22/03/2002 • ASS. REC, BY:	REF: (S/ASM (800)	368 Rivber	Special Instruction:
urvajor Rusul	ASSIGNMENT		
Smun drim ROSA From (Person): Yvonni	Yny of	ASM	Date/Time: 06:02:1018 1:09pm
Estimated Cost:	Bi		
OD TP + WS + TP RES / OD R	ES/EVA/INV/MV/CS		
To Inspect Vehicle No:		Insure	
at Workshop m/s	Volkswapen		el: 9386 7833
of	1 Kampany Amput C	ff macphysus	n Rd
Policy No:		Claim No: \S81	FFF001
Sum Insured:		Excess: 4 75	50 -00
Make of Veh: (Client's Record)			D.O.A. 13.01.2018
CA / REV / REP. / REV 24	((0.FC)	1018 @ H45pn	n
Detactions: IAU 2018 Of	HRS	Of Mai	H.O.D. Endorsement:
Date/Time: 0603.2018 33	Person Contacted:	snusri(Vehicle IN 1 OUT
Date/Time Action/Instruction	n (/) Estimate	Pls gilvico ieno	son for late submission 00
936 95 R. V		110 20115 100	201 10 1-00 2000 1132 (01) 0D
8 > 18 Revert by			
10000	2		
	repair by :	SMART Claim)
8/2/18 Informed s	hu shi cla ex	\$750 by en	nail
13318 @503.pm	Spoken to Yvonne	dival fla	\$ 11,73173 - \$750 = \$10,81

Survey Department Check List (Case Handler)

Reference No.: (S ASM & >368 Klvb

Policy Type: OD / TP / TP RES / TL / EVA Typist

lmin (): Case handler to make sure all Info	Y-Date	N-Date	Y-Date	N-Date
	Reference No.				
C.	Customer Code				
C					
N	Assign From	~			ļ
<u>C</u>	Assign Date	/			
C	Veh No (Inspected)	~			<u> </u>
C	Veh No (Insured)				Τ
C	D.O.A				
C	Policy No				
C	Claim No				
C	Insurance Authorisation (CA /REV/REP)		 		1
С	Report Type		 		
C	Weekend Charges		 	┨┟╼┈═	
N	Survey held at/Repairer		 	┨ ┣━━━━	+
Ç	Excess): Case handler to make sure		<u> </u>	J L	1
rveyo) Assig C	nment Form Vehicle No	~			
C	Regn Month/Year	~			
	Vehicle Type			.	
N		~		<u> </u>	
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C	Engine Capacity. (C.C)	V] [
N	Colour	~		1 C	
C	Odometer. (Sp.Reading)	~			
c	Chassis No			1	
N	General Condition	V			
N	Steering				
N	Brake		1		
N	Modification (Modi)			-	
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N C	Tyre Make Tyre Balance	\frac{\frac}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac}}}}}}}}}{\frac}}}}}}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\fir}}}}}}}}}}}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\			
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N C C N	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merlmen)	\frac{\frac}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac}}}}}}}}}{\frac}}}}}}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\fir}}}}}}}}}}}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\			
N C C N N	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merlmen)	\frac{\frac}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac}}}}}}}}}{\frac}}}}}}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\fir}}}}}}}}}}}}}}}}}}{\frac{\frac{\frac{\frac{\frac{\frac{\			
N C C N N	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merimen) Damaged Vehicle Photographs Uploaded	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
N C C N N (2) Syst C	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merlmen) Damaged Vehicle Photographs Uploaded ekshop Estimate/Assignment Form	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
N C C N N 2) Syst C	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merlmen) Damaged Vehicle Photographs Uploaded ekshop Estimate/Assignment Form ALL Parts condition	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\			
N C C N N (2) Syst C	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merimen) Damaged Vehicle Photographs Uploaded ekshop Estimate/Assignment Form ALL Parts condition Market Value for OD cases	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
N C C N N (2) Syst C C (3) Wor	Tyre Make Tyre Balance Date of Inspection Survey held Des.of Damages em - (Views/Merlmen) Damaged Vehicle Photographs Uploaded ekshop Estimate/Assignment Form ALL Parts condition Market Value for OD cases Estimate Repair Cost for PRI (RSI, TMI, MSIG)	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
N C C N N (2) Syst C	Tyre Make Tyre Balance Date of Inspection Survey held Des. of Damages em - (Views/Merimen) Damaged Vehicle Photographs Uploaded ekshop Estimate/Assignment Form ALL Parts condition Market Value for OD cases Estimate Repair Cost for PRI (RSI, TMI, MSIG) Days of repair	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
N C C N N 2) Syst C C (3) Wor C C C	Tyre Make Tyre Balance Date of Inspection Survey held Des.of Damages em - (Views/Merlmen) Damaged Vehicle Photographs Uploaded ekshop Estimate/Assignment Form ALL Parts condition Market Value for OD cases Estimate Repair Cost for PRI (RSI, TMI, MSIG) Days of repair	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
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Check By:	VERON	13 3 18
•	Case Handler	Date



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

The second second second	Affiliated to Federation Internation	nale Des	Experts En Automo	bile
XA INSURANCE PT	E LTD	Ref:	CS/ASM180023	68/R1vb
SHENTON WAY #2 XA TOWERSINGAP		Date :	06-02-2018	
		Code:	ASM	11 14 8 14 91 9 (1 1 8 1 8 1 9 1 9 1)
	Policy Particula	ars :- OV	VN DAMAGE	
Insured Veh.		Veh. In	spected	SBG 95R
Policy No.		Covera	ıge (\$)	0.00
Claim No.	S8M00777	Excess	s (\$)	750.00
Assign From	SMART CLAIM (YVONNE ANG)	Assign	Date	06/02/2018
	Vehicle Partic	ulars &	Condition 3	
Make & Model		c.c		0
Engine No.	HIDDEN	Year of	Reg.	
Chassis No.		Colour		
Odometer	•	Steerin	g	
Brakes		Modific	ation	
General		<u> </u>		
	Condition of the state of the s	ons of T	yresi 🤲 🗀 🗀	
	Size	Make		Balance
R/H Front Tyre				mm
L/H Front Tyre				mm
R/H Rear Tyre				mm
L/H Rear Tyre				mm
The second second	Pascriptio	n of Dar	nages/main +	The second of the second
The participant of the participant		l sorb- descios-		
Accident Date	新文化。	NOT THE REAL PROPERTY.	B D TANKS OF THE STREET	
Survey held at		-	ion Date	07/02/2018
Julyey lielu at	VOLKSWAGEN CENTRE SINGA 1 KAMPONG AMPAT OFF MACP SINGAPORE 368314		ROAD	
	1. No. 2. Apr. 18 (1997) 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	marks::		是一种"大型"。 1000年11月1日 - 1000年11月1日 - 1000年1
A)THE MARKET VA	ALUE IS S\$(FST AVERA	GE)		The state of the s
B)IN ACCORDANC	E TO YOUR INSTRUCTIONS, WE	HÁVE A	UTHORISED REF	PAIRS.

LKK AUTO CONSULTANTS PTE LTD (OD) ▼

Menu



FINAL AMOUNT FOR SBG 95R

Type

Question

Message

Dear Yvonne, We spoke. Final amount \$11,731.73 inclusive of supplementary (less excess \$750) =\$ 10,981.73 Thanks Veron Chen

Reply

Veron Chen (LKKAuto)

From:

Veron Chen (LKKAuto)

Sent:

Thursday, 8 February 2018 2:49 PM

To:

'Tang, Shu Shi (VWG Singapore)'; CS A Team; SUR

Subject:

RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Dear Shu Shi,

As instructed by our client AXA, please proceed to repair the insured vehicle SBG 95R (Excess \$750/-).

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)

TO MAIN COMPANIES. TO A STATE OF THE STATE O

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

Sent: Wednesday, 7 February 2018 5:47 PM

To: motor.survey@axa.com.sg; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Hi,

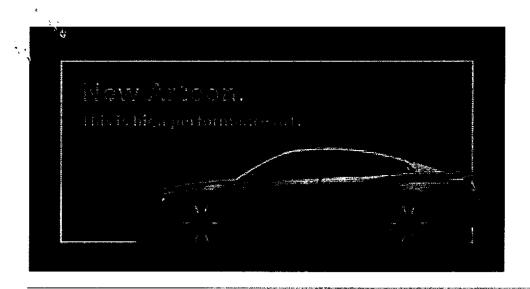
Vehicle had been survey, please let us know if claim authorised?

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: Tang, Shu Shi (VWG Singapore) Sent: Tuesday, 6 February, 2018 8:45 AM

To: motor.survey@axa.com.sq

Subject: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Dear Claims,

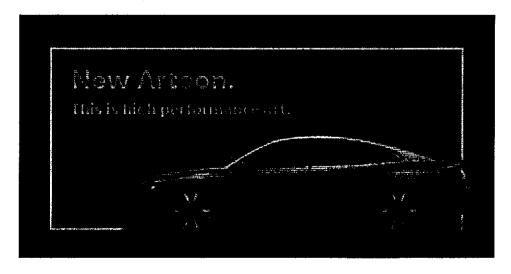
Please revert on survey arrangement for this claim.

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Tuesday, 6 February, 2018 8:41 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP



Re: IA SUBMITTED

Type

Question

Message

Please proceed to authorize repair

Reply

LKK AUTO CONSULTANTS PTE LTD (OD) ▼

Menu



IA SUBMITTED

Type

Question

Dear Yvonne, Please be informed that IA submitted. We have Not authorize repair. Kindly let us have your approval please. Repairer's Estimate (Gross): \$\$14,942.45 Revised Estimate Amount: \$\$9,488.25 "Check" Items Amount :S\$914.20 Total :S\$10,402.45 Market Value :S\$48,000.00 COE/PARF Rebate :S\$37,078.00 Nett Value : \$\$10,922.00 Thanks Veron Chen

Reply

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

Your ref:

S8M00777

Our ref:

CS/ASM18002368/R1vb

Date: 8/2/2018

The Motor Claims Department M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SBG 95R

We thank you for your instruction on 6/2/2018

Please be informed that we had conducted the inspection of the above mentioned vehicle **VOLKSWAGEN CENTRE SINGAPORE** at the premises of M/s on 7/2/2018 and have the following to report:-

Repairer's Estimate (Gross)	:S\$14,942.45
Revised Estimate Amount	:S\$9,488.25
"Check" Items Amount	:S\$914.20
Total	:S\$10,402.45
Market Value	:S\$48,000.00
COE/PARF Rebate	:S\$37,078.00
Nett Value	:S\$10,922.00
INCIL A WING	

Description of Damage:

The vehicle sustained damages at the rear portion

Survey date and time: 7/2/2018 at 4.50PM

We have Not authorise repair.

No of days: 5 days



front

Yours faithfully,

MOHAMMED RASUL **Automotive Assessor**





Service Request Details

Claim

S8M00777

Reference

None 🧀

Loss Date

January 13, 2018

Request Date

February 6, 2018

Due Date

February 13, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (OD)

Type of Loss

Own Damage

Services

Accelerated workshop survey

Actions

Next Step

Agree to perform service

Decline Work

Accept Work

Vehicle Information

Incident Vehicle Registration # SBG95R

Make

VOLKSWAGEN

Menu

Service Address

1 Kampong Ampat, , , 368314

Primary Contact/Insured

TEO SIEW LAY 21 HILLVIEW AVENUE, 669556, Singapore 97123505

Claim Handler

ANG Yvonne 6568804461 yvonne.ang@axa.com.sg

Additional Instructions

EXCESS 750 Please advise reason for late submission of OD claim

Messages Invoices History Documents Assessment Metrics Notes

New Message

Veron Chen (LKKAuto)

From:

Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Sent:

Thursday, 8 February 2018 9:51 AM

To:

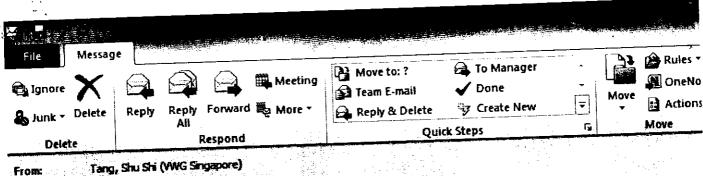
motor.survey@axa.com.sg; SUR; CS A Team; Veron Chen (LKKAuto)

Subject:

RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Hi Veron,

Attached email from AXA.



