

Hsiao Tong (LKKAUTO)

From: Francis Ng <francis.ng@eqinsurance.com.sg>
Sent: Thursday, 12 April 2018 4:00 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Zaini (LKK Auto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK REF: CC4/EQI18001520/R1pb3; EQ REF: DM18HO00254/FN
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos 1.pdf; LKK Resurvey Photos 2.pdf; Rental Invoice.pdf; Insurance Search Fee.pdf; LOA.PDF

Dear Hsiao Tong,

Approved as proposed in your email dated 07.04.2018 below

Regards,
Francis Ng
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, April 7, 2018 8:32 AM
To: Francis Ng <francis.ng@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK REF: CC4/EQI18001520/R1pb3; EQ REF: DM18HO00254/FN

Your ref : **TBA**
Our ref : CC4/EQI18001520/R1pb3s2

Dear Sirs/Madam,

ACCIDENT INVOLVING SJM 6866S(OI) / SLB 5790S(TP)/ OTHERS ON 24/01/2018

We refer to the above matter.

The said chain collision involved 3 vehicles whereby our insured was the last vehicle.
In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.
We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "VOLKSWAGEN CENTRE SINGAPORE" at **\$26,298.01(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 40,150.92	\$ 24,370.01
2. Loss of Rental (18days x \$120.00w/GST)	\$ 2,160.00	\$ 1,926.00 (18days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 42,312.92	\$26,298.01

***12days recommendation for repair + 1PN(CNY) + 3Saturday + 2Sunday = 18days.

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Tuesday, 6 February 2018 2:13 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK REF: CC4/EQI18001520/R1pb3

Dear Hsiao Tong

Please proceed.

Thank You.

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did: 65 496 8881 | tel: 65 6223 9433 ext 881 | fax: 65 6223 4190

www: [www: www.eqins.com.sg](http://www.eqins.com.sg)



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

Sent: Tuesday, February 6, 2018 10:28 AM

To: Bazlin Ahmad

Cc: Admin A; Zaini (LKK Auto); Rasul (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 ***
LKK REF: CC4/EQI18001520/R1pb3

Hi Lynn,

We refer to your below email.

Third party insisted to claim for coating on his car. Attached is a copy of supplementary from third party workshop for your perusal.

Kindly advise if we may proceed to offer/ settle the coating at \$850.00.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Mei Kwan (LKKAuto)

Sent: Monday, 5 February 2018 10:44 AM

To: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18 *** LKK
REF: CC4/EQI18001520/R1pb3

Dear Lynn,

Thank you for your email.

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

By copy to Hsiao Tong.

FYI and necessary action please.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Monday, 5 February, 2018 9:25 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear Catherine

We refer to the above assignment, have your surveyor survey SLB5790S?

SLB5790S owner called in to inform us that his car is coated with Ceramic 9H Coating and he claimed that your surveyor need receipt in order to approve the claim.

Kindly advise us further on this.

Thank You.

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did: 65 6496 0381 | tel: 65 6223 9433 ext 881 | fax: 65 6223 4190

www.eqinsurance.com.sg



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

Sent: Thursday, January 25, 2018 9:55 AM

To: Bazlin Ahmad

Cc: Admin A; 'assignments'

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear Bazlin Ahmad,

Thank you for the assignment.

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

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Thursday, 25 January 2018 8:32 AM

To: Admin A <admin-a@lkkauto.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear LKK

We refer to the above new assignment, please find attached both vehicles GIA report for easy reference.

Thank You.

Regards,

Lynn Ahmad

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #12-00 Tower Block MND Complex Singapore 069110

did 65 6 196 9381 tel 65 6223 9433 ext 881 fax 65 6223 4190

www.eqins.com.sg

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

Sent: Wednesday, January 24, 2018 6:15 PM

To: Bazlin Ahmad

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Hi,

Please assign to LKK.

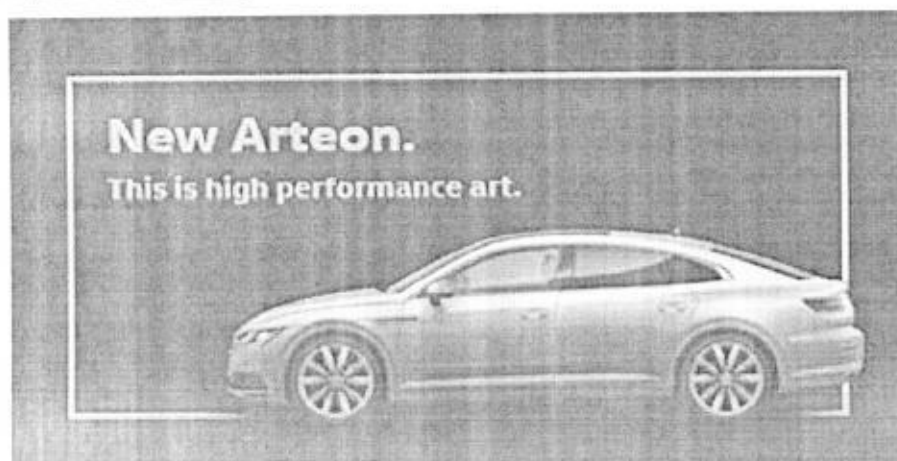
Thanks.

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



From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]
Sent: Wednesday, 24 January, 2018 5:42 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Mely (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Without Prejudice

Dear Sir,

We refer to your Notice of Accident of even date.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
--	--

Contact person : Joey/Joseh	
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon Kho
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Ricky Teng	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328 Contact Person: Edna Lee	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank You.

Regards,

Lynn Ahmad
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #07-00 Tower Block/ASND Complex Singapore 069110

did 65 6394 4451 tel 65 6273 8433 ext 881 fax 65 6273 4190

www.eqinsurance.com.sg

Member of Citistate



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

Sent: Wednesday, January 24, 2018 5:21 PM

To: Bazlin Ahmad

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

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLB5790S & SJM6866S ON 24.1.18

Dear Bazlin,

Understand that this is your case...Please kindly revert on liability and survey arrangements.

Please note our fax machine is down and unable to send via fax.

Thanks.

Best Regards.

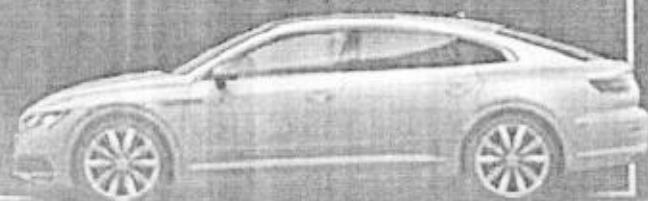
Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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

New Arteon.

This is high performance art.



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: CCH/EO 21800/520/Pb3
Our Ref: SLB57905

To: EO

Dear Sirs,

ACCIDENT INVOLVING SLB57905 & SJM 68665 ON 24-1-18

We are claiming on behalf of our client TAN NEE YEW owner of
vehicle number SLB57905 involved in accident on 24-1-18
with vehicle SJM 68665 along/at KPS FROM PIE -

Description of claims:

Cost of Repairs	\$ <u>22775.71</u> + 7% GST = \$ <u>24370.01</u>
Loss of Use/Rental	\$ <u>120</u> X <u>18</u> Days = \$ <u>2160.01</u>
Medical Fee	\$ _____ + 7% GST = \$ _____
Search Fee	\$ _____ + 7% GST = \$ <u>2</u>
TOTAL \$ <u>26532.02</u>	

We are claiming in full and final settlement of \$ 26532.02.

Cost of repair & search fee \$ 24372.01 to be payable to Volkswagen Centre Singapore.

Loss of use/Rental amount/Medical fee of \$ 2160.01 to be payable to
TAN NEE YEW -

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

Dated this _____ of 21 MAR 2018

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 1 February 2018 8:06 AM
To: 'KIANLIP@SINGNET.COM.SG'
Subject: ACCIDENT INVOLVING SJM 6866S/ SLB 5790S/ OTHERS ON 24/01/2018

01 February 2018

Mr YONG HAN CHEW

Dear Sir/Madam,

Our Ref: CC4/EQ18001520/pb3
ACCIDENT INVOLVING SJM 6866S/ SLB 5790S/ OTHERS ON 24/01/2018

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be with held for the time being. Pending for final allocation of liability in settlement by our principal EQ INSURANCE COMPANY LIMITED.

Please call us if you have further queries.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLB 57905 and SJM 68665 on 24/01/2018
along KPE FROM PIE TOWARDS CITY
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, TAN NEE YEW
of S 719397Z Name of Policy Holder & IC / Passport number owner of Vehicle Registration
Number SLB 57905 Own vehicle's number hereby irrevocable appoint **Volkswagen Centre Singapore**

(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 MT/BU36711 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 3 of the month

Mar Year 2018

Signed & Delivered By :


Policy Holder

Witness By:





DISCHARGE VOUCHER

I / We TAN NEE YEW (Passport No. S71195972) the
owner of vehicle number SLB57903 hereby accept from

(Insurance Company) the sum of

(total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SLB57903 & SJM 68665 along KPE FROM PIE TOWARDS CITY
on 24/01/2018.

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

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

Dated this on 03/03/2018 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name Tan Nee Yew

NRIC No. S71195972

Date 3 Mar 18

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

EQ Insurance Company Limited

5 Maxwell Road, #17-00 Tower Block,
MND Complex, Singapore 069110
Tel: (65) 6223 9433 Fax: (65) 6223 4190

DISCHARGE VOUCHER

Claim No: DM18HO00254/FN

In consideration of the offer/payment of the sum of **SINGAPORE DOLLARS: TWENTY SIX THOUSAND TWO HUNDRED NINETY EIGHT AND CENTS ONE Only (\$\$26,298.01)** by EQ Insurance Company Limited, I/we hereby accept such sum in full and final settlement of all claims (present or future), losses of use/injuries that I/we have or may have against **EQ Insurance Co. Ltd and/or Yong Han Chew (the insurer, owner and driver of vehicle No. SJM6866S)** in connection with or in any way arising from the accident along/at KPE from PIE towards City on 24/01/2018 involving SLB5790S (your client) and SJM6866S (Insured with EQ Insurance Co Ltd).

It is further agreed that this offer is not to be deemed as an admission of liability on the part of **EQ Insurance Co. Ltd. and/or Yong Han Chew (the insurer, owner and driver of vehicle No. SJM6866S)**.

Dated this 17 (day) of 04 (month) 2018 (year)

CLAIMANT

Name : Tan Nee Yew
Signature : [Signature]
Address : 31 Bishan St 11
#29-06 Bishan Loft
S(579819)
NRIC No. : S7119597Z

WITNESS

Name : [Signature]
Signature : [Signature]
Address : [Signature]
NRIC No. : [Signature]

Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 3643
Email: meiy.wong@vw.com.sg

Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 3643
Email: meiy.wong@vw.com.sg

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P09082

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

SERVICE ORDER NO: 18IP0329

SERVICE CUSTOMER NO.: E1978004

SERVICE CUSTOMER NAME.: EQ INSURANCE COMPANY LIMITED

TELEPHONE NO.:

ADDRESS:

Post Code: 069257

VEH NO.: SLB5790S

DATE: 28/02/18

Pickup:

VIN NO.: WWWZZZAUZGW223060

KM : 11,134

GEARBOX CODE:

Engine No.:

MODEL: GOLF A7 1.4 CL 92 (DSG) EQP

SA : Cheong Pearlyn

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
EQ DIRECT SETTLEMENT					
DOA: 24/01/2018					
TP VEHICLE NO: SJM6866S					
SURVEY BY RASUL					
	Labor				
1	PROGRAMMING & CALIBRATION- NETT	1.00	TU	360.00	360.00
2	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
	Labor				
3	LABOUR FRONT	1.00	UNIT	840.00	840.00
4	LABOUR REAR +2 day to replace end panel	5.00	UNIT	840.00	4,200.00
5	TRANSFER BOOT LID PARTS	0.50	UNIT	840.00	420.00
6	RE+REINSTALLED REAR WSCREEN	1.00	UNIT	840.00	840.00
7	R&R REAR SILENCER	1.00	UNIT	420.00	420.00
8	SPRAY PAINT FRONT	1.00	UNIT	800.00	800.00
9	SPRAY PAINT REAR	3.00	UNIT	800.00	2,400.00
10	NUMBER PLATE FRT & REAR	2.00	ST	80.00	160.00
11	PAINT PROTECTION DIAMONDBRITE	1.00		794.39	794.39
12	Tow SVC- Quality Recovery Services	1.00	UNIT		
13	Tow SVC- Quality Recovery Services	1.00	UNIT		
	Item				
14	FRT BUMPER CENTRE BRACKET	1.00	PCS	40.21	40.21

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P09082

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

SERVICE ORDER NO: 18IP0329

SERVICE CUSTOMER NO.: E1978004

SERVICE CUSTOMER NAME.: EQ INSURANCE COMPANY LIMITED

TELEPHONE NO.:

ADDRESS:

Post Code: 069257

VEH NO.: SLB5790S

DATE: 28/02/18

Pickup:

VIN NO.: WVVZZZAUZGWZ23060

KM : 11,134

GEARBOX CODE:

Engine No.:

MODEL: GOLF A7 1.4 CL 92 (DSG) EQP

SA : Cheong Pearlyn

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	FRONT BUMPER	1.00	PCS	1,152.82	1,152.82
16	REAR REINFORCEMENT	1.00	PCS	648.28	648.28
17	VW SIGN	1.00	PCS	81.33	81.33
18	FRT UPPER GRILLE	1.00	PCS	509.37	509.37
19	NAME PLATE 230 TSI	1.00	PCS	66.30	66.30
20	FRT LOWER GRILLE	1.00	PCS	134.01	134.01
21	NAME PLATE GOLF	1.00	PCS	69.99	69.99
22	SENSOR BRACKET	2.00	PCS	14.70	29.40
23	SENSOR BRACKET	1.00	PCS	14.70	14.70
24	SENSOR BRACKET	1.00	PCS	14.70	14.70
25	SENSOR BRACKET	1.00	PCS	14.70	14.70
26	SENSOR BRACKET	2.00	PCS	14.70	29.40
27	SENSOR BRACKET	1.00	PCS	14.70	14.70
28	SENSOR BRACKET	1.00	PCS	71.46	71.46
29	HEADLAMP RHS	1.00	PCS	2,023.13	2,023.13
30	BUMPER BRACKET RHS	1.00	PCS	36.45	36.45
31	BUMPER RETAINER RHS	1.00	PCS	36.45	36.45
32	REAR BUMPER	1.00	PCS	1,149.75	1,149.75

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P09082

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

SERVICE ORDER NO: 18IP0329

SERVICE CUSTOMER NO.: E1978004

SERVICE CUSTOMER NAME.: EQ INSURANCE COMPANY LIMITED

TELEPHONE NO.:

ADDRESS:

Post Code: 069257

VEH NO.: SLB5790S

DATE: 28/02/18

Pickup:

VIN NO.: WVVZZZAUZGW223060

KM: 11,134

GEARBOX CODE:

Engine No.:

MODEL: GOLF A7 1.4 CL 92 (DSG) EQP

SA: Cheong Pearlyn

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
33	REAR DIFFUSER - LOWER SPOILER	1.00	PCS	322.86	322.86
34	REAR BUMPER CENTRE BRACKET	1.00	PCS	67.06	67.06
35	REAR END PANEL INNER	1.00	PCS	681.39	681.39
36	REAR END PANEL OUTER	1.00	PCS	1,155.15	1,155.15
37	REAR LID	1.00	PCS	1,355.49	1,355.49
38	WETHERSTRIP	1.00	PCS	274.35	274.35
39	END PANEL TRIM COVER	1.00	PCS	86.13	86.13
40	REAR SILENCER HEAT PLATE	1.00	PCS	135.42	135.42
41	2K GLUE	1.00	PCS	183.87	183.87
42	INOXSPRAY	1.00	PCS	78.43	78.43
43	PRIMER	1.00	PCS	32.19	32.19
44	CLEANER	1.00	PCS	113.83	113.83
45	APPLICATOR	1.00	PCS	11.19	11.19
46	2KADHESIV	1.00	PCS	330.24	330.24
47	2KADHESIVE	1.00	PCS	103.66	103.66
48	ACTIVATOR	1.00	PCS	29.46	29.46
49	SEALANT	1.00	PCS	89.29	89.29
50	BONDAGENT	1.00	PCS	74.16	74.16

Sub Total 22,775.71
GST (7%) AMOUNT 1,594.30
TOTAL AMOUNT 24,370.01

for Volkswagen Centre Singapore
SINGAPORE
81030001
Authorised Signatory

Customer

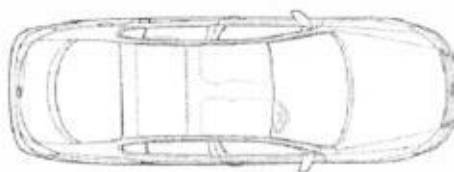
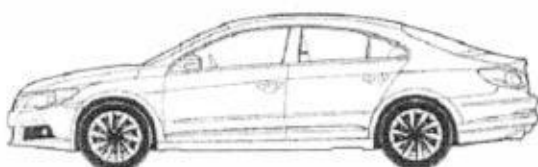
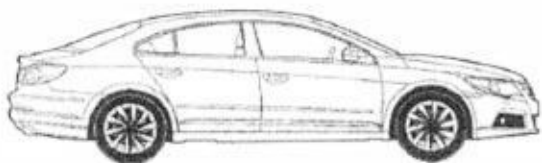
Phone : Fax :



Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

RENTAL CAR AGREEMENT

MAIN DRIVER PARTICULARS		RENTAL VEHICLE PARTICULAR	
Owner's Vehicle No: SLB 5705		Replacement Vehicle No: SV 27736	
Model: GOLF A7		Model: SPORTSVAN	
Name: TAN NEE YEW		Collection Out	
Address: 31 Bishan St 11 #29-06 Bishan Loft S(579819)		Date & Time: 13/02, 0820	
		Mileage Out: 1207	
Office Tel: 96163762		Return In	
Residence Tel:		Date & Time: 03/03,	
Occupation:		Mileage In: 2294	
Hp:		OUT	
P.P./I.C No:		1 BAR	
Nationality:		BELOW HALF	
Date of Birth:		IN	
Place of Birth:		EMPTY	
Dr. Licence No:		FULL	
		EMPTY	
		FULL	
RENTAL CAR CHARGES			
		Days	Total
Days @ \$ 112.15		Per Day	18
			2018.70
ADDITIONAL CHARGES			
PETROL TOP-UP CHARGES			
MISC			
TOTAL CHARGES (incl 7% GST)			
2160.00 2160.07			
Remark: Rental dec collect upon car collection.			
Name:			
Address:			
Office Tel:		Residence Tel:	
Occupation:		Hp:	
P.P./I.C No:		Nationality:	
Date of Birth:		Place of Birth:	
Dr. Licence No:			



Kindly top up the petrol before you return us the replacement car: Otherwise, there will be charges added to your payment

In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63338800

CHECKED OUT BY:

CHECKED IN BY:

Rental Car Terms & Conditions

1. I hold a valid Singapore driving licence, as provided herein, for the operation of the loan car ("the Car").
2. For the avoidance of doubt, 1 day is equivalent to 24-hour period from when the Car was rented out. When the rental period is less or equal to 5 hours after 1 day, I will incur a half day day charge. When the rental period exceeds 5 hours after 1 day, I will incur a full day charge.
3. In the event of vehicle breakdown, Volkswagen Group Singapore will only replace another rental vehicle on the next working day subject to availability of the rental vehicle and it may be any brand or model within our discretion.
4. I acknowledge that Volkswagen Group Singapore is fully entitled to request for the return of the Car at any time, giving 1 day notice, when your car is ready for collection.
5. The Car shall be issued and returned during the operating hours of the Service Centres.
6. I have checked and accepted the Car in the current condition and agree to return it to you in the same condition, failing which, I agree bear all cost and expenses necessary to restore the Car to its initial condition.
7. I agree to take full responsibility for the Car and at all times exercising reasonable care when using the Car, and shall not authorize the car to be driven by another person unless stated in the additional driver detail column.
8. I undertake not to drive or operate the Car outside Singapore. There will be additional charges of \$50 per day for Malaysia Insurance coverage
9. I shall take good care on the cleanliness of the Car and shall not eat, drink and smoke in the Car. Additional charges of \$80 will be incurred for the interior cleaning or removal of odour smell.
10. I shall not permit anything to be done that may void or affect the Car's insurance in any way, eg. driving under influence of alcohol/medication, participating in racing, etc. Under such circumstances, I will bear all cost to restore the Car to the initial condition, or to replace the Car.
11. I take full responsibility and shall promptly pay for any damage or loss, however caused to the Car during the loan period.
12. I shall pay for all traffic violations, fines and penalties imposed on the Car during the rental period.
13. All claims, damages, losses, increased insurance premiums, insurance claim excess amounts, costs and expenses (including legal costs on a full indemnity basis), whatsoever and however brought against, suffered or incurred by you in respect of the Car or the use or operation of the Car during the rental period.
14. In the event when the Car is damaged, I shall pay the Insurance claims excess stated below (please tick the relevant):
 - ☒ \$2,500 excess amount - applicable for non-sport models and/or with engine capacity less than 2,500cc (Polo, Beetle, Jetta, Passat, CC, Touran and Sharan).
 - Applicable to sports, coupe and cabriolet models, including Scirocco and Golf Cabriolet.
 - Applicable to vehicle with engine capacity above 2,500cc, including Touareg and Phaeton.
 - ☐ \$5,000 excess amount - applicable for sports, coupe and cabriolet models and/or with engine capacity above 2,500cc (Scirocco, Golf Cabriolet, Touareg and Phaeton); and for drivers below 23 years old and above 62 years old and with driving experience less than 2 years.
 - ☐ Other applicable excess amount as stated: _____
15. I shall return the same level of petrol in which the car was rented out when I return the Car. Otherwise, I shall be charged for topping up of petrol to the same level or more in which the Car was rented out.
16. I agree that I shall settle all outstanding payment before I am able to collect my own car from the workshop.
17. I have read, fully understand and agreed with the terms and conditions herein.

Customer Signature: _____



06 MAR 2018



Volkswagen Centre Singapore BY:

Service Tax Invoice No. SV18P09943

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

SERVICE ORDER NO: 18P17402

SERVICE CUSTOMER NO.: CV032648

SERVICE CUSTOMER NAME: TAN NEE YEW

TELEPHONE NO.:

ADDRESS: 31 BISHAN STREET 11

#29-06

Singapore

Post Code: 579819

VEH NO.: SLV2773G

DATE: 06/03/18

Pickup:

VIN NO.: WVWZZZAUJZW542808

KM: 1,003

GEARBOX CODE: RES

Engine No.:

MODEL: SPORTSVAN 1.4 TSI CL

SA: Goh Edmund

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
SLB5790S- Direct case					
	Labor				
1	B&P VW DRIVEEASY RENTAL/LOAN CAR	18.00	TU	112.15	2,018.70

Sub Total 2,018.70
GST (7%) AMOUNT 141.31
TOTAL AMOUNT 2,160.01

for Volkswagen Centre Singapore

Customer

Authorised Signatory

Phone : Fax :



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-012623

Date of Request: 24/01/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 24/01/2018
Enquiry By Pearlyn Cheong Pei Fang
TP Vehicle No. SJM6866S
Accident Date 24/01/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJM6866S	EQ Insurance Company Ltd	01/06/2017-31/05/2018	6223 9433

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-012623
Date of Request: 24/01/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 24/01/2018
Enquiry By Pearlyn Cheong Pei Fang
TP Vehicle No. SJM6866S
Accident Date 24/01/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque