



Letter of Claims
Request of direct settlement.

Volkswagen Group Singapore Pte Ltd

We are submitting a claim on behalf of our customer 1

NRIC 53103069E insured of vehicle SL 3813X against

your insured vehicle number SLF 7705H. (AIG)

On the accident dated on 25/12/17 (ddmmyyy) along Junction of
Kallang Bahru & Boonkeng Rd.

Dated this 5 (day) of 1 (month) 20 17.



Volkswagen Group Singapore

1 Kampong Ampat

Singapore 368314

DID: 69223502

HP: 93867833

shushi.tang@vw.com.sg

PDI TUAS

PDI TUAS

Company VOLKSWAGEN SINGAPORE
Volkswagen Group Singapore
247 Alexandra Road
159934 Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. VWSING
Quote No. SER/QUO/1800025
QuoteDate 05/01/18
Salesperson Dummy
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	SPORTSVAN 1.4 TSI CL	11,786	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SLL3813X	WVWZZZAUZGW522304	22/02/17	Dummy
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 411401	AM13HZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	6	UNIT		5,040.00
P B&P MACP LABOUR	TFR DOOR MECH	2	UNIT		1,680.00
P B&P MACP PAINT	SPRAY PAINT	7	UNIT		5,600.00
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				
	Sum Labor				13,080.00
P 510831056Q	RHF DOOR	1	Pieces		2,095.75
	Predecessor 510831056M				
P 510833056N	RHR DOOR	1	Pieces		2,136.51
P 510837652C	RHF DOOR SEAL	1	Pieces		117.02
P 510839700D	RHR DOOR SEAL	1	Pieces		142.91
P 510857522A	RH WING MIRROR	1	Pieces		152.49
P 510857538A GRU	RH WING COVER	1	Pieces		121.83
P 518857508H 9B9	RH WING HOUSING	1	Pieces		575.73
P D 378500A2	RHF DOOR INSULATOR	1	Pieces		53.34
P D 378500A2	RHR DOOR INSULATOR	1	Pieces		53.34
	Sum Item				5,448.92

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

PDI TUAS

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Company VOLKSWAGEN SINGAPORE
Volkswagen Group Singapore
247 Alexandra Road
159934 Singapore

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
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Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 411401	AM13HZ

	Sum Labor	13,080.00
	Sum Item	5,448.92
	Total SGD	18,528.92
	7% GST	1,297.02
	Total SGD Incl. GST	19,825.94

Explanations
P = Proportionately Charged

Payment Terms No Credit

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

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 09:10
Date Of Accident	25/12/2017 20:55
Exact Location Of Accident	JUNCTION OF KALLANG BAHRU & BOON KENG RD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLL3813X
Insured/Policyholder	
Name Of Registered Owner	VOLKSWAGEN GROUP SINGAPORE PTE LTD
Co Reg No	53103069E
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-63057299

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	SPORTSVAN-1.4 (A)
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	ALLIED WORLD ASSURANCE COMPANY, LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	BVMTSB0001751707
Cover Note Number	

Driver

Name of Driver	TAN BEE LIAN
NRIC No	S7804315F
Date Of Birth	08/02/1978
Occupation	INDOOR
Date Of Driving Pass	23/10/2001
Driving Experience	16 YEARS AND 2 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-97686354
Fax Number	
Contact Number	
Email Address	SHARON.TAN@VRAS.COM.SG

Address	BLK 315 UBI AVE 1 #07-391
Postcode	400315
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OTHER - VRAS STAFF
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	SIDE SWIPE
Weather Conditions	CLEAR
Road Surface	WET

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?	
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)	1

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	MACPHERSON NEIGHBOURHOOD POLICE POST
Police Station Address	ROAD: BLK 54 PIPIT ROAD #01-82/84 , POSTCODE: 370054 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-7449999 - FAX NO: 65476366
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO ATTACHMENT

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	SLF7265H
Vehicle Make/Model/Colour	TOYOTA ALTIS
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	TAN KUAN JIN
NRIC/Passport Number	S0086661Z
Contact Number	8265326
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	SIDE

No. Of Passenger (Including Driver)

3

SKETCH PLAN

IMPORTANT NOTICE

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7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