From

To:

Sew Lay (Patricia) Teo Tang, Shu Shi (VWG Singapore)

Subject

RE 5BG95R/P1261832 - Teo Siew Lay

From: CST < cst@axa.com.sg>

Date: 30 January 2018 at 3:44:51 PM SGT

To: Siew Lay (Patricia) Teo < Patricia. Teo@km.kongsberg.com>

Subject: RE: SBG95R / P1261832 - Teo Siew Lay

Dear Ms Teo

Upon checking with our claim handler in-charge, we have agreed to extend your own-damage claim filing

Should you decide to switch to claiming against your own insurance, kindly ask your workshop to submit

Regards

Peter Wang

Specialist - Claims Service Team

AXA Insurance Pte Ltd

8 Shenton Way #24-01 AXA Tower, Singapore 068811

Email: cst@axa.com.sg

Tel: 1800-8804888 (Within Singapore) / (65) 68804888 (International)

Fax: (65) 6880 4283

Website: www.axa.com.sg

Please consider the environment before printing this message

This message is confidential; its contents do not constitute a commitment by AXA except where provided message, please notify the sender immediately

- Original Message -----

From: Siew Lay Teo [patricia.teo@km.kongsberg.com]

Sent: 25/01/2018 14:19 To: cst@axa.com.sg

Subject: SBG95R - Teo Siew Lay

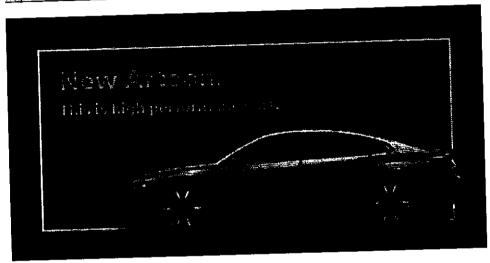
Click on a photo to see social network updates and email messages from this person.

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: Tang, Shu Shi (VWG Singapore)
Sent: Thursday, 8 February, 2018 9:37 AM

To: 'motor.survey@axa.com.sg'; 'SUR'; 'CS A Team'; 'Veron Chen (LKKAuto)'

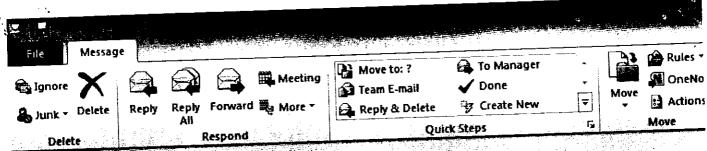
Subject: RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Dear Veron,

Customer had made a TP claim, however, NTUC needs to do investigation with the driver, and currently the driver is not in Singapore, she cannot wait any longer.

She have spoken to AXA and AXA agree to let her extend till this week to file her OD claim.

Please find attached email for proof.



From:

Charlotte Chew < charlotte.chew@ircome.com.sg>

To:

Tang, Shu Shi (WWG Singapore)

Cc

MT/0977850-002/CC = PC4346X / SBG95R on 13 Jan 2018 = VOLKSWAGEN GROUP SINGAPORE PTE LTD Subject

Without Prejudice

Morning Shu Shi

Just an update.

I have spoken to our policy holder. He informed that our insured driver will only be back in Singapore on 03 Mar:

Thank you.

Charlotte Chew Executive, Motor Insurance T+65 64307924 www.income.com.sg



From: Charlotte Chew

Sent: Monday, February 05, 2018 9:32 AM

To: 'Tang, Shu Shi (VWG Singapore)' < shushi.tang@vw.com.sg>

Subject: RE: MT/0977850-002/CC = PC4346X / SBG95R on 13 Jan 2018 = VOLKSWAGEN GROUP SINGAPORE PTE L1

Without Prejudice

Dear Shu Shi

Our insured will be coming down for interview at the end of this month.

Please check back early March.

Thank you.

Charlotte Chew Executive, Motor Insurance T+65 64307924 www.income.com.sg

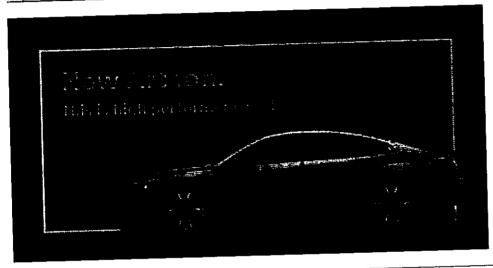
Click on a photo to see social network updates and email messages from this person.

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: Tang, Shu Shi (VWG Singapore) Sent: Wednesday, 7 February, 2018 5:47 PM To: 'motor.survey@axa.com.sg'; 'SUR'; CS A Team Subject: RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Hi,

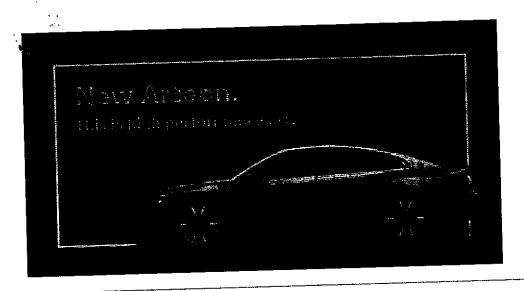
Vehicle had been survey, please let us know if claim authorised?

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: Tang, Shu Shi (VWG Singapore) Sent: Tuesday, 6 February, 2018 8:45 AM

To: motor.survey@axa.com.sg

Subject: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Dear Claims,

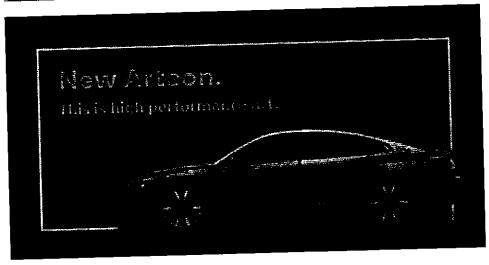
Please revert on survey arrangement for this claim.

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Tuesday, 6 February, 2018 8:41 AM To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Tang, Shu Shi (VWG Singapore)

From: Charlotte Chew <charlotte.chew@income.com.sg>

Sent: Tuesday, 6 February, 2018 9:01 AM **To:** Tang, Shu Shi (VWG Singapore)

Subject: MT/0977850-002/CC = PC4346X / SBG95R on 13 Jan 2018 = VOLKSWAGEN

GROUP SINGAPORE PTE LTD

Without Prejudice

Morning Shu Shi

Just an update.

I have spoken to our policy holder. He informed that our insured driver will only be back in Singapore on 03 Mar 2018. We can only arrange for interview after that.

Thank you.

Charlotte Chew

Executive, Motor Insurance T+65 64307924 www.income.com.sg











From: Charlotte Chew

Sent: Monday, February 05, 2018 9:32 AM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>

Subject: RE: MT/0977850-002/CC = PC4346X / SBG95R on 13 Jan 2018 = VOLKSWAGEN GROUP SINGAPORE PTE LTD

Without Prejudice

Dear Shu Shi

Our insured will be coming down for interview at the end of this month.

Please check back early March.

Thank you.

Charlotte Chew

Executive, Motor Insurance T+65 64307924 www.income.com.sg











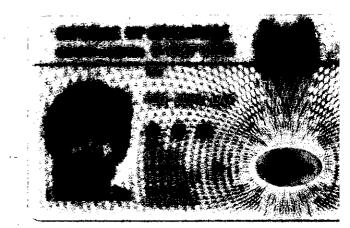
Enquire PARF/COE Rebate for Registered Vehicle

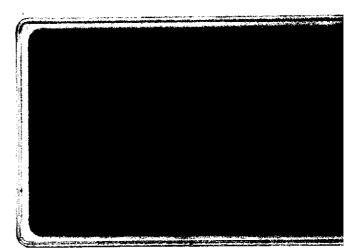
Vehicle Owner Particulars Owner ID Type:	Singapore NRIC
Owner ID:	7198B
Vehicle Details	and the second s
Vehicle No.:	SBG95R
Vehicle to be Exported:	No
makes a control of the control of th	08 Feb 2018
Intended De-registration Date:	VOLKSWAGEN
Vehicle Make:	The second secon
Vehicle Model:	JETTA 1.4 TSI AT 1622G5
Primary Colour:	Black
Manufacturing Year:	2012
Engine No.:	CAX977645
Chassis No.:	WVWZZZ16ZCM105139
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$18,793.00
Original Registration Date:	02 May 2012
First Registration Date:	02 May 2012
Transfer Count:	0
Actual ARF Paid:	\$18,793.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	01 May 2022
PARF Rebate Amount:	\$13,155.00
Intended COE Rebate Details	
COE Expiry Date:	01 May 2022
COE Category:	A - Car (1600cc & below)

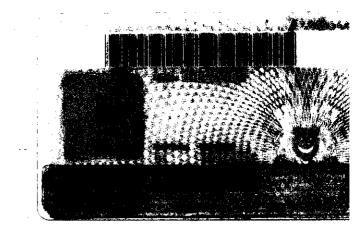
	PARF/COE Rebate Enquiry	1
2/8/2018 COE Period(Years):	10	
QP Paid:	\$56,551.00	
COE Rebate Amount:	\$23,923.00	
Total Rebate Amount:	\$37,078.00	

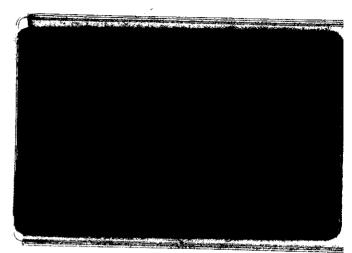
The information contained herein is correct as at 08 Feb 2018

ОК









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 <u>truthful and accurate</u> as possible. Any wilful misrepresentation or witholding 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

	ACCIDENT STATEMENT	
Date Of Report	15/01/2018 14:09	
Date Of Accident	13/01/2018 21:30	
Exact Location Of Accident	MARINE BOULEVARD	
Country/State of Loss	SINGAPORE	
	DETAILS OF CHALLIEURI F	

Vehicle Registration Number SBG95R

Insured/Policyholder

Name Of Registered Owner TEO SIEW LAY

NRIC No S1827198B Email Address NOEMAIL

Mobile Phone No (LOCAL) +65-97123505

Alternative Phone No OFFICE-97123505

Vehicle Particulars

Manufacturer VOLKSWAGEN
Model JETTA-1.4 TSI (A)

Exact Purpose for which vehicle was being used at

time of accident

PRIVATE USE

Are you claiming under your own insurance policy

for repair to your vehicle?

/E\$

If No, Please state action to be taken

Vehicle Category PRIVATE CAR

Insurance Company

Name of Insurance Company AXA INSURANCE PTE LTD

Type Of Coverage COMPREHENSIVE

Fleet Policy NO

Policy Number VPA/P1261832

Cover Note Number

Driver

 Name of Driver
 TEO SIEW LAY

 NRIC No
 \$1827198B

 Date Of Birth
 15/08/1967

 Occupation
 INDOOR

 Date Of Driving Pass
 16/10/1989

Driving Experience 28 YEARS AND 2 MONTHS

Gender FEMALE

Mobile Number (LOCAL) +65-97123505

Fax Number

Contact Number OFFICE-97123505

EMail Address NOEMAIL

Address 21 HILLVIEW AVENUE

#09-06

Postcode 669556

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured OWN

Vehicle Registration Number of Driver's Own

Vehicle

OWNER

_

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident COLLISION - HEAD ON COLLISION

Weather Conditions RAINING
Road Surface WET

Other Information

Was any foreign vehicle involved in this accident? NO

Number of vehicles involved in the accident

Was any body injured in the Accident? NO

Was any injured conveyed to hospital by

ambulance?

Was any other material or property damaged? YES

I have been approached by unknown person(s) soliciting/offering accident claims assistance.

NO

Number of Passengers (Including Driver)

Details of Police Action

Was the accident reported to the police? YES

If Yes, Please state which Police Station

Police Station Name BUKIT BATOK NEIGHBOURHOOD POLICE CENTRE

Police Station Address ROAD: 21 BUKIT BATOK EAST AVE 4 , POSTCODE: 659840 , COUNTRY:

SINGAPORE

Police Station Contact **TEL NO**: 1800-6659999 - **FAX NO**: 66655793

Was notice of intended Prosecution given? NO

If Yes, against whom?

Circumstances of Accident

REFER TO POLICE REPORT - T/20180113/2170

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 PC4346X

Vehicle Make/Model/Colour

Details Of Properties FRT DAMAGE

Vehicle Category COMMERCIAL VEHICLE

Name of Driver AMBA SUBRMANIAM VEDANOORTHY

NRIC/Passport Number S2710045G

Contact Number

Address Postcode

Insurance Company Name

Nature Of Damage

Sketch Plan Pg. 1

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 <u>truthful and accurate as possible</u>. Any wilful misrepresentation or withholding of material facts may allow insurance companies to <u>repudiate policy liability</u>.
- 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. The 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 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)

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

(ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Date & Time: 15 | 1 | ンのし

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Catr Gra

VOLKSWAGEN

NRIC/FIN No.:

Sketch Plan #2 Pg. 1

		Sketch Plan #2 Pg. 1		
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SKETCH PLAN				
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			VOLKSWAGEN	
DECLARATION			GROUP SINGAPORE	
I/We declare the foregoing part	iculars are true in evo	ery respect.	SINGAPORE	1 /
(Da)				~
Y				Λ
Policuholdorie Signatura	Debroe's C'	atura	81030002	Unaturo .
Policyholder's Signature Date & Time: 15/1/2018	Driver's Signa (If driver is n	ature ot the policyholder)	Reporting Centre Personnel's. Name: **Reporting Centre Personnel's.**	oignature O
17/11/2010	Date & Time		NRIC/FIN No.:	
£1 .				

Addendum Sheet Pg. 1



GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE Tel (65) 6224 0010 Fax (65) 6224 0030

Operating Hours: Monday to Friday, 09:00 – 17:00

UEN: S66SS00206 / GST Reg. No.: M400017735

IMPORTANT NOTE: Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM (A) PARTICULARS OF PERSON MAKING THE AMENDMENTS: Original Report No : MVGS18007194 Vehicle Registration No: TEO SIEW LAY Name(as shown in NRIC) : _ _NRIC/FIN/Passport No: __S18271988 (*Vehicle Driver / Vehicle Owner) (*) Please delete as appropriate Address _Singapore(Contact (Tel) _____Mobile No.:___97123505 **Email Address** : 13/01/2018 __Time of Accident: 21:30 Date of Accident Place of Accident : __MARINE BOULEVARD Insurance Company: AXA INSURANCE (B) ADDITIONALINFORMATION/AMENDMENTS: I have made a report on the above mentioned accident and would like to include additional information or make the following amendments: would like to claim under oD and

Policyholder / Oriver's Signature Date: 5/2/2018

Reporting Centre Personnel's Signature Name: NRIC/FINNo.: Date:





Police Station Of Origin: Bukit Batok N.P.C

21 Bukit Batok East Avenue 4 SINGAPORE

659840

Tel No: 1800-6659999

1 of 3 Report No. T/20180113/2170

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 13/01/2018 22:54		Made:	Vide Report No.:	Station Diary No.:
				100
Name of I TEO SIEV	nformant: V LAY		Address: 21 HILLVIEW AVENUE #09-	DE SINGAPORE SERVE
ID Type / NRIC NO	/ \$18271:	98B	Contact No.: Home/Office:	Mobile: 97123505
Nationality SINGAPO	: RE CITIZ	EN	Email:	MODILE. 97 120300
Sex: Female	Age: 50	Date of Birth: 15/08/1967	Type of Informant: Driver	
Race: Chinese			Language: English	Institution / School Name:
Occupation Procurener			Driving Licence Information: Class: 3	Date of Expiry:

Type of Accident:	Non-Injury Drink & Drive	Drink Drive:	Date/Time of Accident:	Type of Location Straight Road
Location: Along Road 1 MARINA BOU Towards MCE	-	I No	13/01/2018 21:30	
Weather: Drizzling	to ruas.	Road Surface: Wet	R	oad Speed Limit:
		Traffic Control:	T-	
Traffic Flow: One Way Type of Collisi	on:	Not Controlled		affic Volume: oderate

Vehicle No.	Type	Make	Transaction of the same	Taran		
PC4346X	Van	mane	Model	Color	Condition	No of Passenge
_	ACIII				Slightly	0
SBG95R	Car	VOLKCIVAGO	1555	<u> </u>	Damaged	
	J 04	VOLKSWAGO			Seriously	
		l N	TSI AT		Damaged	

ehicle Insurance			
 Insurance Company AXA INSURANCE SINGAPORE PTE	Insurance No P1261832	Effective	Expiry Date
 LTD	1 120 1032	02/05/2017	01/05/2018





Report No. T/20180113/2170

2 of 3

Police Station Of Origin: **Bukit Batok N.P.C**

21 Bukit Batok East Avenue 4 SINGAPORE

659840 Tel No: 1800-6659999

CONTINUATION OF REPORT

Any Pedestrian Ir	volved: No		1			NA
No. of Pedestrian			Use of Ped	estrian	Cross	ng: NA
Driver						S2710045G
Name	Amba Subramaniam	Vedamoorti	hy	ID No.	·	52/10049G
Related Vehicle	PC4346X (Van)			Contact No.		NIL
Hospital/Clinic	NIL			Class of Driving Licence & Expiry Date		Class: NIL Date of Expiry: NIL
Date Treatment	NIL		Date Disc	narge	NIL	
No. of Days gran	ted Medical Leave	NIL	Degree of	Injury	NIL	
Driver						
Name	TEO SIEW LAY			ID No		S1827198B
Related Vehicle	SBG95R (Car)			Contact No.		97123505
Hospital/Clinic	NIL			Class of Driving Licence & Expiry Date		Class: 3 Date of Expiry: NIL
Date Treatment	NIL		Date Disc			
No. of Days gran	nted Medical Leave	NIL	Degree of	i Injury	NIL	

Brief Details.

On 13/01/2018 at about 2130hrs, I was driving along Marina Boulevard heading towards MCE tunnel on my vehicle V1) SBG95r. I was driving on the right lane of a two lane road. I realized that the front vehicle applied brake. I followed suit. Suddenly I felt an impact from the rear of my vehicle. I got out of my vehicle and realized that V2) PC4346X have collided against my vehicle. V2's driver came out of the vehicle and we managed to exchange particulars however when I asked for his contact number. He refused and called his brother-in-law's who spoke to me on his phone. His brother-in-law then advised me to tell him to gave me his company number. I then told his brother-in-law that he is drinking and immediately he tried to prevent me from telling his brother-in-law. His brother-in-law then gave me V2's driver company's colleagues namely Denesh HP: 8181 5844 who I spoke to thru the phone and Denesh informed that he will follow-up on the accident. I also told Denesh about the driver being intoxicated however there was no response. My vehicle's rear bumper was seriously damaged and V2's front portion was dented.

I wish to state that I am worried that this driver might cause accident to other drivers on the road.





Police Station Of Origin: Bukit Batok N.P.C 21 Bukit Batok East Avenue 4 SINGAPORE 659840 3 of 3 Report No. T/20180113/2170

Tel No: 1800-6659999

CONTINUATION OF REPORT

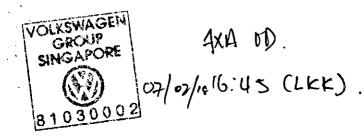
Sketch Plan

NP168

Informant is not able to provide sketch plan

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

Signature Of Officer Recording The Report: SN J / Sgt 2 WONG THAT WEI	Signature Of Informant:
Signature Of Interpreter: Not applicable	Date/Time: 13/01/2018 22:54
Officer In Charge Of Case: TP / DDGVT / Sgt 3 MUHAMMAD FIRDAUS BIN SULEIMAN Contact No.: 65476394	Classification Of Case:
Authentication Stamp	



PDI TUAS

TEO SIEW LAY 81 TOH GUAN ROAD EAST #04-01 SECOM CENTRE Singapore, 608606 Singapore

PDI TUAS

Phone No. Fax No. E-Mail

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

Service Quote

Customer No.

CV017969

Quote No.

SER/QUO/1800084

QuoteDate

15/01/18

Salesperson

Xiao Li Na Helena

Page

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Make

License No.

SBG95R

WVWZZZ16ZCM105139

Model Description

Volkswagen Passeng JETTA A6 1.4 TSI DSG 90KW TL

Labor Type

Mileage 62,836

Initial Registration

02/05/12

Service Advisor Tang Shu Shi

Sales Advisor Xiao Li Na Helena

Engine Code	Labo M4	г Туре	Engine N CAX 9776			Model Code 1622G5	•
			Smay	Ŗ	Sumper	Bootlid.	
No.		Description	1 1	Qty.	UoM [°]	Unit Price	Amount
P B&P MACP LAB	OUR	R&R BOOT LID MECH.		1	UNIT	ν	420 840,00
P B&P MACP LAB	OUR	LABOUR		5	UNIT	2500	1680 4,200.00
P B&P MACP PAIN	NΤ	SPRAY PAINT		4	UNIT	2 400	1600 3,200.00
P B&P SENSOR		SUPPLY & INSTALL REV	ERSE SE	1	Pieces		7 400.00
P B&P DIAG		PROGRAMMING & CALIE		1	Time Un		√ 480.00
P B&P MECH		COMPULSORY TO DO A ELECT WIRING & MECH		1	Time Un		280.00
		Nett					
		Sum Labor					9,400.00
P 1K9853675B GC	QF	NAME PLATE - TSI		1	Pieces		52.53
P 1K9853687A 739	9	NAME PLATE - JETTA		1	Pieces	4	ne 55.80
P 5C5071641 GR	U	TAILGATE SPOILER, JET	TA	1	Pieces		1,293.51
P 5C6807305		REAR REINFORCEMENT	•	1	Pieces	×	3 4 7 514.20 ×
P 5C6807393B		REAR LHS BUMPER BRA		1	Pieces		115.65 V
		Use Predecessor 5C6807					_
P 5C6807394B		REAR RHS BUMPER BRA		1	Pieces		104.09 4
		Use Predecessor 5C6807	394				
P 5C6807421 GRI	U	REAR BUMPER	_		Pieces		1,061.34
P 5C6807863		REAR CENTER BRACKE	T	1	Pieces		77.46 v

Sum carried forward

1 Pieces

1 Pieces

1 Pieces

1 Pieces

14,831.93

m 93.68 v

14.61 V

74 1,796.25 V

P 5C6827025A

P 8D0853419D

P 5C6827705A 5AP

P 5C6853630E ULM

REAR BOOT LID

WHETHER STRIP

VW SIGN

Use Predecessor 5C6827025

Use Predecessor 5C6853630 ULM

REAR NUMBER PLATE PACKING

PDI TUAS

PDI TUAS

TEO SIEW LAY 81 TOH GUAN ROAD EAST #04-01 SECOM CENTRE Singapore, 608606 Singapore

Phone No. Fax No. E-Mail

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

Service Quote

Customer No.

CV017969

Quote No.

SER/QUO/1800084

QuoteDate

15/01/18

Salesperson

Xiao Li Na Helena

Page

THIS IS NOT AN OFFICIAL TAX INVOICE

Make

Volkswagen Passeng

License No.

SBG95R **Engine Code**

Model Description

JETTA A6 1.4 TSI DSG 90KW TL

WVWZZZ16ZCM105139

Labor Type

Mileage 62,836

Initial Registration

02/05/12 Engine No.

CAX 977645

Service Advisor

Tang Shu Shi

Sales Advisor

Xiao Li Na Helena

Model Code 1622G5

Continued

14.831.93

P D 172090A2

1PK ADHES.

Sum Item

1 Pieces

110.52

17,190.90

Sum Labor Sum Item

9.400.00 5,542.45

Total

SGD

14,942.45

7% GST

14.942.45

1,045.97

Total SGD Incl. GST

15,988.42

Explanations

P = Proportionately Charged

Payment Terms

No Credit

Rosul
Hp90010068

5 days
07/02/18 @1650
\$6 EXCESS:?
REVENT
RESS SY puint

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

Payments to:

- BBN: - Acc.-No..:

Supplementary or Omitted List

VEHICLE NUMBER:

SBG95R

MODEL

JETTA

CLAIMS DETAILS



LABOUR DESCRIPTION	QUANITY	UNIT PRICE	AMOUNT
1 LABOUR TO REPAIR END PANEL (ADDITIONAL ONE DAY)	1	840	\$840.00
2 SPRAY PAINTING END PANEL	1	800	\$800.00
Tota	al		\$1,640.00

Item No.		Qty	Unit price	<u>DISCOUNT</u>	<u>Amount</u>
5C6807433	<u>Description</u> SPOILER	1	511	511:01 5.04	511 Cant
		2	2.49	5.CH	سم 4.98
		1	87.43		87.43 CP4
5C6945105A	REFECTORET		<u> </u>		
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		TOTAL			\$603.41
	N 90766702 5C6945105A		5C6945105A REFELCTOR LH 1	N 90788702 NOT 102 NOT 42	5C6945105A REFELCTOR LH 1 87.43

Total Labour & Parts

\$2,243.41

Survey By

Veron Chen (LKKAuto)

From:

Mei Kwan (LKKAuto)

Sent:

Monday, 12 February 2018 6:17 PM

To: Cc: Ong, Germaine (VWG Singapore); Rasul (LKKAuto); Veron Chen (LKKAuto) Oh, Aik Seong (VWG Singapore); Tang, Shu Shi (VWG Singapore); CS A Team;

Admin A; SUR

Subject:

RE: SUPPLEMENTARY SBG95R *** LKK REF: CS/ASM18002368/R1vb

Attachments:

SBG95RSUPPLEMENTARY.XLS; IMG_1647.jpg; IMG_1648.jpg; IMG_1649.jpg; IMG_ 1650.jpg; IMG_1651.jpg; IMG_1652.jpg; IMG_1653.jpg; IMG_1654.jpg; IMG_1655.jpg; IMG_1656.jpg; IMG_1657.jpg; IMG_1658.jpg; IMG_1659.jpg; IMG_1660.jpg; IMG_ 1661.jpg; IMG_1662.jpg; IMG_1663.jpg; IMG_1664.jpg; IMG_1665.jpg; IMG_1666.jpg;

IMG_1667.jpg; IMG_1668.jpg; IMG_1669.jpg; IMG_1670.jpg

Dear Germaine,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CS/ASM18002368/R1vb	Veron

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: <u>MeiKwan@lkkauto.com</u> | fax: 67414108 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 2:38 PM To: Rasul (LKKAuto) < Rasul@lkkauto.com>

Cc: Oh, Aik Seong (VWG Singapore) <Aikseong.Oh@vw.com.sg>; Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: SUPPLEMENTARY SBG95R

Dear Rasul

Please see attached supplementary

Additional we need 2 more working day

Please revert

Best Regards

Germaine Ong Insurance Service Advisor AfterSales



Service Order Confirmation

SERVICE ORDER NO: 18IP0404

CUSTOMER NO.: CV017969

CUSTOMER NAME: TEO SIEW LAY

TELEPHONE NO.:

