



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Herwan Bin Samat
NRIC S7702816A insured of vehicle SGN1937J against
your insured vehicle number SLQ8968Z. (AIG.)
On the accident dated on 4/2/18 (ddmmyyyy) along SIMS AVE 9
Lor 1 Geylang.

Dated this 5 (day) of 2 (month) 20 17.



Volkswagen Group Singapore
1 Kampong Ampat
Singapore 368314
DID: 69223502
HP: 93867833
shushi.tang@vw.com.sg

PDI TUAS

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HERWAN BIN SAMAT
8 BOON KENG ROAD
#03-146
Singapore, 330008
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV021777
Quote No. SER/QUO/1800205
QuoteDate 05/02/18
Salesperson Shawn Lim
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Touran 6 CL 1.4 TSI (DSG)	142,494	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SGN1937J	WVGZZZ1TZDW044958	05/03/13	Shawn Lim
Engine Code	Labor Type	Engine No.	Model Code
	1N	CTH 022680	1T33B4

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	R&R REAR WSCREEN	1	UNIT		840.00
P B&P MACP LABOUR	TFR BOOT LID MECH	1	UNIT		840.00
P B&P MACP LABOUR	LABOUR	5	UNIT		4,200.00
P B&P MACP PAINT	SPRAY PAINT	6	UNIT		4,800.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un		280.00
	Nett				
	Sum Labor				11,440.00
P 1K0867388A	CLIP	2	Pieces		6.27
P 1T0807305D	REINFORCEMENT	1	Pieces		560.31
P 1T0807393D	LHR BUMPER BRACKET	1	Pieces		30.81
P 1T0807394D	RHR BUMPER BRACKET	1	Pieces		30.81
P 1T0807421K GRU	REAR BUMPER	1	Pieces		1,329.72
P 1T0807453	LHR TAILIGHT BRACKET	1	Pieces		38.09
P 1T0807454	RHR TAILIGHT BRACKET	1	Pieces		83.75
P 1T0807521H GRU	SPOILER	1	Pieces		520.07
P 1T0807863D	CENTRE BRACKET	1	Pieces		63.27
P 1T0827025Q	BOOT LID	1	Pieces		1,957.01
	Use Predecessor 1T0827025P				
P 1T0827705K	BOOT LID SEAL	1	Pieces		320.63
	Use Predecessor 1T0827705H				
P 1T0853630D ULM	VW SIGN	1	Pieces		99.72
	Use Predecessor 1T0853630C UL				
P 1T0853675AAGQF	TSI EMBLEM	1	Pieces		52.23
	Sum carried forward				16,532.67

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

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HERWAN BIN SAMAT
8 BOON KENG ROAD
#03-146
Singapore, 330008
Singapore

Phone No.
Fax No.
E-Mail

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	1N	CTH 022680	1T33B4

Continued			16,532.67
P 1T0853687C 739	TOURAN EMBLEM	1 Pieces	79.89
P D 002000A2	CLEANER	1 Pieces	147.86
P D 004660M2	2K GLUE	1 Pieces	183.87
P D 00920002	PRIMER	1 Pieces	32.19
P D 00950025	APPLICATOR	2 Pieces	22.38
P D 181802M1	ACTIVATOR	1 Pieces	29.46
P N 90825901	BOLT	4 Pieces	6.36
	Sum Item		5,594.67

Sum Labor			11,440.00
Sum Item			5,594.67

Total	SGD	17,034.67
7% GST	17,034.67	1,192.46
Total SGD Incl. GST		18,227.13

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the 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	05/02/2018 10:17
Date Of Accident	04/02/2018 22:15
Exact Location Of Accident	SIMS AVE & LOR 1 GEYLANG
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SGN1937J
Insured/Policyholder	
Name Of Registered Owner	HERWAN BIN SAMAT
NRIC No	S7702816A
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-94513160
Alternative Phone No	OFFICE-94513160

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	TOURAN 6 CL 1.4 TSI (DSG)
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?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	DIRECT ASIA INSURANCE (SINGAPORE) PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	MT/00176641/03
Cover Note Number	

Driver

Name of Driver	HERWAN BIN SAMAT
NRIC No	S7702816A
Date Of Birth	15/02/1977
Occupation	INDOOR
Date Of Driving Pass	23/07/1999
Driving Experience	18 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-94513160
Fax Number	
Contact Number	OFFICE-94513160
Email Address	NOEMAIL

Address	BLK 8 BOON KENG ROAD #03-146
Postcode	330008
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 - HEAD TO REAR
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)	3
Passenger 1	NAME: : KARTINAH GENDER: : FEMALE
Passenger 2	NAME: : HILAL GENDER: : MALE

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?	NO
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLQ8968Z
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

SKETCH PLAN

IMPORTANT NOTICE

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7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

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

Policyholder's Signature
Date & Time:

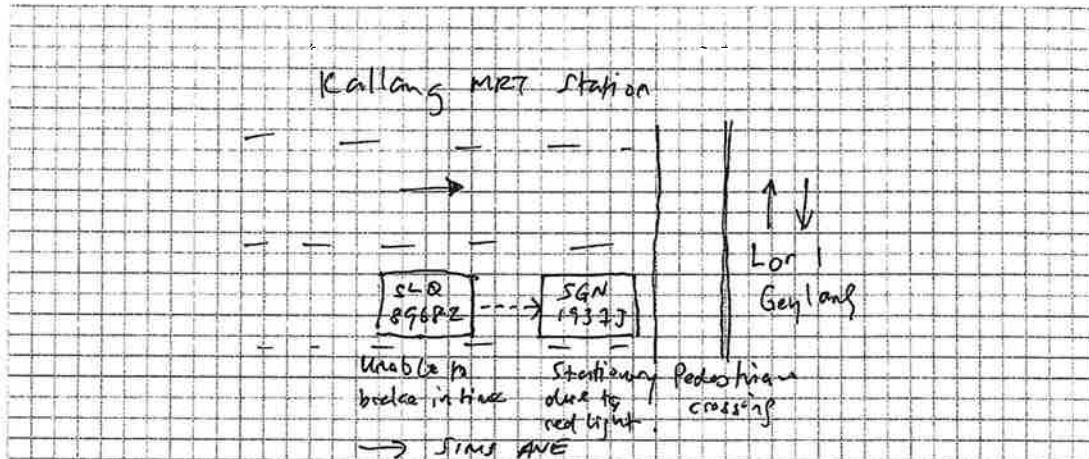
Driver's Signature
(If driver is not the policyholder)
Date & Time:

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



Sketch Plan #2 Pg. 1

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On the 4th Feb 2018 at around 2215hrs, my vehicle 5GN1937J, stopped at the junction between Sians Ave and Lor 1 Geylang due to red light condition.

Just seconds later, a red Nissan SUV SLA89682, being
unable to brake in time, hit my rear bumper.

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:

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



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S7702816A

Name
HERWAN BIN SAMAT

Race
BOYANESE

Date of birth
15-02-1977

Sex
M

Country of birth
SINGAPORE



REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number: S7702816A


Name
HERWAN BIN SAMAT

Birth Date: 15 Feb 1977


Issue Date: 06 Aug 2003



4 D 0 8 7 9



NRIC No: S7702816A



Date of issue
01-03-2007

APT BLK 8 BOON KENG ROAD #03-146
SINGAPORE 330008


NRIC No: S7702816A Date: 19/09/2011 No: 6785272

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES

	PASS DATE
Class 2B Motorcycles <= 200 CC	22 May 1995
Class 3 Motor cars <= 3000 kg with <= 7 passengers, exclusive of the driver; and motor tractors/vehicles <= 2500 kg	23 Jul 1999
Class 4 Heavy motor cars and motor tractors > 2500 kg	24 Nov 2004

S7702816A S / No. 9000028551

NP 428A



CERTIFICATE OF INSURANCE

Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) (Singapore) (the "Act")
Motor Vehicles (Third-Party Risks and Compensation) Rules, 1960 (Singapore)
Road Transport Act, 1987 (Malaysia)
Motor Vehicles (Third-Party Risks) Rules, 1959 (Malaysia)

This document forms part of your contract with us and should be read together with your Policy Schedule and your Policy Details. Do let us know if any of the details shown here need to be amended or updated.

Certificate No.	: MT/00176641/03
Type of Coverage / Driver Plan	: Car Comprehensive (Value Plus Plan)
1) Vehicle Registration No.	: SGN1937J
Chassis No.	: WVGZZZ1TZDW044958
2) Name of Policy Holder	: HERWAN BIN SAMAT
3) Effective Date / Time of Commencement of Insurance for the Purpose of the Act	: 05/03/2017 00:00
4) Date/Time of Expiry of Insurance	: 04/03/2018 23:59
5) Persons or Classes of Persons Entitled to Drive	
<p>(a) The Insured</p> <p>(b) Any named person under the policy who is driving on the Insured's order or with his permission.</p> <p>(c) Any authorised person, provided such person is aged 30 and above and holds a valid driving licence of 2 years or more, who is driving on the Insured's order or with his permission</p> <p>The person driving must have a valid driving licence to drive in Singapore and must not be under suspension or disqualification from driving.</p>	
6) Limitations as to use*	
<p>Use only for private purposes, in accordance with the declared car usage stated on your Policy Schedule. The policy does not cover use for hire or reward, tuition, driving test, racing, pace-making, reliability trials, speed tests, the carriage of goods for payment or for any purpose in connection with the motor trade business.</p> <p>*Limitations rendered inoperative by Section 8 of the Act and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under this heading.</p>	
Sum Insured	: Market Value
Own Damage Excess	: S\$ 600.00 (before any applicable GST)
Windscreen Excess	: S\$ 100.00 (before any applicable GST)
Choice of workshop	: DirectAsia approved workshops
Finance company / Hire Purchase	: DBS
Main driver	: HERWAN BIN SAMAT
Named driver	: None
Important Note: This policy does not cover drivers below the age of 30 and drivers who hold a valid driving licence of less than 2 years with the exception of the named drivers above.	

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 the Road Transport Act, 1987 (Malaysia).

Issued on: 07/02/2017

Direct Asia Insurance (Singapore) Pte. Ltd.



Edip Okur
Chief Underwriting Officer