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



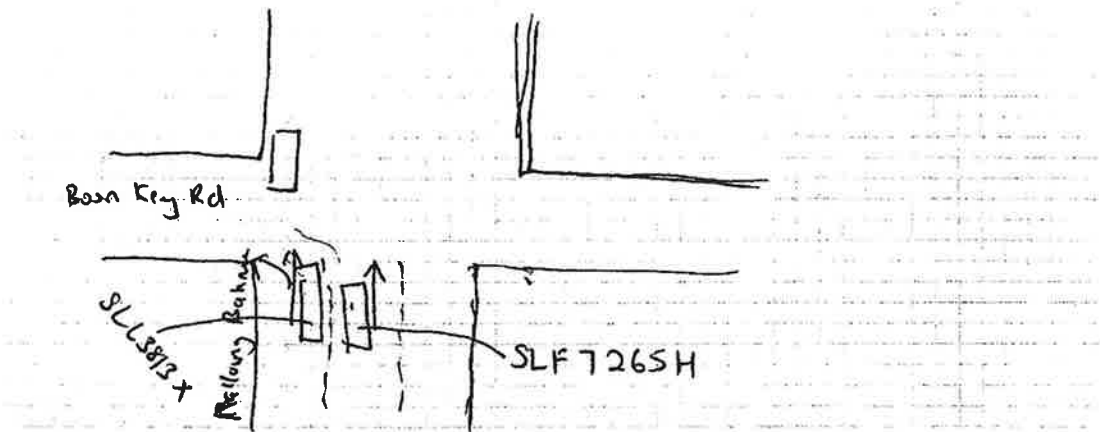
Policyholder's Signature
Date & Time:

Driver's Signature
(If driver is not the policyholder)
Date & Time:



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

SKETCH PLAN

**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

Pls refer to police report attached.

Report no. T/20171225/2082



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

Policyholder's Signature
Date & Time

Date & Time:

26/12/2017

Driver's Signature
(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel Signature
Name: 81030002
NRIC/FIN No.:

POLICE REPORT Pg. 1



**SINGAPORE
POLICE FORCE**



T/20171225/2082

Police Station Of Origin:
MacPherson NPP
54 Pipit Road #01-82/84 SINGAPORE
370054
Tel No: 1800-7449999

1 of 3

Report No. T/20171225/2082

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 25/12/2017 21:57		Vide Report No.:		Station Diary No.: 41
Informant's Particulars				
Name of Informant: TAN BEE LIAN		Address: APT BLK 315 UBI AVENUE 1 #07-391 SINGAPORE 400315		
ID Type / ID No.: NRIC NO / S7804315F		Contact No.: Home/Office: Mobile: 97686354		
Nationality: SINGAPORE CITIZEN		Email:		
Sex: Female	Age: 39	Date of Birth: 08/02/1978	Type of Informant: Driver	
Race: Chinese		Language:	Institution / School Name:	
Occupation: Other transport controllers and related workers nec		Driving Licence Information: Class: 3 Date of Expiry:		

General Information of the Accident				
Type of Accident:	Non-Injury Others	Drink Drive: No	Date/Time of Accident: 25/12/2017 20:55	Type of Location: X-Junction
Location: Junction of Road 1 and Road 2 KALLANG BAHRU BOON KENG ROAD Junction of Kallang Bahru and Boon Keng Road				
Weather: Clear		Road Surface: Wet	Road Speed Limit:	
Traffic Flow:		Traffic Control: Traffic Light - Working	Traffic Volume: Light	
Type of Collision: Between Moving Vehicles - Side Swipe - Same Direction			Anyone conveyed by ambulance: No	

Details of Vehicle Involved						
Vehicle No	Type	Make	Model	Color	Condition	No of Passenger
SLF7265H	Car				Slightly Damaged	2
SLL3813X	Car				Slightly Damaged	0

Details of Person Involved	
Any Pedestrian Involved: No	
No. of Pedestrians Injured: NIL	Use of Pedestrian Crossing: NA

POLICE REPORT Pg. 1



**SINGAPORE
POLICE FORCE**



T/20171225/2082

Police Station Of Origin:
MacPherson NPP
54 Pipit Road #01-82/84 SINGAPORE
370054
Tel No: 1800-7449999

2 of 3
Report No. T/20171225/2082

CONTINUATION OF REPORT

Driver			
Name	TAN KUAN JIN		ID No. S0086661Z
Related Vehicle	SLF7265H (Car)		Contact No. 82653126
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date Class: NIL Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL
Driver			
Name	TAN BEE LIAN		ID No. S7804315F
Related Vehicle	SLL3813X (Car)		Contact No. 97686354
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date Class: 3 Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL

Brief Details.

On 25/12/2017 at about 2055hrs, I was travelling along Kallang Bahru. As I was approaching the junction of Kallang Bahru, and Boon Keng Road, I then slowed my vehicle (SLL3813X) down. As the traffic light is still 'Green', I then proceeded on straight. I wished to inform that I was at the most left lane and the lane allowed a vehicle to either go straight or turn left. Out of the sudden, I saw one vehicle (SLF7265H) on my right travelling nearer and nearer towards me trying to turn left. I then tried to react however too late. Both of our vehicle collided with each other in the intersection of the junction and both of us slowed our vehicle down. As our vehicle was no longer touching each other, I then moved my vehicle across the junction and stopped by the side, the vehicle then followed behind me and stopped in front of me. We then came out to make a check and I discovered that the right side of my vehicle was covered with scratches and the other vehicle front left side suffered a dent and his left mirror was also damaged. He then questioned why did I went straight however his lane is only for vehicle going straight. We then exchanged particulars and left the scene. I wished to inform that I do not have any in-car camera and unsure if he have any. I am also unsure if there is any CCTV at the vicinity. I also wished to inform that I does not felt any pain as of now.



**SINGAPORE
POLICE FORCE**



T/20171225/2082

Police Station Of Origin:
MacPherson NPP
54 Pipit Road #01-82/84 SINGAPORE
370054
Tel No: 1800-7449999

3 of 3

Report No. T/20171225/2082

CONTINUATION OF REPORT

Sketch Plan

Informant is not able to provide sketch plan

IMPORTANT: Please attach a copy of your vehicle's Insurance Certificate to this report. If you don't have the certificate with you now, please fax a copy to 65474885 stating the report number as reference.

Signature Of Officer Recording The Report: G / Sgt 2 WONG WEI MIN	Signature Of Informant:
Signature Of Interpreter: Not applicable	Date/Time: 25/12/2017 21:57
Officer In Charge Of Case: TP / GIA / Staff Sgt TANG SIEW PING Contact No.: 65476430	Classification Of Case:

Authentication Stamp
NP168

**SINGAPORE
POLICE FORCE**

SIGNATURE

PRIVATE CAR

CERTIFICATE OF INSURANCE

MX4

E SB

B800SD0

Cov.Type: C

KUKTASS

THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP 189) OF THE REPUBLIC OF SINGAPORE
THE ROAD TRANSPORT ACT 1987 OF MALAYSIA
THE AGREEMENT BETWEEN THE MINISTER FOR FINANCE (SINGAPORE) AND THE MOTOR INSURERS' BUREAU OF SINGAPORE DATED 22 FEBRUARY 1975
THE AGREEMENT BETWEEN THE MINISTER OF TRANSPORT (MALAYSIA) AND THE MOTOR INSURERS' BUREAU OF WEST MALAYSIA DATED 15 JANUARY 1968
ANY SUBSEQUENT REVISIONS TO THE ABOVE ACTS AND AGREEMENTS

ChNo: WVWZZZAUZGWS22304

CERTIFICATE No. BVFFSB0007861712

1. Index Mark and Registration Number of Vehicle

SLL 3813 X

2. Name of Policyholder

VOLKSWAGEN GROUP SINGAPORE PTE LTD

3. Effective Date of Commencement of Insurance for the purposes of the Ordinance

21 February 2017

4. Date of Expiry of Insurance

31 December 2017

5. Persons or Classes of Persons entitled to drive* (For certificate references MX1 and MX4, see overleaf)
ANY PERSON WHO IS DRIVING ON THE POLICYHOLDER'S ORDER OR WITH THEIR PERMISSION.

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.
And provided further that the Motor Vehicle is registered under the Road Traffic Act and its registration under the Road Traffic Act has not been cancelled at the time of the accident loss or damage.

6. Limitations as to Use* (For certificate reference MX1, see overleaf)

USE ONLY FOR SOCIAL, DOMESTIC AND PLEASURE PURPOSES AND FOR THE POLICYHOLDER'S BUSINESS.
THE POLICY DOES NOT COVER :

1. USE FOR HIRE OR REWARD.
2. USE FOR RACING, PACE-MAKING, RELIABILITY TRIAL OR SPEED-TESTING.
3. USE FOR THE CARRIAGE OF GOODS (OTHER THAN SAMPLES) IN CONNECTION WITH ANY TRADE OR BUSINESS.
4. USE FOR ANY PURPOSE IN CONNECTION WITH THE MOTOR TRADE.

Estimated Value : MARKET VALUE WITH COE/PARF
Hire Purchase Owner :
Type of Cover : Comprehensive

* Limitations rendered inoperative by Section 79 of the Road Traffic Ordinance 1958 (Malaysia) or Section 7 of the Motor Vehicle (Third-Party Risks and Compensation) Ordinance 1960 (Republic of Singapore) are not to be included under the headings.

I/WE HEREBY CERTIFY that the policy to which this certificate relates is issued in accordance with the provisions of Part IV of the Road Transport Act 1987 (Malaysia) and The Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) (Republic of Singapore)



Approved Insurers

Examined By

[Signature]

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S7804315F



Name
TAN BEE LIAN
陳美蓮

Race
CHINESE

Date of birth
08-02-1978

Sex
F

Country of birth
SINGAPORE

S7804315F

REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number
S7804315F

Name
TAN BEE LIAN
(CHEN MEILIAN)

Birth Date: 08 Feb 1978
Issue Date: 27 Aug 2003

000761838D

4172591



NRIC No. S7804315F

Date of issue
11-02-2008

APT BLK 315 UBI AVENUE 1 #07-391
SINGAPORE 400315

NRIC No: S7804315F Date: 16/01/2012 No: 6962263

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS/ES

Class	Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	PASS DATE
Class 3	Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	23 Oct 2001

NP 428A

Licence No: S7804315F