ADDRESS: 81 TOH GUAN ROAD EAST #04-01 SECOM CENTRE

Singapore

VEH No.: SBG95R

Order Date: 08/02/18

Reg Date: 02/05/12 KM: 62,836

VIN NO.: WVWZZZ16ZCM105139 ENGINE NO: SA: Tang Shu Shi

MODEL: JETTA A6 1.4 TSI DSG 90KW TL MODEL NO.: 1622G5

	<u>No.</u> .	DESCRIPTION	QTY	<u>uom</u>	UNIT PRICE	DISC %	AMOUNT
	Labor						
1	B&P MECH	ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	280		280
2	B&P DIAG	PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
3	B&P INSURANCE EXCESS	INSURANCE EXCESS / DEDUCTIBLE	1	TU	<i>-</i> 750		<i>-</i> 750
4	B&P MACP LABOUR	R&R BOOT LID MECH.	1	UNIT	420		420
5	B&P MACP LABOUR	LABOUR + END PANEL REPAIR	3	UNIT	840		2,520
6	B&P MACP PAINT	SPRAY PAINT + END PANEL	3	UNIT	800		2,400
7	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0		0
8	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0		0
	Item						
9	5C6827025A	REAR BOOT LID	1	PCS	1,796.25		1,796.25
10	5C6827705A 5AP	WHETHER STRIP	1	PCS	252.81		252.81
11	1K9853687A 739	NAME PLATE - JETTA	1	PCS	55.80		55.80
12	1K9853675B GQF	NAME PLATE - TSI	1	PCS	52.53		52.53
13	5C6853630E ULM	VW SIGN	1	PCS	93.68		93.68
14	5C5071641 GRU	TAILGATE SPOILER, JETTA	1	PCS	1,293.51		1,293.51
15	800853419D	REAR NUMBER PLATE PACKING	1	PCS	14.61		14.61
16	D 172090A2	1PK ADHES.	1	PCS	110.52		110.52
17	5C6807421 GRU	REAR BUMPER	1	PCS	1,061.34		1,061.34
18	5C6807393B	REAR LHS BUMPER BRACKET	1	PCS	115.65		115.65
19	5C6807394B	REAR RHS BUMPER BRACKET	1	PCS	104.09		104.09
20	5C6807863	REAR CENTER BRACKET	1	PCS	77.46		77.46
21	5C6807433	SPOILER	1	PCS	511.00		511,00
22	WHT007341	NUT	2	PCS	1.68		3.35
23	5C6945105A	REFELCTOR LH	1	PCS	87.43		87.43

Remarks : AXA OD/RECOVERY CLAIM

DOA: 13/01/2018

SURVEY BY: RASUL (LKK)

EXCESS: \$750



Customer

Service Order Confirmation

SERVICE ORDE	R NO: 18IP0404						
CUSTOMER NO							
CUSTOMER NA	ME: TEO SIEW LAY						
TELEPHONE N							
ADDRESS:		EAST #04-01 SECOM CENTRE					
	Singapore						
VEH No	.: SBG95R						
Order Date:	08/02/18						
Reg Date:	02/05/12	KM: 62,836					
VIN NO.:	WVWZZZ16ZCM105139	ENGINE NO:				SA	: Tang Shu Shi
MODEL:	JETTA A6 1.4 TSI DSG 90K	W TL MODEL NO.: 1622G5					
No.	DESCRI	PTION	QTY	<u>UOM</u>	UNIT PRICE	DISC %	AMOUNT
117.							
							11 320, 03
							11,730.03
				TO	TAL		10,980.03
					ST AMOUNT		768.60
					TAL AMOUNT		11,748.63
		On Behalf Of "COMPANY"			Certified Goods/	Service received	i :

Authorized Signature

NOTE: THIS IS NOT AN OFFICIAL RECEIPT



Service Tax Invoice No. SV18P08891

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

SERVICE ORDER NO: 18/P0404

SERVICE CUSTOMER NO.: CV000068

SERVICE CUSTOMER NAME.: AXA INSURANCE SINGAPORE PL

TELEPHONE NO.:

ADDRESS:

8 SHENTON WAY

#27-01 AXA TOWER

Singapore

Post Code:

10

11

068811

VEH NO.:

SBG95R 28/02/18

Pickup:

DATE: VIN NO.:

W/WZZZ16ZCM105139

KM: 86.617

GEARBOX CODE:

NO

Engine No.:

MODEL:

JETTA A6 1.4 TSI D\$G 90KW TL

SA:

Tang Shu Shi

Next Appointment Date :

Next Appointment Mileage:

AMOUNT UNIT PRICE QTY UOM DESCRIPTION No. AXA OD/RECOVERY CLAIM DOA: 13/01/2018 SURVEY BY: RASUL (LKK) **EXCESS: \$750** 420.00 420.00 UNIT 1.00 R&R BOOT LID MECH. 2,520,00 640.00 UNIT LABOUR + END PANEL REPAIR 3.00 2 2,400.00 800.00 UNIT 3.00 SPRAY PAINT + END PANEL 3 UNIT 1.00 Tow SVC- Quality Recovery Services UNIT 1.00 Tow SVC- Quality Recovery Services 480.00 480.00 1.00 TU PROGRAMMING & CALIBRATION- NETT -750.00 -750.00 INSURANCE EXCESS / DEDUCTIBLE 1,00 TU 280.00 280.00 ΤU ELECT WIRING & MECH COMPONENT CHECK NE 1.00

12 REAR LHS BUMPER BRACKET
13 REAR RHS BUMPER BRACKET
14 REAR BUMPER

NAME PLATE - TSI

NAME PLATE - JETTA

TAILGATE SPOILER, JETTA

 1.00
 PCS
 104.09

 1.00
 PCS
 1,081.34

PCS

PÇS

PCS

1.00

1.00

1.00

1.00

1,061,34

52.53

55.80

1,293.51

115,65

104.09 1,061.34

52.53

55,80

1,293.51

115.65



Service Tax Involce No. SV18P08891

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

SERVICE ORDER NO: 18IP0404

SERVICE CUSTOMER NO.: CV000068

SERVICE CUSTOMER NAME.: AXA INSURANCE SINGAPORE PL

TELEPHONE NO.:

ADDRESS:

B SHENTON WAY

#27-01 AXA TOWER

Singapore

Post Code:

068811

VEH NO.:

SBG95R

28/02/18

VIN NO.:

WVWZZZ16ZCM105139

66,617

GEARBOX CODE:

Engine No.:

MODEL:

DATE:

JETTA A6 1,4 TSI DSG 90KW TL

Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage:

No.	DESCRIPTION	QTY	MOU	UNIT PRICE	AMOUNT
15	SPOILER	1.00	PCS	511.01	511.01
16	REAR CENTER BRACKET	1,00	PÇS	77.46	77,46
17	REAR BOOT LID	1.00	PCS	1,796,25	1,796.25
18	WHETHER STRIP	1.00	PCS	252,81	252.81
19	VW SIGN	1.00	PCS	93,68	93,68
20	REFELCTOR LH	1.00	PCS	87,43	87,43
21	REAR NUMBER PLATE PACKING	1.00	PCS	14.61	14,61
22	1PK ADHES.	1.00	PCS	110,52	110.52
23	NUT	2.00	PCS	2.52	5.04

11,731.73

Sub Total

10,981.73

GST (7%) AMOUNT

768.72

TOTAL AMOUNT

11,750.45

for Volkswagen Centre Singapore

VOLKSWAGEN X0 6 MAR 2018 Authorised Signatory

.Phone : Fax :

Customer

Veron Chen (LKKAuto)

From:

Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Sent:

Tuesday, 6 March 2018 7:01 PM

To:

Mei Kwan (LKKAuto); Ong, Germaine (VWG Singapore); Rasul (LKKAuto); Veron

Chen (LKKAuto)

Cc:

Admin A; CS A Team; SUR

Subject:

RE: FINALISATION SBG95R *** LKK REF: CS/ASM18002368/R1vb

Attachments:

MyDocument_2018_03_06_06_59_50.pdf

Hi,

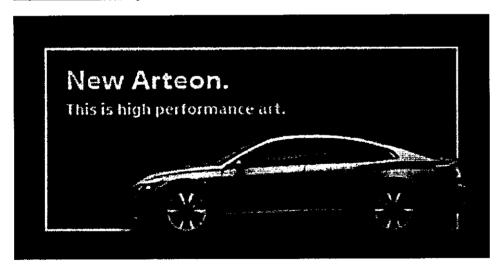
Please find attached final bill for your processing.

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 shushi.tang@vw.com.sg http://www.vw.com.sg



From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Wednesday, 21 February, 2018 4:56 PM

To: Ong, Germaine (VWG Singapore); Rasul (LKKAuto); Veron Chen (LKKAuto)

Cc: Tang, Shu Shi (VWG Singapore); Admin A; CS A Team; SUR

Subject: RE: FINALISATION SBG95R *** LKK REF: CS/ASM18002368/R1vb

Dear Germaine,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CS/ASM18002368/R1vb	Veron

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: Ong, Germaine (VWG Singapore) [mailto:Germaine.ong@vw.com.sg]

Sent: Wednesday, 21 February, 2018 2:32 PM

To: Rasul (LKKAuto) < Rasul@lkkauto.com >; CS A Team < cs-a@lkkauto.com >; Admin A < admin-a@lkkauto.com >

Cc: Tang, Shu Shi (VWG Singapore) < shushi.tang@vw.com.sg>

Subject: FINALISATION SBG95R

Dear Rasul

Please see attached finalisation

COR: As per attached

7 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



Service Tax Invoice No. SV18P08891

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

SERVICE ORDER NO: 18IP0404

SERVICE CUSTOMER NO.: CV000066

SERVICE CUSTOMER NAME.: AXA INSURANCE SINGAPORE PL

TELEPHONE NO.:

ADDRESS:

8 SHENTON WAY

REAR BUMPER

#27-01 AXA TOWER

Singapore

Post Code:

14

068811

VEH NO.:

SBG95R

28/02/18

Pickup:

VIN NO.:

WVWZZZ16ZCM105139

KM: 66,617

GEARBOX CODE:

Engine No.:

MODEL:

DATE:

JETTA A6 1.4 TSI DSG 90KW TL

8A:

Tang Shu Shi

Next Appointment Date :

1.061.34

Next Appointment Mileage:

1,061.34

AMOUNT UNIT PRICE UOM QTY DESCRIPTION No. AXA OD/RECOVERY CLAIM DOA: 13/01/2018 **SURVEY BY: RASUL (LKK) EXCESS: \$750** 420.00 420.00 1.00 UNIT R&R BOOT LID MECH. 1 840.00 2,520,00 UNIT LABOUR + END PANEL REPAIR 3.00 2 2,400.00 800,00 3.00 UNIT SPRAY PAINT + END PANEL 3 UNIT Tow SVC- Quality Recovery Services 1,00 1.00 UNIT Tow SVC- Quality Recovery Services 480.00 PROGRAMMING & CALIBRATION- NETT 1.00 TU 480.00 -750.00 -750.00 1,00 TU INSURANCE EXCESS / DEDUCTIBLE 280.00 280.00 ELECT WIRING & MECH COMPONENT CHECK NE 1.00 TΨ 52.53 52.53 PCS 1.00 NAME PLATE - TSI 55,80 55.80 PCS 1.00 NAME PLATE - JETTA 10 1,293,51 PCS 1,293.51 1.00 TAILGATE SPOILER, JETTA 11 115.65 115,65 REAR LHS BUMPER BRACKET 1.00 12 104.09 104.09 1.00 PCS REAR RHS BUMPER BRACKET

1.00

PCS



Service Tax Invoice No. SV18P08891

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

SERVICE ORDER NO: 18IP0404

SERVICE CUSTOMER NO.: CV000066

SERVICE CUSTOMER NAME: AXA INSURANCE SINGAPORE PL

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28/02/18

VIN NO.:

W/WZZZ16ZCM105139

GEARBOX CODE:

Engine No.:

66,617

MODEL:

JETTA A6 1,4 TSI DSG 90KW TL

Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage:

No.	DESCRIPTION	ΩIY	ПОМ	UNIT PRICE	AMOUNT
15	SPOILER	1,00	PCS	511.01	511.01
16	REAR CENTER BRACKET	1.00	PCS	77.46	77.46
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22	1PK ADHES.	1.00	PCS	110.52	110.52
23	NUT	2.00	PCS	2.52	5.04

11, 731.73

Sub Total

10,981.73

GST (7%) AMOUNT

788.72

TOTAL AMOUNT

11,750.45

for Volkswagen Centre Singapore

VOLKSWAGEN QU 6 MAR 2018

Authorised Signatory

81030002 ,Phone : Fax :

Customer



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

DISCHARGE VOUCHER

I/We hereby declare that repairs to my/our
of vehicle no. SBGASR have been completed.
I/We agree that payment of the account for such repairs is in full discharge of
my/our claim under Policy No.: VPAI P1261832
in respect of the damage caused in the accident which occurred on
the 13 day of 01 20 18
Signature:
Date: 97 21 2018