

Survivor: Taufik ASSIGNMENT (Office)From (Person): Teo Swee Keong of FCT Date/Time: 15/1/18 @ 7.20pm

Estimated Cost: \_\_\_\_\_ Bill to: \_\_\_\_\_

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

To Inspect Vehicle No: SJK 8068B Insured: SHA 3679Yat Workshop m/s Volkswagen Tel: 6305 7176of 247 Alexandra RdPolicy No: \_\_\_\_\_ Claim No: D18000 546 MFSH

Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_

Make of Veh: \_\_\_\_\_

(Client's Record)

D.O.A. 12/01/201817/1/2018 @ 4pm owner waiting

CA / REV / REP. / REV 24 HRS 'wp'

H.O.D. Endorsement: \_\_\_\_\_

Date/Time: 9:30am @ 16/01/2018Person Contacted: CharmaineVehicle IN/OUT OUT

Date/Time	Action/Instruction (✓) Estimate
	SJK 8068B - CS/AIG/16007855/Ugh3c2 D.O.A: 26/04/2016
	SHA 3679Y - CS/FCT/16019017/R1H3n2 D.O.A: 04/10/2016

18/1/18 Email preli revised to Swee Keong

1/2/18 Final fig \$ 6041.92 confirmed by email (Ref 2263-08, 27/0)

Taufman

FCI

ASSIGNMENT

Form 1711/2018

Estimated Cost

OD/TP/WS/TPRES/ODRES/EVA/INV/MV

Vehicle No. SJK 8068B  
Volkswagen  
247 Alexandra Road

Insured

Policy No.

Claims No.

Sum Insured

Excess

Client's Record

Make of Vehicle

4pm @ owner waiting

Policy Condition

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



Ball or Market Value: \$22K.

IDAC Accident Report Consistent? Yes or No

GIA/PR Seen Consistent? Yes or No

Est. Repairs (days) Res? Yes or No

Lum Sum % 3 Val? Yes or No

QA / REV / REP / 24 HRS w/p

Date Person Contacted

Vehicle IN/OUT

Date Time Action Instruction

Barack Unit

SJK 8068B

Page 2008 Nov

1/1 Cycle Bus/Van/Car/Taxi/Prime/Motor

Track Transfer

Make Volkswagen Golf GT 1390

Colour B/ck. Insured \$100,000

Sp Resing 277510

Eng No

CNO

WUN227/K294010502

Gen Cond Good/Fair/Poor/Burnt

Steering In order/Jammed/Leaked/Burnt on

Brake In order/Jammed/Leaked/Burnt on

Mod N/A/Std/STD A/Rim for

Tyre Size

225/40R18

R. 2 2

BS/DUN/EXNOVA/PS/LIZA/MIC/OHTSU/PR/SUMI

TOYO/YOKO or

Front

R.Ba

6

mm

Rear

R.Ba

6

L.Ba

6

mm

L.Ba

6

D.O.A.

D.O.

12/1/15 @ 1615

Survey held at

WV Alexandra

Des of Damages Rt/Front/Left/Back/Top/Bottom/Underneath

That UIC / Chassis frame / Body Structure affected due to collision

RECEIVED 2 FEB 2018

Date Time File Pass No

☐

Prell. Report

☐

Final Report

Date Time File Pass No

ip- typist

Days Of Repair: 5

Resurvey No. of Trip: 1

Survey Fee

Transporter

Depot

Other

Subtotal

Total

Add Fee:

☐

Storage

Insurance

Transport

Other

Report Format

CWS

Lum Sum / 12/1/15

IBI \$6041.92

160  
50  
50  
46

306

# Survey Department Check List (Case Handler)

Reference No.: CS/FCI 18000909/TIVC3  
Policy Type: OD / TP / TP RES / TL / EVA

Case Handler

Typist

Admin (

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

## 1) Office Assign Form

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

Surveyor (

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

## (1) Assignment Form

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

## (2) System - (Views/Merimen)

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

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

## (4) System - (Views/Merimen)

C	Resurvey photo Uploaded	✓			
---	-------------------------	---	--	--	--

Check By: VERON 12/18  
Case Handler Date

\*C: Critical \*N: Non-Critical

21/05/2014



# LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

FIRST CAPITAL INSURANCE LTD

Ref : CS/FCI18000909/T1vd3

36 ROBINSON ROAD  
#16-01 CITY HOUSESINGAPORE 068877

Date : 16-01-2018



Code : FCI2

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHA 3679Y	Veh. Inspected	SJK 8068B
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From	TEO SWEE KEONG	Assign Date	16/01/2018

## 2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

## 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

## 4. Description of Damages

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## 5. General Information

Accident Date	12/01/2018	Inspection Date	
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934		

## 5a. Remarks

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

**Veron Chen (LKKAuto)**

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 1 February 2018 3:07 PM  
**To:** 'Cheong, Pearlyn (VWG Singapore)'; Taufikh (LKKAuto); Admin A; Admin-D (LKKAuto); SUR  
**Cc:** Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SJK8068B - FINALISE

