b>+ Loss of Use (3.0 x S\$60.00/day) (\$\$)</b>		<b>180.00</b>		
<b>+ Doc/Search Fee (\$\$)</b>		<b>7.45</b>		
<b>Nett Liability (\$\$)</b>		<b>4,491.69</b>		

## INSPECTION

Date of Assignment: 05/01/2018  
 Date Inspected: 09/01/2018 Inspected At: Volkswagen Group Singapore Pte Ltd (-)  
 247 ALEXANDRA ROAD  
 Singapore 159934  
 Estimated Period of Repair: 3.0 days



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**Adjuster:** MOHD RASUL**Manager:** CHEW HSIAO TONG

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

## REPAIR DETAILS

<b>Reference</b>		
<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 07 Feb 2018)
<b>Parts:</b>	144	VOLKSWAGEN GOLF 1.4 TSI (A7) (5G13GZ) (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SDX810E)	
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BUMPER REINFORCEMENT	Not Necessary	606.53 FS	*- FS
2	1		*TAILLIGHT OUTER	Not Necessary	352.22 FS	*- FS
3	1		*BUMPER BRACKET LH	Not Necessary	36.45 FS	*- FS
4	1		*BUMPER GUIDE LH	Not Necessary	36.45 FS	*- FS
5	1		*BUMPER BRACKET RH	Necessary	36.45 FS	*36.45 FS
6	1		*BUMPER GUIDE RH	Necessary	36.45 FS	*36.45 FS
7	1		*REAR BUMPER COVER	Deformed	1,149.75 FS	*1,149.75 FS
8	1		*REAR DIFFUSER	Not Necessary	322.86 FS	*- FS
9	1		*STRIP	Not Necessary	67.07 FS	*- FS

F=Franchise part. S=SpcNett.

<b>Total Parts (S\$)</b>	<b>2,644.23</b>	<b>1,222.65</b>
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Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	LABOUR	New	2,520.00	840.00
2	SPRAY PAINT	New	2,400.00	800.00
3	SUPPLY & INSTALL REVERSE SE	New	400.00	400.00
4	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
5	ELECT WIRING & MECH COMPO	New	280.00	280.00
Gross Labour Cost (\$\$)			<b>6,080.00</b>	<b>2,800.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >