

22/03/2003

ASS. REC. BY:

REF:

CS/MSG18001740/R1vd30

Special Instruction:

Surveyor:

Rasu

ASSIGNMENT (Office)

Merimen

From (Person):

Joslin Lim

of

MSG

Date/Time:

29/01/18 @ 4:15 pm

Estimated Cost:

Bill to:

☒ OD

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

To Inspect Vehicle No:

SLG 4485D

Insured:

at Workshop m/s

Volkswagen

Tel:

92361588

of

No. 17 Mas. Ave. 9

Policy No:

A28832438AVW

Claim No:

547792

Sum Insured:

Excess:

\$500.00

Make of Veh:

(Client's Record)

D.O.A.

25/01/2018

CA / ☒ REV

/ REP. /

REV 24 HRS

30/01/2018

H.O.D. Endorsement:

Date/Time:

4:28pm @ 29/1/17

Person Contacted:

Germaine

Vehicle: ☒ IN / ☐ OUT

Date/Time

Action/Instruction

☒

Estimate

SLG 4485D - ✓

31/1/18

Revert by merimen

1/2/18

Rece ~~from~~ from Huey Ni by merimen

1/2/18

Informed Shu Shi c/A ex \$500 by email

14/2/18

Final fig \$ 11,108.30 confirmed by email (Ref 9620.02, 4690)

Signature: *[Signature]*

REF:

E288J

ASSIGNMENT

From: _____ Date: _____
Estimated Cost: _____
☒ OB / ☐ TP / ☐ WS / ☐ TP RES / ☐ OD RES / ☐ EVA / ☐ INV / ☐ MV
To inspect Vehicle No: SLG 4485D
at Workshop mis Volkswagen
of 17 THURS AVE 9
Insured: MS14/00
Policy No. _____
Claims No. _____
Sum Insured: _____ Excess: 500
(Client's Record)
Make of Veh: _____

(Policy Condition)

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

Bal. or Market Value: 92K
IDAC Accident Rpt: _____ Consistent?: Yes or No
GIA / PR Seen: _____ Consistent?: Yes or No
Est. Repairs: _____ days Res.: Yes or No
Lump Sum: _____ % 3 Val.: Yes or No

CA / ☒ REV / ☐ REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SLG 4485D Yr Reg: 2016 84P
Type: ☒ M.Car / ☐ M.Cycle / ☐ Bus / ☐ Van / ☐ Lorry / ☐ Taxi / ☐ Prime Mover /
Truck / Trailer or _____
Make: Volkswagen JETTA 1.4 cc 1390
Colour: GRKY A/C: ☐ Insured / ☐ Std / ☐ NI / ☐ NA
Sp. Reading: 36567 T-Radio: ☐ Insured / ☐ Std / ☐ NI / ☐ NA
Eng. No: _____
C/No: WVW222162G M024127
Gen. Cond: Good / ☒ Fair / ☐ Poor / ☐ Burnt
Steering: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt or
Brake: ☒ In order / ☐ Jammed / ☐ Leaked / ☐ Burnt or
Modi: ☐ Nil / ☒ S/Rim / ☐ STD A/Rim or
Tyre Size: F: 205/55R16
R: _____
BS / ☒ DUN / ☐ EXNOVA / ☐ GY / ☐ FS / ☐ LIZA / ☐ MIC / ☐ OHTSU / ☒ ~~PIR~~ SUMI /
TOYO / YOKO or _____
Front: _____ Rear: _____
R/Bal. 6 mm R/Bal. 6 mm
L/Bal. 6 mm L/Bal. 6 mm
D.O.A. 25/01/18 D.O.I. 30/01/18
Survey held at Volkswagen THAS
Des. of Damages: ☒ Fr / ☐ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop or
The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

RECEIVED 11.1.2018

Date/Time File Pass to? ☐ : Preli. Report

☐ : Final Report

Date/Time File Return to?

14/2- typist

Report Format: merimen

Lump Sum / I.B.I. / S 11,108.30

Days Of Repair: 8

Resurvey No. of Trip: 1

Add Fee: ☐ : Site Insp. / \$

☐ : Interview / \$

☐ : Tech. Insp. / \$

☐ : Weekend / \$

Survey Fee:

Transportation:

☐ S - P.S. / \$:

Photos

Others

TOTAL

300

10

310

Survey Department Check List (Case Handler)

Reference No.: CS/MSG/800/1740/R1v3
 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)		Y-Date	N-Date	Y-Date	N-Date
C	Damaged Vehicle Photographs Uploaded	✓			

(3) Workshop Estimate/Assignment Form		Y-Date	N-Date	Y-Date	N-Date
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)		Y-Date	N-Date	Y-Date	N-Date
C	Resurvey photo Uploaded	✓			

Check By: VERON 14/5/13
 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				
MSIG INSURANCE (SINGAPORE) PTE LTD		Ref : CS/MSG18001740/R1vd3		
16 RAFFLES QUAY #24-01 HONG LEONG BLDG SINGAPORE 048581		Date : 29-01-2018		
		Code : MSG		
1. Policy Particulars :- OWN DAMAGE				
Insured Veh.		Veh. Inspected		SLG 4485D
Policy No. A28832438AVW		Coverage (\$)		0.00
Claim No. 547792		Excess (\$)		500.00
Assign From MERIMEN (JOSLIN LIM)		Assign Date		29/01/2018
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				
5. General Information				
Engine No. HIDDEN		Accident Date 25/01/2018		
		Inspection Date		
Survey held at		VOLKSWAGEN GROUP SINGAPORE PTE LTD NO 17 TUAS AVE 9 SINGAPORE 639197		
5a. Remarks				
A) THE MARKET VALUE IS S\$----- (EST. AVERAGE) B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.				

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Exp	Adj Submitted	Ins Approved	Status
Main	26 Jan 2018		29 Jan 2018 16:15 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All
----------------------	---------------------------	-------------------------------	---------------------------	--------------------------

CLAIM SUBFOLDER DETAILS

Insured: TAN LIAN MIIN MARGARET, ID: S7128288J, Tel: +6591831782, Email: NOEMAIL

Vehicle Reg. No.: SLG4485D

Claim Type: OD / 547792

Repairer: Volkswagen Centre Singapore (macpherson) (HQ) Volkswagen Centre Singapore (Macpherson), 1 Kampong Ampat, 368314 Tuas - Tel:

Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Joslin Lim - 6643 1327]

Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... **[Imm.Advice due 30/01/2018]**

Driver/Custodian: TAN LIAN MIIN MARGARET (46 / Female), NRIC: S7128288J, Tel: +6591831782

Adj Asg. Remarks: This is under Volkswagen scheme Please revert.

[Created by insurer]

Date of Loss: 25/01/2018 17:00 - :59

Policy/Cover Note No.: A28832438AVW (Comprehensive)
Coverage: 29/09/2017 - 28/09/2018

Excess: S\$500.00

ASSOCIATED MAIL RECEIVED

[View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS ☐

[View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

View Received Message

This mail is associated with :

***SLG4485D (547792)**

OD

Jan 25 2018 5:00PM

[TAN LIAN MIIN MARGARET]

Volkswagen Centre Singapore (macpherson)

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 14/02/2018 14:37 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$11108.30) - SLG4485D - Claim Handler: Joslin Lim

Approved:11108.30:Approved mandate \$17139.73 (Including check items \$ 6817.52) before excess \$500

DOCUMENTS SUMMARY

There are no documents.

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

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

Singapore 408933

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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Joslin Lim

Date: 13 Feb 2018

Preliminary Advice

Vehicle No	: SLG4485D	Accident Date	: 25/01/2018
Make	: VOLKSWAGEN JETTA TSI	Policy No.	: A28832438AVW
Assignment Date	: 29/01/2018	Excess	: S\$500.00
Date of Inspection	: 30/01/2018	Est. Duration of Repair	: 8.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON) (HQ) VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON), 1 KAMPONG AMPAT SINGAPORE 368314		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	20,728.32	(incl.supplementary \$17.37)
Revised Amount	:S\$	11,108.30	(incl.supplementary \$17.37)
Check Items (Estimated)	:S\$	0.00	
Total	:S\$	11,108.30	
Lump Sum Repair	:S\$		

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	92,000.00
COE / PARF Rebate	:S\$	59,215.00
Salvage Value	:S\$	
Margin for Repair	:S\$	32,785.00

Remarks

☒ (X) The vehicle is economical for repair.

☐ () The above survey was conducted on a 'without prejudice' basis.

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

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

Singapore 408933

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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Joslin Lim

Date: 31 Jan 2018

Preliminary Advice

Vehicle No	: SLG4485D	Accident Date	: 25/01/2018
Make	: VOLKSWAGEN JETTA TSI	Policy No.	: A28832438AVW
Assignment Date	: 29/01/2018	Excess	: S\$500.00
Date of Inspection	: 30/01/2018	Est. Duration of Repair	: 8.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON) (HQ) VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON), 1 KAMPONG AMPAT SINGAPORE 368314		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	20,710.95
Revised Amount	:S\$	10,322.21
Check Items (Estimated)	:S\$	6,817.52
Total	:S\$	17,139.73

Lump Sum Repair

:S\$

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	92,000.00
COE / PARF Rebate	:S\$	59,215.00
Salvage Value	:S\$	
Margin for Repair	:S\$	32,785.00

Remarks

(X)

The vehicle is economical for repair.

()

The above survey was conducted on a 'without prejudice' basis.

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 8288J

Vehicle Details

Vehicle No.: SLG4485D
Vehicle to be Exported: No
Intended De-registration Date: 31 Jan 2018
Vehicle Make: VOLKSWAGEN
Vehicle Model: JETTA GP 1.4 TSI 90 A/T HL HID 1634G5
Primary Colour: Grey
Manufacturing Year: 2015
Engine No.: CAXF84345
Chassis No.: WVVZZZ16ZGM024127
Maximum Power Output: 90.0 kW (120 bhp)
Open Market Value: \$20,867.00
Original Registration Date: 29 Sep 2016
First Registration Date: 29 Sep 2016
Transfer Count: 0
Actual ARF Paid: \$21,214.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 28 Sep 2026
PARF Rebate Amount: \$15,910.00

Intended COE Rebate Details

COE Expiry Date:	28 Sep 2026
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$50,000.00
COE Rebate Amount:	\$43,305.00
Total Rebate Amount:	\$59,215.00

The information contained herein is correct as at 31 Jan 2018

OK

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 1 February 2018 2:03 PM
To: 'Tang, Shu Shi (VWG Singapore)'; SUR
Cc: Ong, Germaine (VWG Singapore)
Subject: RE: SLG4485D - SURVEYOR MARKING

Dear Shu Shi,

As instructed by our client MSIG, please proceed to repair the insured vehicle **SLG 4485D (Excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.

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: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]

Sent: Wednesday, 31 January 2018 4:12 PM

To: Ho Pei Fang <PeiFang_Ho@sg.msiga-asia.com>; Pauline Soh <pauline_soh@sg.msiga-asia.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>

Subject: FW: SLG4485D - SURVEYOR MARKING

Hi,

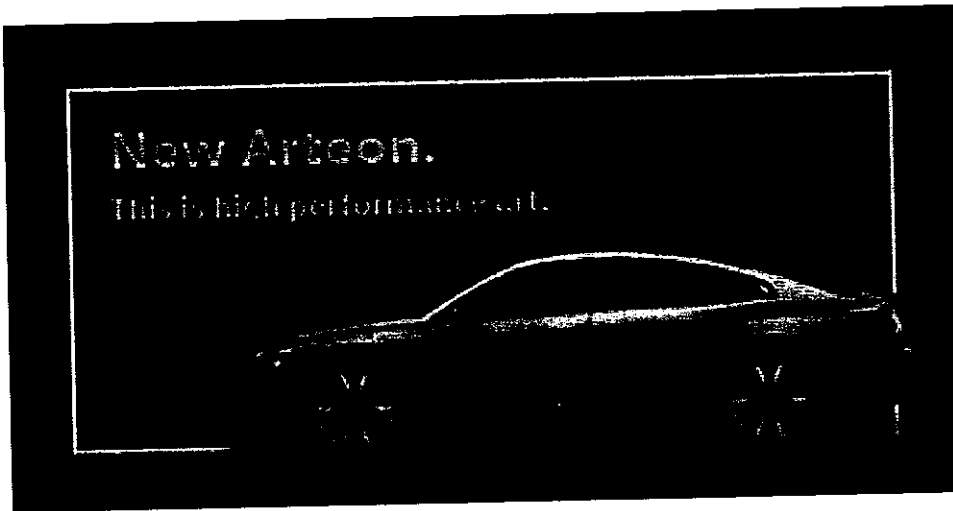
Vehicle had been survey, please let me know if claim authorised?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620



Veron Chen (LKKAUTO)

From: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>
Sent: Thursday, 1 February 2018 1:55 PM
To: Veron Chen (LKKAUTO); Shiao Chan (LKKAUTO)
Cc: Joslin Lim; SUR
Subject: RE: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Hi Veron,

Thanks for the advice and clarification.

I have approved the mandate in merimen.

From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Thursday, 1 February 2018 11:51 AM
To: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>
Cc: Joslin Lim <joslin_lim@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Dear Huey Ni,

According to surveyor, RHF fender photos 8,9, LHF fender photo 11,12. Both induced damaged caused by the front bonnet pushing inwards, front bumper require repair photo 47,57. Total 4 panels that require spray painting.

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: Shiao Chan (LKKAUTO)
Sent: Thursday, 1 February 2018 9:47 AM
To: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Joslin Lim <joslin_lim@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Dear Huey Ni,

Thank you for the email.

We will check and revert to you.

Dear Veron,

FYNA. CS/MSG18001740/R1vd3

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Eng Huey Ni [mailto:HueyNi_Eng@sg.msig-asia.com]

Sent: Thursday, 1 February 2018 9:25 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Joslin Lim <joslin_lim@sg.msig-asia.com>

Subject: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Hi Shiau Chan,

We understand that you are seeking mandate for this case.

We note that the cost recommended for spray painting is \$2000 but it seems that only bonnet need to be replaced... is there anything else that need to be spray paint?

Please advise urgently.

Thank you.

Eng Huey Ni

Senior Executive, Claims Services

D: +65 6643 1314 | F: +65 6225 7402 | hueyni_eng@sg.msig-asia.com



MSIG



Insurer Claims
Team of the Year
2016

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 1 February 2018 11:51 AM
To: Shiau Chan (LKKAUTO); Eng Huey Ni
Cc: Joslin Lim; SUR
Subject: RE: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Dear Huey Ni,

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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: Shiau Chan (LKKAUTO)
Sent: Thursday, 1 February 2018 9:47 AM
To: Eng Huey Ni <HueyNi_Eng@sg.msig-asia.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Joslin Lim <joslin_lim@sg.msig-asia.com>; SUR <sur@lkkauto.com>
Subject: RE: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Dear Huey Ni,

Thank you for the email.

We will check and revert to you.

Dear Veron,

FYNA. [CS/MSG18001740/R1vd3](#)

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Eng Huey Ni [mailto:HueyNi_Eng@sg.msig-asia.com]
Sent: Thursday, 1 February 2018 9:25 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: Joslin Lim <joslin_lim@sg.msig-asia.com>
Subject: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Hi Shiau Chan,

We understand that you are seeking mandate for this case.

We note that the cost recommended for spray painting is \$2000 but it seems that only bonnet need to be replaced... is there anything else that need to be spray paint?

Please advise urgently.

Thank you.

Eng Huey Ni

Senior Executive, Claims Services

D: +65 6643 1314 | F: +65 6225 7402 | hueyni_eng@sg.msig-asia.com



MSIG



**Insurer Claims
Team of the Year
2016**

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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Veron Chen (LKKAUTO)

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Dear Huey Ni,

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We will check and revert to you.

Dear Veron,

FYNA. CS/MSG18001740/R1vd3

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Eng Huey Ni [mailto:HueyNi_Eng@sg.msig-asia.com]

Sent: Thursday, 1 February 2018 9:25 AM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Cc: Joslin Lim <joslin_lim@sg.msig-asia.com>

Subject: URGENT - OD Survey - SLG4485D; DOA: 25/1/2018; Our Ref: M547792

Hi Shiau Chan,

We understand that you are seeking mandate for this case.

We note that the cost recommended for spray painting is \$2000 but it seems that only bonnet need to be replaced... is there anything else that need to be spray paint? *fender RH, fender LH, bumper*

Please advise urgently.

Thank you.

Eng Huey Ni

Senior Executive, Claims Services

D: +65 6643 1314 | F: +65 6225 7402 | hueyni_eng@sg.msig-asia.com



Insurer Claims
Team of the Year
2016

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg





MSIG

MSIG Insurance (Singapore) Pte. Ltd.

4 Shenton Way, # 21-01, SGX Centre 2, Singapore 068807

Tel +65 6827 7888, Fax +65 6827 7800

Co. Reg. No. 200412212G GST Reg. No. 20-0412212G

Certificate of Insurance

ROAD TRANSPORT ACT 1987 (MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (FEDERATION OF MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP. 189 OF THE REVISED EDITION)
(REPUBLIC OF SINGAPORE)
THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) RULES, 1996 EDITION (REPUBLIC OF SINGAPORE)
OR ANY AMENDMENT, ACT OR ACTS PASSED IN SUBSTITUTION THEREOF.

Form M.X.1
Individual Ownership

VW DRIVEEASY
Comprehensive

Certificate No. A 28832438 AVW

Excess : SGD500

Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle

SLG4485D

2. Name of Policyholder

Tan Lian Miin Margaret

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

29/09/2017

4. Date of Expiry of Insurance

28/09/2018

5. Persons or Classes of Persons entitled to drive*

Tan Lian Miin Margaret

Any other person provided he is driving on the Policyholder's order or with the Policyholder's permission.

* Provided that the person driving is permitted in accordance with the licensing or other laws or 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.

6. Limitations as to use*

Use only for social domestic and pleasure purposes and for the Policyholder's business.

The Policy does not cover use for hire or reward racing pace-making reliability trial speed-testing the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

PLEASE NOTE ALL CLAIMS RELATED REPAIR MUST BE CARRIED OUT AT VOLKSWAGEN CENTRE SINGAPORE.

This Certificate is not transferable to a new owner of the vehicle. If for any reason the Policy is terminated during its currency, the Certificate must be returned to the Insurer within 7 days of the termination or if the Certificate has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189).

I/WE HEREBY CERTIFY that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia) or any Amendment, Act or Acts passed in substitution thereof.

MSIG Insurance (Singapore) Pte. Ltd.

Approved Insurers

for Chief Executive Officer



Class 3 Motor Cars $\leq 3500\text{kg}$ with ≤ 7 passengers, exclusive of the driver; and other motor vehicles $\leq 3500\text{kg}$ 28 Jan 2026

NP 428A



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 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	26/01/2018 11:21
Date Of Accident	25/01/2018 17:15
Exact Location Of Accident	ALONG FARRER ROAD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLG4485D
Insured/Policyholder	
Name Of Registered Owner	TAN LIAN MIIN MARGARET
NRIC No	S7128288J
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-91831782
Alternative Phone No	OFFICE-91831782

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	JETTA TSI (DSG) HIGHLINE HIDC
Exact Purpose for which vehicle was being used at time of accident	PRIVATE

Are you claiming under your own insurance policy for repair to your vehicle?	YES
--	-----

If No, Please state action to be taken

Vehicle Category	PRIVATE CAR
------------------	-------------

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 28832438 AVW
Cover Note Number	

Driver

Name of Driver	TAN LIAN MIIN MARGARET
NRIC No	S7128288J
Date Of Birth	02/08/1971
Occupation	INDOOR
Date Of Driving Pass	20/06/2006
Driving Experience	11 YEARS AND 7 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-91831782
Fax Number	
Contact Number	OFFICE-91831782
EEmail Address	NOEMAIL

Address	23 FLORA ROAD #03-08 ESTELLA GARDENS
Postcode	509739
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - CHANGE/CROSS LANE
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

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

Circumstances of Accident

refer to sketch plan

Attachment(s)

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

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLU3521R
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	YEO KWEE MENG
NRIC/Passport Number	S1654087J
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
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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/mailed 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:

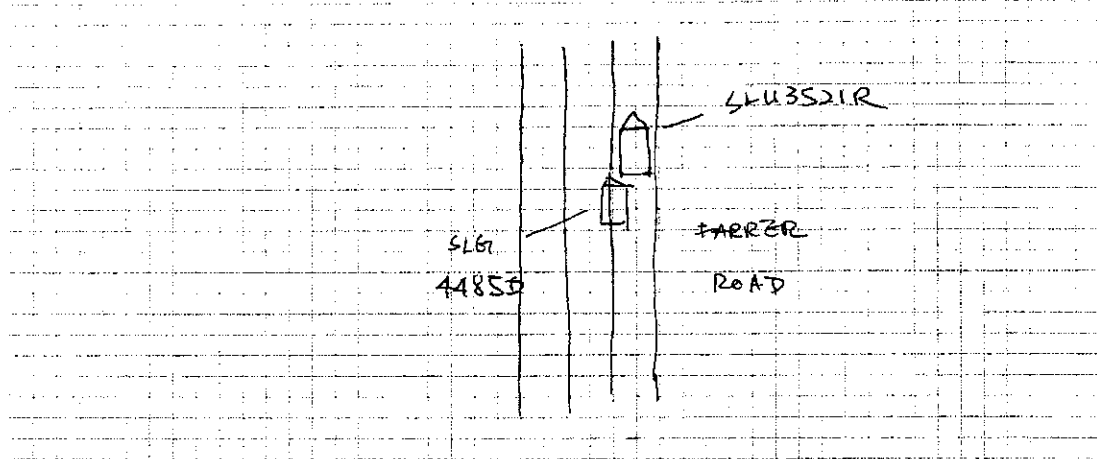
Driver's Signature
(If driver is not the policyholder)
Date & Time:



Reporting Centre Person's Signature
Name:
NRIC/

Sketch Plan #2 Pg. 1

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

25 JAN 2018 at 5.15 pm on Fawcett Road.

I am driving my car on Fawcett Road towards Adam Road.


While shifting from 2nd right lane to right lane, the car in front of my car slow down and sudden brake. I applied E-brake and cannot stop in time.

DECLARATION

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

Policyholder's Signature
Date & Time:

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


 NY 26/11/18
 Reporting Centre & Personnel's Signature
 Name: _____
 NRIC/ID No.: 181030002

MSIG OD



Service Order Confirmation

SERVICE ORDER NO: 18IP0258

CUSTOMER NO.: CV035208

CUSTOMER NAME: TAN LIAN MIIN MARGARET

TELEPHONE NO.:

ADDRESS: 23 FLORA ROAD #03-08 ESTELLA GARDENS

Singapore

VEH No.: SLG4485D

Order Date: 01/26/18

Reg Date: 09/29/16

KM: 29,573

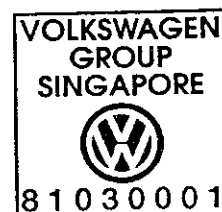
VIN NO.: WVVZZZ16ZGM024127

ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA TSI (DSG) HIGHLINE HIDC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P SUNDRIES AIR CON GAS	48	TU	1.25		60 ✓
2	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	200		200 ✓
3	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	360		360 ✓
4	B&P AIRCON VACUUM & REGAS AIRCON-NETT	1	TU	238		238 ✓
5	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
6	B&P MACP LABOUR LABOUR	8	UNIT	475		3,800 ✓ 1900 ✓
7	B&P MACP PAINT SPRAY PAINT	5	UNIT	500		2,500 ✓ 2000 ✓
8	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80 ✓
Item						
9	5C6823031E FRONT BONNET	1	PCS	1,020.84	28	735.00 ✓
10	1K8823186F 9B9 LATCH	1	PCS	111.33	28	80.16 ✓
11	5C6823509D BONNET LOCK	1	PCS	158.59	28	114.18 ✓
12	5C6823301A HINGE LH	1	PCS	135.40	28	97.49 ✓
13	5C6823302A HINGE RH	1	PCS	135.40	28	97.49 ✓
14	5C6823708 BONNET SEAL RH	1	PCS	26.56	28	19.12 ✓
15	5C6807217Q GRU FRT BUMPER	1	PCS	852.00	28	613.44 ✓
16	5C6807183A FRT LHS BUMPER BRACKET	1	PCS	32.26	28	23.23 ✓
17	5C6807184A FRT RHS BUMPER BRACKET	1	PCS	31.11	28	22.40 ✓
18	5C6805706J BUMPER CENTRE BRACKET	1	PCS	100.89	28	72.64 ✓
19	5C6807248H BUMPER FOAM LHS	1	PCS	103.80	28	74.74 ✓
20	5C6807248G BUMPER FOAM RHS	1	PCS	103.80	28	74.74 ✓
21	5C6807109C FRT REINFORCEMENT	1	PCS	573.69	28	413.06 ✓
22	5C6919493A SENSOR BRACKET	1	PCS	53.52	28	38.53 ✓
23	5C6919494A SENSOR BRACKET	1	PCS	53.52	28	38.53 ✓
24	D 180KU2A1 2KADHESIVE	1	PCS	103.66	28	74.64 ✓
25	D 822150A1 BONDAGENT	1	PCS	74.16	28	53.40 ✓
26	5C6853651AJZLL FRT RADIATOR GRILLE	1	PCS	350.46	28	252.33 ✓
27	5C8941751B H/LAMP LH	1	PCS	5,098.50	28	3,670.92 ✓
28	5C8941752B H/LAMP RH	1	PCS	5,098.50	28	3,670.92 ✓



Service Order Confirmation

SERVICE ORDER NO: 18IP0258

CUSTOMER NO.: CV035208

CUSTOMER NAME: TAN LIAN MIIN MARGARET

TELEPHONE NO.:

ADDRESS: 23 FLORA ROAD #03-08 ESTELLA GARDENS
Singapore

VEH No.: SLG4485D

Order Date: 01/26/18

Reg Date: 09/29/16 KM: 29,573

VIN NO.: WVVZZZ16ZGM024127 ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA TSI (DSG) HIGHLINE HIDC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	5C6805588Q LOCK CARRIER	1	PCS	784.03	28	564.50
30	5C6805567 SUPPORT LOCK CARRIER	1	PCS	85.48	28	61.55
31	5C6805931 H/LAMP TOP PANEL LH	1	PCS	37.78	28	27.20
32	5C6805932 H/LAMP TOP PANEL RH	1	PCS	37.78	28	27.20
33	5C0820411K A/C CONDENSER	1	PCS	680.58	28	490.02
34	1K0121253AA RADIATOR INNER	1	PCS	909.46	28	654.81
35	1K0121251BN RADIATOR OUTER	1	PCS	909.46	28	654.81
36	5C6121283G AIR GUIDE LH	1	PCS	24.12	28	17.37
37	5C6121284G AIR GUIDE RH	1	PCS	24.12	28	17.37
38	G 013040M2 COOLANT ADD 1.5 Ltr Ready Mix	2	PCS	27.00	28	38.88
39	5C6955453S WIPER TANK	1	PCS	181.20	28	130.46
40	431955465A GASKET	1	PCS	5.40	28	3.89
41	443955465 GASKET	1	PCS	1.60	28	1.15
42	G 052184A2 WINDSHIELD CLEANER 1 Litre Btl	1	PCS	22.50	28	16.20
43	5C6821106A FENDER RH	1	PCS	691.66	28	498.00
44	5C6821136 RHS FENDER BRACKET	1	PCS	45.27	28	32.59

Remarks : MSIG (IN-HOUSE) OD CLAIM

DOA: 26/01/2018

SURVEY BY:

EXCESS: \$

Service Order Confirmation

SERVICE ORDER NO: 18IP0258

CUSTOMER NO.: CV035208

CUSTOMER NAME: TAN LIAN MIIN MARGARET

TELEPHONE NO.:

ADDRESS: 23 FLORA ROAD #03-08 ESTELLA GARDENS
Singapore

VEH No.: SLG4485D

Order Date: 01/26/18

Reg Date: 09/29/16 KM: 29,573

VIN NO.: WVVZZZ16ZGM024127 ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA TSI (DSG) HIGHLINE HIDC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
-----	-------------	-----	-----	------------	--------	--------

LKK Auto Consultants hence notify
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

RASUL

Hp 90010068

8 days

30/01/18 @ 1645

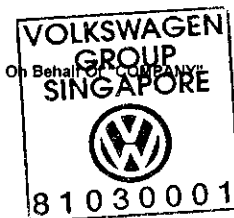
EXCESS: 500

REVERT

Resurvey by paint

20,728.33

TOTAL	20,710.95
GST AMOUNT	1,449.77
TOTAL AMOUNT	22,160.72



Authorized Signature

Certified Goods/Service received:

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Veron Chen (LKKAUTO)

From: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Sent: Wednesday, 14 February 2018 2:54 PM
To: Veron Chen (LKKAUTO); Rasul (LKKAUTO)
Cc: Tang, Shu Shi (VWG Singapore); SUR
Subject: RE: FINALISATION SLG4485D

Dear Veron

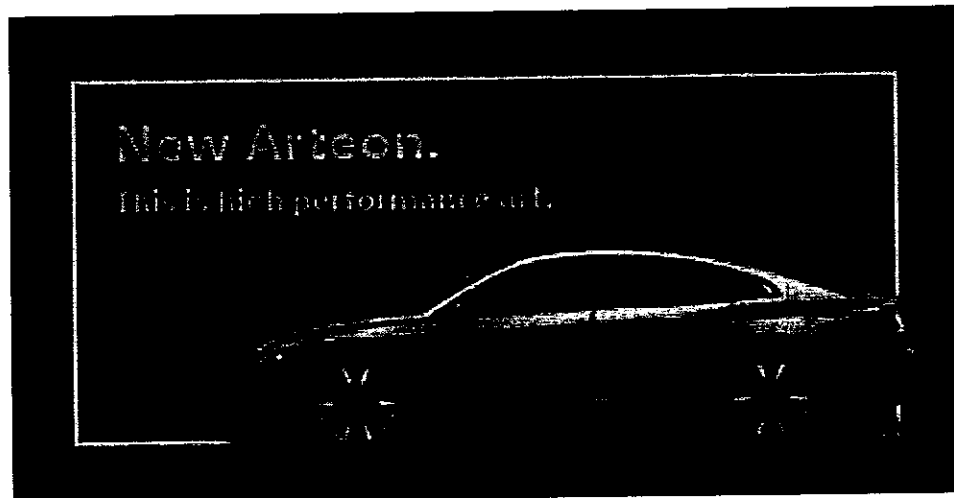
The cent is based on our system calculation.

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



From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Wednesday, 14 February, 2018 2:53 PM
To: Ong, Germaine (VWG Singapore); Rasul (LKKAUTO)
Cc: Tang, Shu Shi (VWG Singapore); SUR
Subject: RE: FINALISATION SLG4485D

Dear Germaine,

Based on our calculation amount is \$11,108.30 before excess \$500 and GST

No of days: 8 working 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: Ong, Germaine (VWG Singapore) [<mailto:Germaine.ong@vw.com.sg>]

Sent: Monday, 12 February 2018 5:21 PM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Subject: FINALISATION SLG4485D

Hi Rasul

Please see attached finalisation

COR: As per attached

8 working days

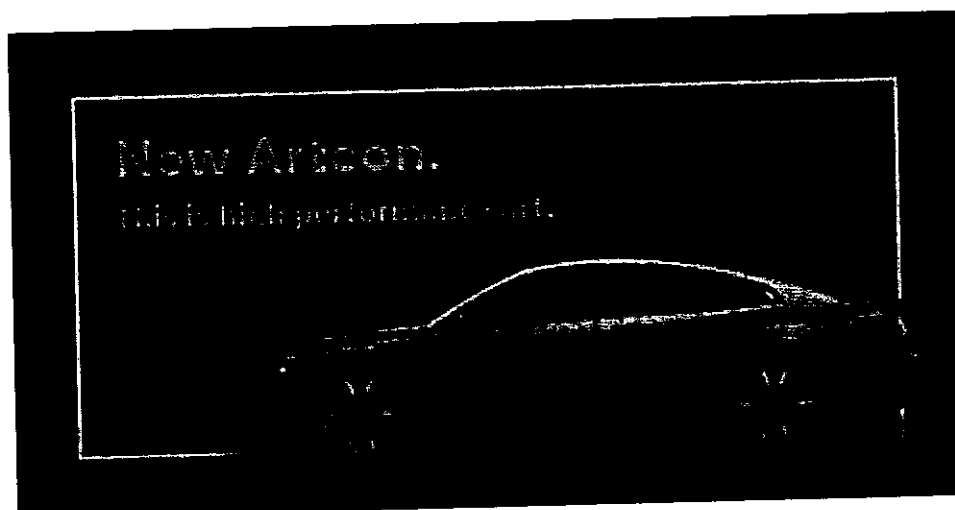
Please revert

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



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Sent: Wednesday, 14 February 2018 2:53 PM
To: 'Ong, Germaine (VWG Singapore)'; Rasul (LKKAUTO)
Cc: Tang, Shu Shi (VWG Singapore); SUR
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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)

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Sent: Monday, 12 February 2018 5:21 PM
To: Rasul (LKKAUTO) <Rasul@lkkauto.com>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Subject: FINALISATION SLG4485D

Hi Rasul

Please see attached finalisation

COR: As per attached

8 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
<http://www.vw.com.sg>

New Arizon.

mid. h. h. performance art.



Service Order Confirmation

SERVICE ORDER NO.: 18IP0258

CUSTOMER NO.: CV035208

CUSTOMER NAME: TAN LIAN MIIN MARGARET

TELEPHONE NO.:

ADDRESS: 23 FLORA ROAD #03-08 ESTELLA GARDENS
Singapore

VEH No.: SLG4485D

Order Date: 26/01/18

Reg Date: 29/09/16 KM: 29,573

SA: Tang Shu Shi

VIN NO.: WVVZZZ16ZGM024127 ENGINE NO:

MODEL: JETTA TSI (DSG) HIGHLINE HIDC MODEL NO.: 1634G7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P SUNDRIES AIR CON GAS	48	TU	1.25		60
2	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	200		200
3	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	360		360
4	B&P AIRCON VACUUM & REGAS AIRCON-NETT	1	TU	238		238
5	B&P INSURANCE EXCESS INSURANCE EXCESS / DEDUCTIBLE	1	TU	-500		-500
6	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
7	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
8	B&P MACP LABOUR LABOUR	4	UNIT	475		1,900
9	B&P MACP PAINT SPRAY PAINT	4	UNIT	500		2,000
10	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80
Item						
11	5C6823031E FRONT BONNET	1	PCS	1,020.84	28	735.00
12	1K8823186F 9B9 LATCH	1	PCS	111.33	28	80.16
13	5C6823301A HINGE LH	1	PCS	135.40	28	97.49
14	5C6823302A HINGE RH	1	PCS	135.40	28	97.49
15	5C6823708 BONNET SEAL RH	1	PCS	26.56	28	19.12
16	5C6807183A FRT LHS BUMPER BRACKET	1	PCS	32.26	28	23.23
17	5C6807184A FRT RHS BUMPER BRACKET	1	PCS	31.11	28	22.40
18	5C6805706J BUMPER CENTRE BRACKET	1	PCS	100.89	28	72.64
19	5C6853651AJZLL FRT RADIATOR GRILLE	1	PCS	350.46	28	252.33
20	5C8941752B H/LAMP RH	1	PCS	5,098.50	28	3,670.92
21	5C6805588Q LOCK CARRIER	1	PCS	784.03	28	564.50
22	5C6805567 SUPPORT LOCK CARRIER	1	PCS	85.48	28	61.55
23	5C6805932 H/LAMP TOP PANEL RH	1	PCS	37.78	28	27.20
24	5C0820411K A/C CONDENSER	1	PCS	680.58	28	490.02
25	5C6121284G AIR DUCT	1	PCS	24.12	28	17.37
26	G 013040M2 COOLANT ADD 1.5 Ltr Ready Mix	2	PCS	27.00	28	38.88

Remarks : MSIG (IN-HOUSE) OD CLAIM

DOA: 26/01/2018

Service Order Confirmation

SERVICE ORDER NO: 18IP0258

CUSTOMER NO.: CV035208

CUSTOMER NAME: TAN LIAN MIIN MARGARET

TELEPHONE NO.:

ADDRESS: 23 FLORA ROAD #03-08 ESTELLA GARDENS

Singapore

VEH No.: SLG4485D

Order Date: 26/01/18

Reg Date: 29/09/16

KM: 29,573

SA: Tang Shu Shi

VIN NO.: WVVZZZ16ZGM024127

ENGINE NO:

MODEL: JETTA TSI (DSG) HIGHLINE HIDC

MODEL NO.: 1634G7

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
SURVEY BY: RASUL						
EXCESS: \$ 500						

TOTAL	10,608.29
GST AMOUNT	742.58
TOTAL AMOUNT	11,350.87

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	26 Jan 2018		29 Jan 2018 16:15 Edit Adj Rpt	\$11,108.30 Edit Estimates	\$11,108.30 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS			[Created by insurer]
Insured:	TAN LIAN MIIN MARGARET, ID: S7128288J, Tel: +6591831782, Email: NOEMAIL		
Vehicle Reg. No.:	SLG4485D	Date of Loss:	25/01/2018 17:00 - :59
Claim Type:	OD / 547792	Policy/Cover Note No.:	A28832438AVW (Comprehensive) Coverage: 29/09/2017 - 28/09/2018
		Excess:	S\$500.00
Repairer:	Volkswagen Centre Singapore (macpherson) (HQ) Volkswagen Centre Singapore (Macpherson), 1 Kampong Ampat, 368314 Tuas - Tel:		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Joslin Lim - 6643 1327]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 28/02/2018]		
Driver/Custodian:	TAN LIAN MIIN MARGARET (46 / Female), NRIC: S7128288J, Tel: +6591831782		
Adj Asg. Remarks:	This is under Volkswagen scheme Please revert.		

ASSOCIATED MAIL RECEIVED	View All Compose Case Mail
<ul style="list-style-type: none"> MSIG_SG (14/02/2018): Alert - Adj Mandate Approved (\$11108.30) - SLG4485D - Claim Handler: Joslin Lim MSIG_SG (01/02/2018): Alert - Adj Mandate Approved (\$17139.73) - SLG4485D - Claim Handler: Joslin Lim 	

ALL ASSOCIATED TASKS <input type="checkbox"/>	View All Search Tasks Create New Task Complete																				
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Due Date</th> <th>Priority</th> <th>Type</th> <th>Task Group</th> <th>Subject</th> <th>Handler</th> <th>Assigned By</th> <th>Completed On</th> <th>Created On</th> <th>Done?</th> </tr> </thead> <tbody> <tr> <td colspan="10">No results.</td> </tr> </tbody> </table>	Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?	No results.										
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?												
No results.																					

Claim Documents

***SLG4485D (547792)**

OD































Jan 25 2018 5:00PM

[TAN LIAN MIIN MARGARET]

Volkswagen Centre Singapore (macpherson)

[Upload Documents](#) | [Upload Photos](#) | [Compose New Letter](#)

View [View in Browser](#) ▼

Video			1 per page ▼	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	26/01/18 11:53	Video - Accident [Linked Accident Report Documents]	 Load MP4	
Assessment Reports			1 per page ▼	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	31/01/18 13:30	Adjuster Immediate Advice	 Load HTM	
2	13/02/18 08:45	Adjuster Immediate Advice	 Load HTM	
Photos/Images			3 per page ▼	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
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Documentation			1 per page ▾	<input checked="" type="checkbox"/>
No	Finalized On		Thumbnail	Print
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No	Relabel/Reorder		Thumbnail	Print
1	31/01/18 12:42	LKK Auto Consultants Pte Ltd (HQ) ESTIMATE	1	Load PDF
2	13/02/18 08:45	1ST ESTIMATE	1	Load PDF
3	13/02/18 08:45	SUPPLEMENTARY	1	Load PDF

Linked Accident Report Documents

			View	View in Browser ▾
Video			1 per page ▾	<input checked="" type="checkbox"/>
No	Finalized On		Thumbnail	Print
1	26/01/18 11:53	Volkswagen Centre Singapore (HQ) Video - Accident	1	Load MP4
Assessment Reports			1 per page ▾	<input checked="" type="checkbox"/>
No	Finalized On		Thumbnail	Print
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Photos/Images			3 per page ▾	<input checked="" type="checkbox"/>
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Documentation				1 per page ▾	
No	Finalized On	Volkswagen Centre Singapore (HQ)		Thumbnail	Print
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2	26/01/18 11:48	Sketch Plan #2		Load TIFF	

Documents Checklist

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

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To:

☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

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

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Our File No: CS/MSG18001740/R1VD3E2

Date: 21/02/2018

REFERENCE

Insured/Claimant:	TAN LIAN MIIN MARGARET	Policy No:	A28832438AVW	
Date of Loss:	25/01/2018	Nature of Claim:	OD	Claim No: 547792

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLG4485D	Engine No:	CAXF84345
Make & Model:	VOLKSWAGEN JETTA TSI, 1.4 (A)	Chassis No:	WVWZZZ16ZGM024127
Reg. Date:	29/09/2016 (Man. Year: 2015)	Odometer:	36507 km
Colour:	Grey		
Engine Capacity:	1390 cc		
Market Value/New Car Price:	S\$92,000.00		
Sum Insured (S\$):	Market Value/New Car Price		

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size:	205/55 R16	Rear Tyre Size:	205/55 R16
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 6 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	13,570.33	6,350.30	7,220.03	53.20
Miscellaneous Items	0.00	0.00	0.00	
Labour	7,158.00	4,758.00	2,400.00	33.53
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	20,728.33	11,108.30	9,620.03	46.41
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	20,228.33	10,608.30	9,620.03	47.56
+ GST 7.00/7.00% (S\$)	1,415.98	742.58	673.40	47.56
Nett Amount (S\$)	21,644.31	11,350.88	10,293.43	47.56

INSPECTION

Date of Assignment:	29/01/2018	
Date Inspected:	30/01/2018	Inspected At: VOLKSWAGEN GROUP SINGAPORE PTE LTD NO 17 TUAS AVE 9 SINGAPORE 639197
Estimated Period of Repair:	8.0 days	

Adjuster: XING GUO QIANG

Manager: VERON CHEN

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

REPAIR DETAILS

Reference

Part Source: MRM-SG Version: 1.0 (Last Synchronised: 21 Feb 2018)

Parts: 143 VOLKSWAGEN JETTA TSI 1.4 (A) (Catalogue:Merimen Singapore 1.0)

Labour: Repairer's (Price-denominated Standard List)

Print Code: (Unsubmitted, no print-code for SLG4485D)

Validity: These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page

Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*NUMBER PLATE	Bent	80.00 FS	*80.00 FS
2	1		*FRONT BONNET	Buckled	735.00 FS	*735.00 FS
3	1		*LATCH	Bent	80.16 FS	*80.16 FS
4	1		*BONNET LOCK	Serviceable	114.18 FS	*-FS
5	1		*HINGE LH	Bent	97.49 FS	*97.49 FS
6	1		*HINGE RH	Bent	97.49 FS	*97.49 FS
7	1		*BONNET SEAL RH	Necessary	19.12 FS	*19.12 FS
8	1		*FRT BUMPER	Repair	613.44 FS	*-FS
9	1		*FRT LHS BUMPER BRACKET	Cracked	23.23 FS	*23.23 FS
10	1		*FRT RHS BUMPER BRACKET	Cracked	22.40 FS	*22.40 FS
11	1		*BUMPER CENTRE BRACKET	Cracked	72.64 FS	*72.64 FS
12	1		*BUMPER FOAM LHS	Serviceable	74.74 FS	*-FS
13	1		*BUMPER FOAM RHS	Serviceable	74.74 FS	*-FS
14	1		*FRT REINFORCEMENT	Serviceable	413.06 FS	*-FS
15	1		*SENSOR BRACKET	Serviceable	38.53 FS	*-FS
16	1		*SENSOR BRACKET	Serviceable	38.53 FS	*-FS
17	1		*2KADHESIVE	Not Necessary	74.64 FS	*-FS
18	1		*BONDAGENT	Not Necessary	53.40 FS	*-FS
19	1		*FRT RADIATOR GRILLE	Cracked	252.33 FS	*252.33 FS
20	1		*H/LAMP LH	Serviceable	3,670.92 FS	*-FS
21	1		*H/LAMP RH	Cracked	3,670.92 FS	*3,670.92 FS
22	1		*LOCK CARRIER	Cracked	564.50 FS	*564.50 FS
23	1		*SUPPORT LOCK CARRIER	Cracked	61.55 FS	*61.55 FS
24	1		*H/LAMP TOP PANEL LH	Serviceable	27.20 FS	*-FS
25	1		*H/LAMP TOP PANEL RH	Bent	27.20 FS	*27.20 FS
26	1		*A/C CONDENSER	Bent	490.02 FS	*490.02 FS
27	1		*RADIATOR INNER	Serviceable	654.81 FS	*-FS
28	1		*AIR GUIDE LH	Serviceable	17.37 FS	*-FS
29	1		*AIR GUIDE RH	Serviceable	17.37 FS	*-FS
30	2		*COOLANT ADD 1.5 LTR READY MIX	Necessary	38.88 FS	*38.88 FS
31	1		*WIPER TANK	Serviceable	130.46 FS	*-FS
32	1		*GASKET	Not Necessary	3.89 FS	*-FS
33	1		*GASKET	Not Necessary	1.15 FS	*-FS
34	1		*FENDER RH	Repair	498.00 FS	*-FS
35	1		*RHS FENDER BRACKET	Repair	32.59 FS	*-FS
36	1		*AIR DUCT	Cracked	17.37 FS	*17.37 FS
37	1		*RADIATOR OUTER	Serviceable	654.81 FS	*-FS
38	1		*WINDSHIELD CLEANER 1 LITRE BTL	Not Necessary	16.20 FS	*-FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$) **13,570.33** **6,350.30**

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	AIR CON GAS	New	60.00	60.00
2	ELECT WIRING & MECH COMPONENT CHECK	New	200.00	200.00
3	PROGRAMMING & CALIBRATION	New	360.00	360.00
4	VACUUM & REGAS AIRCON	New	238.00	238.00
5	LABOUR	New	3,800.00	1,900.00
6	SPRAY PAINT	New	2,500.00	2,000.00
Gross Labour Cost (\$\$)			7,158.00	4,758.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >