



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Ong She-nn
NRIC S87320846 insured of vehicle EZ89664 against
your insured vehicle number YM 6732S (A14.)
On the accident dated on 09/02/18 (ddmmyyy) along Woodlands Ave 4

Dated this 6 (day) of 2 (month) 20 18.



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

PDI TUAS

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ONG SHE-NA
496C TAMPINES STREET 43
#07-259
Singapore, 526496
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV029011
Quote No. SER/QUO/1800211
QuoteDate 06/02/18
Salesperson Michelle Lee
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6 1.4 TSI DSG 90KW HL	95,693	
License No.	VIN	Initial Registration	Sales Advisor
EZ3966Y	WVWZZZ16ZEM058795	29/04/15	Michelle Lee
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX E77840	1624G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	8	UNIT		6,720.00
P B&P MACP LABOUR	R&R REAR LUGGAGE TRIM	1	UNIT		840.00
P B&P MACP PAINT	SPRAY PAINT	7	UNIT		5,600.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs		80.00
P B&P SENSOR	SUPPLY & INSTALL REVERSE SE	1	Pieces		400.00
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				14,400.00
P 1K8945300	BOLT	1	Pieces		8.81
P 1K9853675B GQF	NAME PLATE (TSI)	1	Pieces		52.53
P 1K9853687A 739	NAME PLATE (JETTA)	1	Pieces		55.80
P 3AF943021A	LED LICENCE PLATE LIGHT	2	Pieces		253.06
P 5C6807305	REINFORCEMENT	1	Pieces		514.20
P 5C6807393A	TAILLIGHT LOWER BRACKET LH	1	Pieces		83.42
P 5C6807393B	BUMPER SIDE BRACKET LH	1	Pieces		115.65
	Use Predecessor 5C6807393				
P 5C6807394A	TAILLIGHT LOWER BRACKET RH	1	Pieces		60.84
P 5C6807394B	BUMPER SIDE BRACKET RH	1	Pieces		104.09
	Use Predecessor 5C6807394				
P 5C6807421 GRU	REAR BUMPER	1	Pieces		1,061.34
P 5C6807433	SPOILER	1	Pieces		511.01
P 5C6807863	BUMPER CENTRE BRACKET	1	Pieces		77.46
P 5C6810689	TAILLIGHT PANEL LH	1	Pieces		177.77
	Predecessor 5C6813327				

Sum carried forward 17,475.98

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

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Singapore, 526496
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Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX E77840	1624G5

Continued			17,475.98
P 5C6813301	REAR END PANEL	1 Pieces	1,282.34
P 5C6827025A	REAR BOOT LID	1 Pieces	1,796.25
	Use Predecessor 5C6827025		
P 5C6827301E	HINGE LH	1 Pieces	94.92
	Use Predecessor 5C6827301D		
P 5C6827302D	HINGE RH	1 Pieces	94.92
	Use Predecessor 5C6827302B		
P 5C6827505G	LOCK	1 Pieces	193.80
	Use Predecessor 5C6827505F		
P 5C6827507B	LOCK STRIKER	1 Pieces	51.47
P 5C6827520B 9B9	LOCK COVER	1 Pieces	17.84
P 5C6827705A 5AP	REAR BOOT LID WTHRSTRIP	1 Pieces	252.81
P 5C6853630E ULM	VW SIGN	1 Pieces	93.68
	Use Predecessor 5C6853630 ULM		
P 5C6863459G 9B9	END PANEL TRIM COVER	1 Pieces	83.60
P 5C6867605A 9B9	REAR BOOT LID TRIM	1 Pieces	279.93
P 5C6945093	TAILLIGHT INNER LH	1 Pieces	310.52
P 5C6945094A	TAILLIGHT INNER RH	1 Pieces	310.52
P 5C6945095E	TAILLIGHT OUTER LH	1 Pieces	498.60
	Use Predecessor 5C6945095A		
P 5C6945096E	TAILLIGHT OUTER RH	1 Pieces	498.62
P 5C6945105A	REFELCTOR LH	1 Pieces	87.44
P 5M0945167	ADJUSTPART	4 Pieces	33.80
P 5N0827566T	PUSH BUTTON	1 Pieces	138.09
	Use Predecessor 5N0827566B		
P 8D0853419D	REAR NUMBER PLATE PACKING	1 Pieces	14.61
Sum carried forward			23,609.74

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

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Continued			23,609.74
P D 007600A1	INOXSPRAY	1 Pieces	78.44
P D 180003M2	2KADHESIV	1 Pieces	330.24
P D 476KD1M2	SEALANT	1 Pieces	89.30
P D 506KD1A3	2K FOAM	1 Pieces	182.27
P N 10621301	NUT	8 Pieces	17.20
P N 90346301	POP-RIVET	6 Pieces	9.12
P N 90766702	NUT	4 Pieces	9.96
	Successor N 90766703		
	Sum Item		9,926.27

Sum Labor			14,400.00
Sum Item			9,926.27
Total	SGD		24,326.27
7% GST	24,326.27		1,702.84
Total SGD Incl. GST			26,029.11

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	06/02/2018 10:57
Date Of Accident	05/02/2018 14:40
Exact Location Of Accident	WOODLANDS AVE 4
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	EZ3966Y
Insured/Policyholder	
Name Of Registered Owner	ONG SHE-NA
NRIC No	S8732084G
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-98009664
Alternative Phone No	OFFICE-98009664

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	JETTA A6 1.4 TSI DSG 90KW HL
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	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 80398738 AVW
Cover Note Number	

Driver

Name of Driver	ONG CHEE KIONG
NRIC No	S1417964Z
Date Of Birth	12/07/1960
Occupation	INDOOR
Date Of Driving Pass	19/05/1982
Driving Experience	35 YEARS AND 8 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-98009664
Fax Number	
Contact Number	
EMail Address	NOEMAIL

Address	BLK 496C TAMPINES STREET 43 #07-259
Postcode	526496
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	PARENT
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)	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	YM6732S
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	MOHD ZAKI BIN ABD GHANI
NRIC/Passport Number	S7982951Z
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.
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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 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:

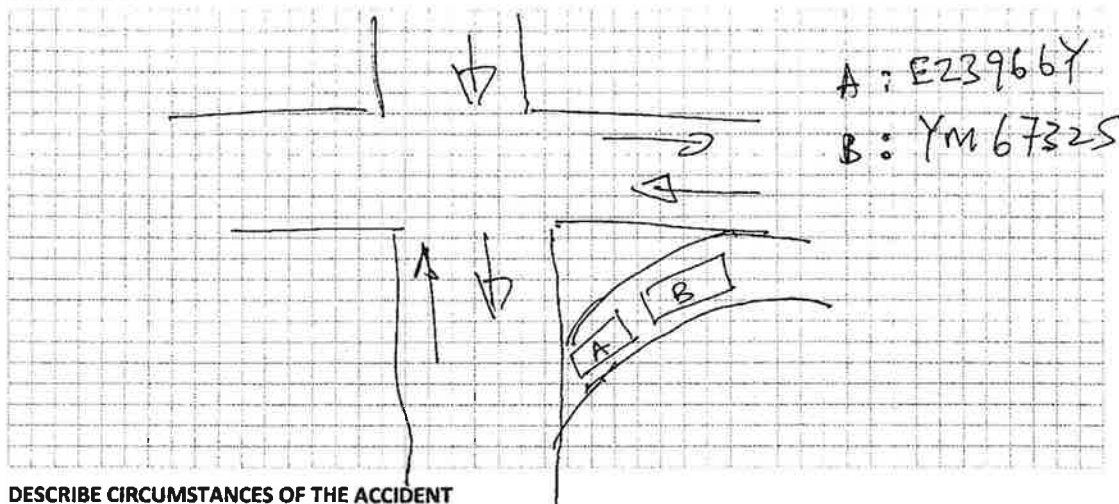
[Signature]
06/02/18



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

[Signature] 6/2/18

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Veh. No: EZ 3966Y
 DATE : 05/02/18 TIME : 1438 Hk @ Woodland Ave 4 slip Rd.

As above dated time and location, while my car is stopping at the slip Road. The lorry of YM6732S just ram from behind.

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: 6/02/18



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

**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 80398738 AVW**Excess :** SGD500**Windscreen Excess :** SGD1001. **Index Mark and Registration Number of Vehicle**
EZ3966Y2. **Name of Policyholder**
ONG SHE NA3. **Effective Date of the Commencement of Insurance for the purposes of the Act**
29/04/20174. **Date of Expiry of Insurance**
28/04/20185. **Persons or Classes of Persons entitled to drive***

ONG SHE NA

ONG CHEE KIONG

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

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1417964Z



Name
ONG CHEE KIONG
王 志 強
Race
CHINESE
Date of birth
12-07-1960 Sex
M
Country of birth
SINGAPORE

REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number **S1417964Z**
Name
ONG CHEE KIONG
Date of birth **12 Jul 1960**
Issue Date **25 Apr 2003**



1000421511C

4675555



NRIC No. **S1417964Z**



Date of issue
31-01-2011

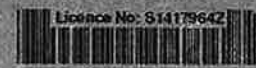
Address
**APT BLK 496C TAMPINES STREET 43
#07-259
SINGAPORE 526496**

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS/E

PASS DATE
19 May 1982

Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms

Licence No. **S1417964Z**



NP 428A