Dear Perarlynn,

Confirmed COR \$ 6,041.92 before GST

Total 5 working days

**Final invoice and all supporting documents sent to First Capital Ins Ltd.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Cheong, Pearlyn (VWG Singapore) [mailto:Pearlyn.cheong@vw.com.sg]  
**Sent:** Wednesday, 31 January 2018 7:22 PM  
**To:** Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>  
**Subject:** SJK8068B - FINALISE

Dear Taufikh,

Please confirmed

COR \$ 6041.92 before GST

Total 5 working days

Best regards,

Pearlyn Cheong  
Service Advisor  
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288

Mobile : +65 9236 1336  
Main line: +65 6305 7299  
Main Fax: +65 6474 3643  
[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)  
<http://www.vw.com.sg>

## **New Arteon.**

**This is high performance art.**



## Veron Chen (LKKAUTO)

---

**From:** Taufikh (LKKAUTO)  
**Sent:** Wednesday, 31 January 2018 9:50 AM  
**To:** 'Ong, Germaine (VWG Singapore)'  
**Cc:** Veron Chen (LKKAUTO)  
**Subject:** RE: SUPPLEMENTARY SJK8068B

Hi Germaine,

Approval on the supplementary items; reverse sensor replace, repair end panel \$840 and painting end panel \$800.

Total 5 days.

Regards  
Taufikh  
Lkk Auto

---

**From:** Ong, Germaine (VWG Singapore) [mailto:Germaine.ong@vw.com.sg]  
**Sent:** Tuesday, 30 January 2018 5:57 PM  
**To:** Taufikh@lkkauto.com  
**Cc:** cs-a@lkkauto.com; Admin A; Cheong, Pearlyn (VWG Singapore)  
**Subject:** SUPPLEMENTARY SJK8068B

Dear Taufikh

Please see attached supplementary for your kind approval

Total: 5 working days

Please revert

Best Regards

Germaine Ong  
Insurance Service Advisor  
AfterSales

Volkswagen Centre Singapore  
17 Tuas Ave 9  
Singapore 639197

HP: +65 92361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>

## Veron Chen (LKKAUTO)

---

**From:** Serene Ler <Sereneler@msfirstcapital.com.sg>  
**Sent:** Friday, 19 January 2018 11:05 AM  
**To:** Veron Chen (LKKAUTO); Teo Swee Keong  
**Cc:** SUR  
**Subject:** RE: NEW SURVEY ASSIGNMENT - D18000546MFSH / OUR REF SHA3679Y DOA: 12.1.18 (TP VEHICLE SJK 8068B)

Dear Veron,

Thanks for your email and advice.

Kindly note our file reference D18000546MFSH.

Regards,  
*Serene Ler*  
Motor Claims

### **MS First Capital Insurance Limited**

A Member of **MS&AD** Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3848 | Fax: 6507 3849 | Reg. No. 195000106C

Motor Claims: [motor\\_claims@msfirstcapital.com.sg](mailto:motor_claims@msfirstcapital.com.sg) | Website: [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg)

\*With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg).

With immediate effect, my email address will change to [Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg).

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to [www.first-insurance.com.sg](http://www.first-insurance.com.sg) for details of PDPA Personal Data Collection Statement.

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---

**From:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Thursday, January 18, 2018 2:58 PM  
**To:** Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>  
**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18 (TP VEHICLE SJK 8068B)

Dear Swee Keong,

Enclosed preliminary revised of vehicle SJK 8068B

Date of survey: 17/1/2018

Number of days: 3 days

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**



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

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

---

**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 16 January 2018 9:36 AM

**To:** 'Teo Swee Keong' <TeoSweeKeong@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>

**Cc:** 'Serene Ler' <Serener@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]

**Sent:** Monday, 15 January 2018 7:20 PM

**To:** 'assignments@lkkauto.com' <assignments@lkkauto.com>

**Cc:** Serene Ler <Serener@msfirstcapital.com.sg>

**Subject:** NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18

Dear Sirs

New survey request for your handling.

Thanks and Regards,

**SK Teo**  
**Motor Claims Dept**

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

A member of **MS&AD** INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.  
Please refer to [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg) for details of PDPA Personal Data Collection Statement.

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---

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

**Sent:** Monday, January 15, 2018 4:07 PM

**To:** Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

**Cc:** Serene Ler <Serener@msfirstcapital.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>;

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

<edmund.goh@vw.com.sg>

**Subject:** RE: YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

Hi,

Please assign to LKK.

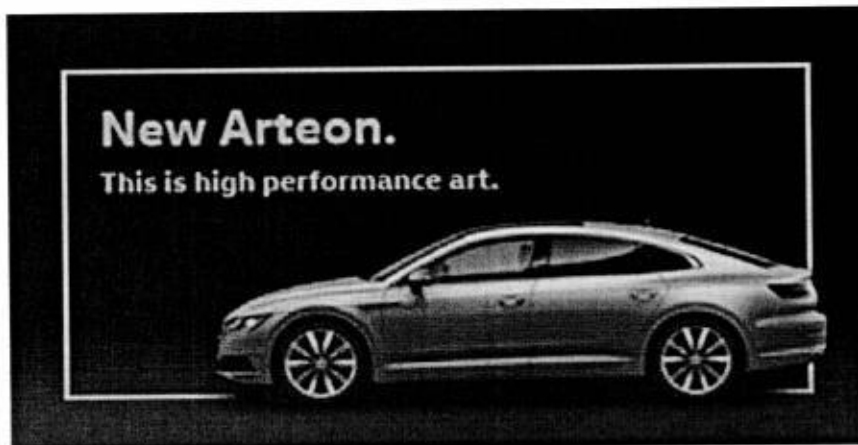
Thanks.

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:** Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]

**Sent:** Monday, 15 January, 2018 3:30 PM

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

**Cc:** Serene Ler; Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

**Subject:** YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

Dear Sirs,

We refer to your survey request dated 15/01/2018.

Please find below our list of surveyors for your reference. Kindly select from our list below and inform us of your choice within the next 2 days.

1. LKK Auto Consultants Pte Ltd

## 2. Vicom Ltd

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank you.

Thanks and Regards,

**SK Teo**  
**Motor Claims Dept**

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

A member of **MS&AD** INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):

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---

**From:** Caroline Cabrera

**Sent:** Monday, January 15, 2018 11:22 AM

**To:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3679Y ON 12.1.18

Dear SK,

For survey

Thanks & Regards  
Caroline Cabrera  
Motor Claims

**First Capital Insurance Ltd**

A member of **MS&AD** INSURANCE GROUP

36 Robinson Road #16-01 City House Singapore 068877 | Reg. No. 195000106C

D: 6507 3848 | F: 6507 3849

email: [www.first-insurance.com.sg](http://www.first-insurance.com.sg)

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**From:** Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Monday, January 15, 2018 9:00 AM  
**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.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 SJK8068B & SHA3679Y ON 12.1.18

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:** Monday, 15 January, 2018 10:21 AM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan

**Veron Chen (LKKAuto)**

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 18 January 2018 2:58 PM  
**To:** 'Teo Swee Keong'  
**Cc:** 'Serene Ler'; SUR  
**Subject:** RE: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18 (TP VEHICLE SJK 8068B)  
**Attachments:** SJK 8068B PRELI ADVISED.pdf

Dear Swee Keong,

Enclosed preliminary revised of vehicle SJK 8068B  
Date of survey: 17/1/2018  
Number of days:3 days

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

**From:** Admin-D (LKKAuto)  
**Sent:** Tuesday, 16 January 2018 9:36 AM  
**To:** 'Teo Swee Keong' <TeoSweeKeong@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>  
**Cc:** 'Serene Ler' <Sereneler@msfirstcapital.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]  
**Sent:** Monday, 15 January 2018 7:20 PM  
**To:** 'assignments@lkkauto.com' <assignments@lkkauto.com>  
**Cc:** Serene Ler <Sereneler@msfirstcapital.com.sg>  
**Subject:** NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18

Dear Sirs

New survey request for your handling.

Thanks and Regards,

**SK Teo**  
**Motor Claims Dept**

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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

**Sent:** Monday, January 15, 2018 4:07 PM

**To:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>; 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:** RE: YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

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>

## New Arteon.

This is high performance art.



**From:** Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]

**Sent:** Monday, 15 January, 2018 3:30 PM

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

**Cc:** Serene Ler; Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

**Subject:** YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

Dear Sirs,

We refer to your survey request dated 15/01/2018.

Please find below our list of surveyors for your reference. Kindly select from our list below and inform us of your choice within the next 2 days.

1. LKK Auto Consultants Pte Ltd
2. Vicom Ltd

Once you inform us of your choice, the surveyor will be appointed within 2 working days of your email.

If you do not agree to any of the surveyors above, you may proceed to appoint your own surveyor. In this instance, we will also appoint a surveyor from our list above to conduct the PRI. Upon completion of repairs, please contact our appointed surveyor to conduct a physical re-inspection of the vehicle.

Thank you.

Thanks and Regards,

**SK Teo**  
**Motor Claims Dept**

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

A member of **MS&AD** INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.  
Please refer to [www.msfirstcapital.com.sg](http://www.msfirstcapital.com.sg) for details of PDPA Personal Data Collection Statement.

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**From:** Caroline Cabrera

**Sent:** Monday, January 15, 2018 11:22 AM

**To:** Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3679Y ON 12.1.18

Dear SK,

For survey

Thanks & Regards  
Caroline Cabrera  
Motor Claims

**First Capital Insurance Ltd**

A member of **MS&AD** INSURANCE GROUP

36 Robinson Road #16-01 City House| Singapore 068877 | Reg. No. 195000106C

D: 6507 3848 | F: 6507 3849

email: [www.first-insurance.com.sg](http://www.first-insurance.com.sg)

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*If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.*

---

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

**Sent:** Monday, January 15, 2018 9:00 AM

**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.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 SJK8068B & SHA3679Y ON 12.1.18

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:** Monday, 15 January, 2018 10:21 AM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

Your ref: PLEASE ADVISED  
Our ref: CS/FCI18000909/T1vd3

Date: 18/1/2018

The Motor Claims Department  
M/s FIRST CAPITAL INSURANCE LTD

Without Prejudice

Dear Sir/Madam,

**INITIAL INSPECTION REPORT OF VEHICLE NO. SJK 8068B**

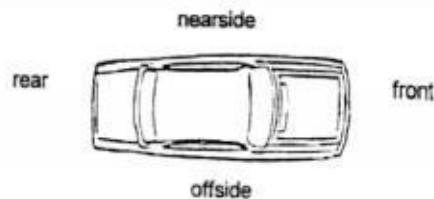
We thank you for your instruction on 15/1/2018

Please be informed that we had conducted the inspection of the above mentioned vehicle on 17/1/2018 at the premises of M/s VOLKSWAGEN GROUP SINGAPORE PTE LTD and have the following to report:-

Workshop Estimate Amount	: S\$7,905.00
Revised Estimate Amount	: S\$3,926.95
"Check" Items Amount	: S\$708.05
Market Value	: S\$
LTA Reimbursement Value	: S\$
Nett Value	: S\$

**Description of Damage:**

The vehicle sustained damages at the rear portion.



**Comments/Present Status:**

Damages Consistent

Yours faithfully,

MOHAMAD TAUFIKH  
M.MATAI, AMSAE-A  
Automobile Assessor

## Nivitha (LKK Auto)

---

**From:** Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>  
**Sent:** Monday, 15 January 2018 7:20 PM  
**To:** 'assignments@lkkauto.com'  
**Cc:** Serene Ler  
**Subject:** NEW SURVEY ASSIGNMENT - OUR REF SHA3679Y DOA: 12.1.18  
**Attachments:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3....18 (2.70 MB); MOTOR SURVEY ASSIGNMENT.pdf

Dear Sirs

New survey request for your handling.

Thanks and Regards,

**SK Teo**  
**Motor Claims Dept**

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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---

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

**Sent:** Monday, January 15, 2018 4:07 PM

**To:** Teo Swee Keong <TeoSweeKeong@msfirstcapital.com.sg>

**Cc:** Serene Ler <Serenerler@msfirstcapital.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>;

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

<edmund.goh@vw.com.sg>

**Subject:** RE: YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

Hi,

Please assign to LKK.

Thanks.

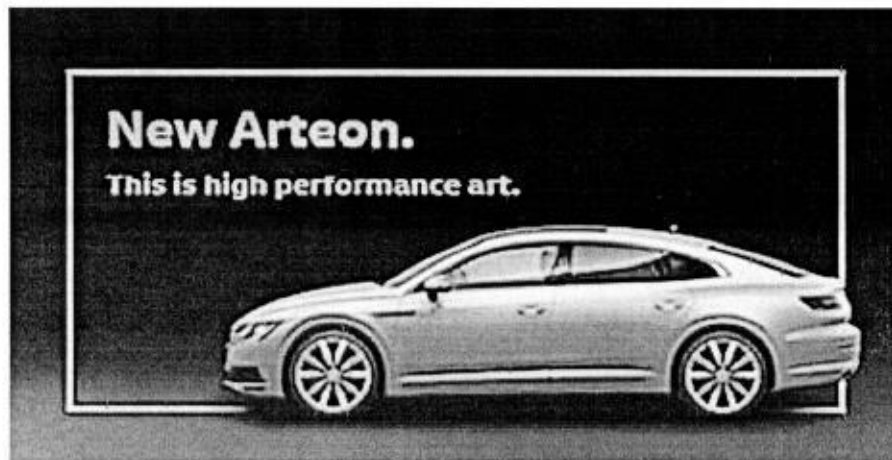
Best Regards,

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:** Teo Swee Keong [<mailto:TeoSweeKeong@msfirstcapital.com.sg>]  
**Sent:** Monday, 15 January, 2018 3:30 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Cc:** Serene Ler; Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)  
**Subject:** YR REF: SJK8068B OUR REF SHA3679Y DOA: 12.1.18

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2. Vicom Ltd

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Thank you.

Thanks and Regards,

**SK Teo**  
Motor Claims Dept

MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3848 | Fax No. : 6507 3849 |

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---

**From:** Caroline Cabrera

**Sent:** Monday, January 15, 2018 11:22 AM

**To:** Teo Swee Keong <[TeoSweeKeong@msfirstcapital.com.sg](mailto:TeoSweeKeong@msfirstcapital.com.sg)>

**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3679Y ON 12.1.18

Dear SK,

For survey

Thanks & Regards

Caroline Cabrera

Motor Claims

**First Capital Insurance Ltd**

A member of **MS&AD** INSURANCE GROUP

36 Robinson Road #16-01 City House| Singapore 068877 | Reg. No. 195000106C

D: 6507 3848 | F: 6507 3849

email: [www.first-insurance.com.sg](http://www.first-insurance.com.sg)

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---

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

**Sent:** Monday, January 15, 2018 9:00 AM

**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.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 SJK8068B & SHA3679Y ON 12.1.18

Dear Claims,

Please revert on liability and survey arrangements.

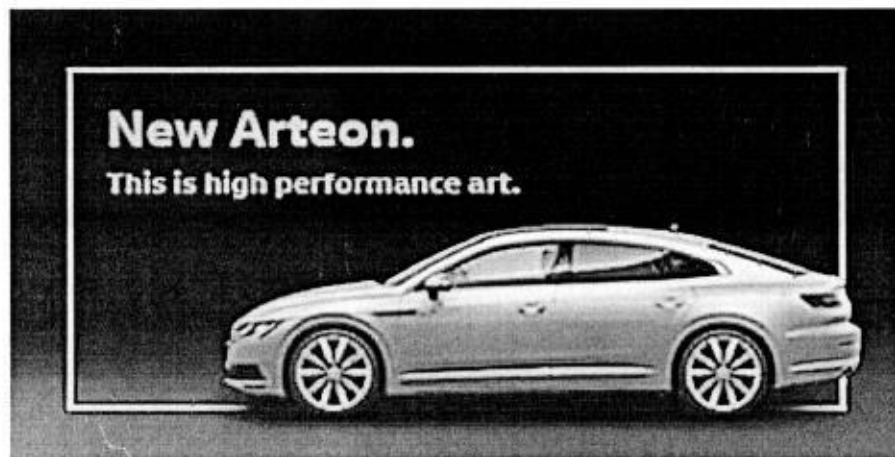
Thanks.

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:** Monday, 15 January, 2018 10:21 AM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** ricohscan

MOTOR SURVEY ASSIGNMENT

SHA3679Y

Date

15/1/18

Our Ref No.

Accident Date

12/1/18

Claim Type

3rd Party

Insured Vehicle

SHA3679Y

Third Party Vehicle

SJK8068B

Survey Location

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
S'pore 159934

Contact Person

Charmaine Kong  
(MO: 6305 7176)

Contact No.

Tel: 6305 7299

Fax No.

6474 3643

Survey Type

DIRECT SETTLEMENT (Est. \$8,458.35)

Appointed  
Surveyor

Lhh

Contact Person

Fax No.

Contact Number

6256 3561

68416315

FOR DIRECT SETTLEMENT

Please submit to us the Tax Invoice together with letter of claim for Rental OR Loss of use (based on NIMA Benchmark rates) together with your survey report.

Encl. Accident Reports & est

Cc : Workshop

Volkswagen Group Singapore Pte Ltd

Attention

Charmaine Kong

Officer in charge

Serene Ler

IMPORTANT NOTE

Kindly submit the survey report by email only to [surveyor@first-insurance.com.sg](mailto:surveyor@first-insurance.com.sg) within 14 days for survey assignment and 7 days for re-inspection.

This is a computer generated letter, no signature required.

## Teo Swee Keong

**From:** Caroline Cabrera  
**Sent:** Monday, January 15, 2018 11:22 AM  
**To:** Teo Swee Keong  
**Subject:** FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJK8068B & SHA3679Y ON 12.1.18  
**Attachments:** 180115102100.tif

Dear SK,

For survey

Thanks & Regards  
Caroline Cabrera  
Motor Claims

### First Capital Insurance Ltd

A member of **MS&AD** INSURANCE GROUP

36 Robinson Road #16-01 City House| Singapore 068877 | Reg. No. 195000106C  
D: 6507 3848 | F: 6507 3849  
email: [www.first-insurance.com.sg](http://www.first-insurance.com.sg)

First Capital Insurance Ltd. 2012-2013 TPA's

First Capital Insurance Ltd. 2012-2013 TPA's

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First Capital Insurance Ltd. 2012-2013 TPA's

First Capital Insurance Ltd. 2012-2013 TPA's

First Capital Insurance Ltd. 2012-2013 TPA's

First Capital Insurance Ltd. 2012-2013 TPA's

IV > SJK 8068B

TPD (i) - \$ 8,500

SF (i) - \$ 500

UKK

CTPL

Mmm

**From:** Kong, Charmaine (VWG Singapore) [mailto:[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)]  
**Sent:** Monday, January 15, 2018 9:00 AM  
**To:** Motor\_Claims <[Motor\\_Claims@msfirstcapital.com.sg](mailto:Motor_Claims@msfirstcapital.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 SJK8068B & SHA3679Y ON 12.1.18

Dear Claims,

Please revert on liability and survey arrangements.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd

Email to WS  
on 15/1/18  
at 328pm



## Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	4292E
Vehicle Details	
Vehicle No.:	SJK8068B
Vehicle to be Exported:	No
Intended De-registration Date:	18 Jan 2018
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF GT 1.4 TSI
Primary Colour:	Black
Manufacturing Year:	2008
Engine No.:	BLG054172
Chassis No.:	WVWZZZ1KZ9U010502
Maximum Power Output:	125.0 kW (167 bhp)
Open Market Value:	\$27,858.00
Original Registration Date:	04 Nov 2008
First Registration Date:	04 Nov 2008
Transfer Count:	0
Actual ARF Paid:	\$27,858.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	03 Nov 2018
PARF Rebate Amount:	\$13,929.00
Intended COE Rebate Details	
COE Expiry Date:	03 Nov 2018
COE Category:	A - Car (1600cc & below)
COE Period(Years):	10

QP Paid:	\$12,501.00
COE Rebate Amount:	\$991.00
<b>Total Rebate Amount:</b>	<b>\$14,920.00</b>

The information contained herein is correct as at 18 Jan 2018

OK



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**\$58 until it's SOLD!**

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[Advertiser Login](#)
[Ways of Selling](#)

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Delivery Before CNY! 1 Bid  
Guaranteed COE! Limited Units  
Left! Quickly Call Now!  
Apex Trading Pte Ltd [StarAd](#)


[Browse by Category](#)
[Sort by Date](#)

3 vehicles

Volkswagen Golf gt 1.4

[Advanced Search](#)

	Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage
<b>Search Selection</b>	Volkswagen Golf gt 1.4		Any	Any	2008	Any	Any
	Volkswagen Golf GT Sport 1.4A TSI (New 5-yr COE)		\$45,800	\$9,150 /yr	26-Jan-2008	1,390 cc	82,200
No Admin Fees, No Hidden Cost. Cash Buyers Welcome! Honest Dealing. Low Mileage Clocked Car, Car In Good Condition Bo Bank And Normal In House Loan Welcome, Call Us For An App...							
Posted: 13-Jan-2018    Tags: 2008 Volkswagen Golf, Volkswagen Golf, Volkswagen, Golf, Used Volkswagen							
	Volkswagen Golf GT Sport 1.4A TSI		\$20,000	N.A	08-Jul-2008	1,390 cc	128,000
Well Maintain Condition, No Dealer Please.							
Posted: 12-Jan-2018    Tags: 2008 Volkswagen Golf, Volkswagen Golf, Volkswagen, Golf, Used Volkswagen							
	Volkswagen Golf GT Sport 1.4A TSI		\$20,800	\$12,480 /yr	06-Aug-2008	1,390 cc	130,250
Excellent Value For Money! Very Low Mileage! Ideal For COE Renewal! Extended Warranty Available! High Trade-in! Be Amaz Well Kept In Spectacular Condition, Awaits You To Test D...							
Dickson Automobile							
Posted: 21-Nov-2017    Tags: 2008 Volkswagen Golf, Volkswagen Golf, Volkswagen, Golf, Used Volkswagen							

[Save this search criteria, to get email alerts whenever a match is found.](#)

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage
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[Compare](#)

## POLICY SCHEDULE

## VOPUS PRIVATE VEHICLE

Policy No: 2100094687-09  
 Period of Insurance: 04 Nov 2017 to 03 Nov 2018

Issued Date: 10 Oct 2017

## ABOUT THE POLICYHOLDER

Name of Policyholder: Sia Chiao-Min Mitchell  
 Address: 88 Elias Road,  
 #04-21 Stratum  
 SINGAPORE 519948  
 Occupation/Nature of Business: Uniformed Group

## ABOUT THE VEHICLE

Registration No: SJK8768B  
 Class No: WVWZZZ1KZ9U010502  
 Seating Capacity: 4  
 First Year of Registration: 2006  
 Make/Model: VOLKSWAGEN GOLF GT  
 Finance Company/Employer's Loan: DBS BANK LTD  
 Engine Capacity/Tonnage: 1,390.00 CC  
 Colour: Blue  
 Body Type: Sports/CABRIOLET

## ABOUT THE COVER

Insured: Market Value  
 Cover Restriction: NA  
 Excluded Classes of Persons Entitled to Drive: No  
 Excluded with COE/RAP: No

The policyholder hereby declares that the information provided in this policy is true and correct, and that the policyholder is not aware of any fraud or other illegal activity in connection with the policy.

The policyholder hereby declares that the information provided in this policy is true and correct, and that the policyholder is not aware of any fraud or other illegal activity in connection with the policy.

Condition: 40 years old and above  
 Relation to use:

The policyholder hereby declares that the information provided in this policy is true and correct, and that the policyholder is not aware of any fraud or other illegal activity in connection with the policy.

## Key Policy Benefits

The policyholder hereby declares that the information provided in this policy is true and correct, and that the policyholder is not aware of any fraud or other illegal activity in connection with the policy.

## SS

		PREMIUM	
1	1. Own Damage - \$1600 Trend - \$0. Road Cover - \$0	Pharmig	\$
2	2. Damage - \$0	DOT - \$0	\$
3	3. ...	...	...
4	4. ...	...	...
5	5. ...	...	...
6	6. ...	...	...
7	7. ...	...	...
8	8. ...	...	...
9	9. ...	...	...
10	10. ...	...	...



Sketch Plan Pg. 5

5312514



NRIC No. S7304292E



Date of issue  
16-05-2014

88 ELIAS ROAD #04-21  
SINGAPORE 519948

NRIC No: S7304292E Date: 17/05/2017

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

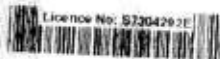
Class 2 Motor Cars < 2000kg with < 7 passengers, exclusive of the driver; and other motor vehicles < 2500kg

EFFECTIVE DATE

15 Dec 1995

Pls call 97437508

NP 428A



Licence No: S7304292E

PDI TUAS

PDI TUAS

MITCHELL SIA CHIAO-MIN  
(MITCHELL XIE ZHAOMING)  
86 ELIAS ROAD  
#04-21 STRATUM  
SINGAPORE, 519948  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV010038  
Quote No. SER/QUO/1800072  
Quote Date 13/01/18  
Salesperson  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Golf GT Sport 1.4 TSI (DSG) +	260,846	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SJK8068B	WVWZZZ1KZ9U010502	04/11/08	
Engine Code	Labor Type	Engine No.	Model Code
BLG	68	054172	1K1BT3

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT	1680	2,520.00
P B&P ALEX PAINT	SPRAY PAINT	3	UNIT	850	2,400.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs	1600	80.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un	480.00	
P B&P MECH	ELECT WIRING & MECH COMPO Nett	1	Time Un	280.00	
Sum Labor					5,760.00
P 1K0807305C	REAR REINFORCEMENT Use Predecessor 1K0807305B	1	Pieces	552.34	552.34
P 1K6807375	BUMPER BRACKET LHS	1	Pieces	35.37	35.37
P 1K6807376	BUMPER BRACKET RHS Use Predecessor 1K6807374	1	Pieces	35.37	35.37
P 1K6807417 GRU	REAR BUMPER	1	Pieces	1,123.30	1,123.30
P 1K6807521A 9B9	REAR SPOILER	1	Pieces	313.65	313.65
P 1K6807863	REAR BUMPER CTR BRACKET	1	Pieces	84.97	84.97
Sum Item					2,145.00

**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 is allowed
- Supplementary item(s) must be approved and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

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

PDI TUAS

PDI TUAS

MITCHELL SIA CHIAO-MIN  
(MITCHELL XIE ZHAOMING)  
86 ELIAS ROAD  
#04-21 STRATUM  
SINGAPORE, 519948  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV010038  
Quote No. SER/QUO/1800072  
QuoteDate 13/01/18  
Salesperson  
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

<b>Make</b>	<b>Model Description</b>	<b>Mileage</b>	<b>Service Advisor</b>
Volkswagen Passeng	Golf GT Sport 1.4 TSI (DSG) +	260,846	Cheong Pearlyn
<b>License No.</b>	<b>VIN</b>	<b>Initial Registration</b>	<b>Sales Advisor</b>
SJK8068B	WVWZZZ1KZ9U010502	04/11/08	
<b>Engine Code</b>	<b>Labor Type</b>	<b>Engine No.</b>	<b>Model Code</b>
BLG	68	054172	1K1BT3

<b>Sum Labor</b>	<b>5,760.00</b>
<b>Sum Item</b>	<b>2,145.00</b>
	8305
<b>Total SGD</b>	<b>7,905.00</b>
<b>7% GST</b>	7,905.00 553.35
<b>Total SGD Incl. GST</b>	<b>8,458.35</b>

### Explanations

P = Proportionately Charged

**Payment Terms** No Credit



## Supplementary or Omitted List



VEHICLE NUMBER: SJK8068B

MODEL GOLF

### CLAIMS DETAILS

	LABOUR DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
1	SUPPLY & INSTALL REVERSE SENSOR	1	400	\$400.00 <i>wt</i> ✓
2	LABOR TO REPAIR REAR END PANEL	1	840	\$840.00 ✓
3	SPRAY PAINTING REAR END PANEL	1	800	\$800.00 ✓
Total				\$2,040.00

No.	Item No.	Description	Qty	Unit price	DISCOUNT	Amount
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
TOTAL:						\$0.00

Total Labour & Parts

\$2,040.00

Survey By

## Service Order Confirmation

SERVICE ORDER NO: 18IP0192

CUSTOMER NO.: CV010038

CUSTOMER NAME: MITCHELL SIA CHIAO-MIN

TELEPHONE NO.:

ADDRESS: 86 ELIAS ROAD #04-21 STRATUM

SINGAPORE

**VEH No.: SJK8068B**

Order Date: 19/01/18

Reg Date: 04/11/08

KM: 260,846

VIN NO.: WVVZZZ1KZ9U010502

ENGINE NO: BLG

SA: Cheong Pearlyn

MODEL: Golf GT Sport 1.4 TSI (DSG) +

MODEL NO.: 1K1BT3

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
<b>Labor</b>						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
2	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	280		280
3	B&P ALEX LABOUR LABOUR + 1 day to repair end panel	2	UNIT	840		1,680
4	B&P ALEX PAINT SPRAY PAINT + 1 panel	2	UNIT	800		1,600
5	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80
6	B&P SENSOR <del>SUPPLY &amp; INSTALL</del> REVERSE SENSOR	1	PCS	400		400 (A) cut
7	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
8	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
<b>Item</b>						
9	1K6807417 GRU REAR BUMPER	1	PCS	1,123.30		1,123.30
10	1K6807863 REAR BUMPER CTR BRACKET	1	PCS	84.97		84.97
11	1K6807521D 9B9 SPOILER	1	PCS	313.65		313.65

Remarks : FIRST CAPITAL DIRECT SETTLEMENT

DOA 12/1/2018

SURVEYOR LKK

TP VEHICLE SHA3679Y

## Service Order Confirmation

SERVICE ORDER NO: 18IP0192

CUSTOMER NO.: CV010038

CUSTOMER NAME: MITCHELL SIA CHIAO-MIN

TELEPHONE NO.:

ADDRESS: 86 ELIAS ROAD #04-21 STRATUM  
SINGAPORE

**VEH No.: SJK8068B**

Order Date: 19/01/18

Reg Date: 04/11/08

KM: 260,846

VIN NO.: WVVZZZ1KZ9U010502

ENGINE NO: BLG

SA: Cheong Pearlyn

MODEL: Golf GT Sport 1.4 TSI (DSG) +

MODEL NO.: 1K1BT3

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
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TOTAL	6,041.92
GST AMOUNT	422.93
TOTAL AMOUNT	6,464.85

On Behalf Of "COMPANY"

Certified Goods/Service received:

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT




## 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				
FIRST CAPITAL INSURANCE LTD			Ref : CS/FCI18000909/T1vd3n2	
36 ROBINSON ROAD #16-01 CITY HOUSESINGAPORE 068877			Date : 05-02-2018	
			Code : FCI2	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SHA 3679Y	Veh. Inspected	SJK 8068B	
Policy No.		Coverage (\$)	0.00	
Claim No.	D18000546MFSH	Excess (\$)	0.00	
Assign From	TEO SWEE KEONG	Assign Date	15/01/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	VOLKSWAGEN GOLF GT	c.c	1390	
Engine No.	HIDDEN	Year of Reg.	2008	
Chassis No.	WVWZZZ1KZ9U010502	Colour	BLACK	
Odometer	277510	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	225/40 R18	GOODYEAR	6 mm	
L/H Front Tyre	225/40 R18	GOODYEAR	6 mm	
R/H Rear Tyre	225/40 R18	GOODYEAR	6 mm	
L/H Rear Tyre	225/40 R18	GOODYEAR	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	12/01/2018	Inspection Date	17/01/2018	
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934			
<b>5a. Remarks</b>				
A) DAMAGES CONSISTENT TO ACCIDENT REPORT. B) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. C) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>5 Working Days</b>		



## LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 1

### ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SJK 8068B

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b>REPLACEMENT OF PARTS</b>			
1	REAR REINFORCEMENT (SN)	NOT NECESSARY	552.34	-
1	BUMPER BRACKET LHS (SN)	NOT NECESSARY	35.37	-
1	BUMPER BRACKET RHS (SN)	NOT NECESSARY	35.37	-
1	REAR BUMPER (SN)	DEFORMED	1,123.30	1,123.30
1	REAR SPOILER (SN)	CUT	313.65	313.65
1	REAR BUMPER CTR BRACKET (SN)	DEFORMED	84.97	84.97
1	REVERSE SENSOR (ADDITIONAL)(SN)	CUT	400.00	400.00
1	B&P NUMBER PLATE (SN)	BENT	80.00	80.00
			2,625.00	2,001.92
	<b>LABOUR</b>			
	ELECT WIRING & MECH COMPO.		280.00	280.00
	LABOUR.		2,520.00	1,680.00
	SPRAY PAINT.		2,400.00	1,600.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
			5,680.00	4,040.00
	<b>GRAND TOTAL</b>		<b>8,305.00</b>	<b>6,041.92</b>
	<b>RECOMMENDED COST OF REPAIRS</b>			<b>6,041.92</b>

Report Ref No. CS/FCI18000909/T1vd3n2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

ADRIAN LING WAI PING

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

Licensed Appraiser

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