

INS. CASE OWNER:

CC 4/III1800 2846, 6 pm 3/18

LKK:  
IDAC:

Surveyor:

X62

DOI:

ASSIGNMENT

13/2/18

Date / Time:

12/2/18

Registered in Merimen:

13/2/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHA 275K

Name of Insured:

CTP

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

04/07/18

Is driver the owner?

(YES / ☒ NO)

Nature of Accident:

If NO, Driver Name / Age:

TAN THIAN HOE

Driver Tel No.:

(V/L ☒ YES / NO)

Claim No.:

M918W222

Policy No.:

MOM0016

Make / Model:

Hyundai

Place of Accident:

EYE TMS BEE

OI GIA REPORT: YES / NO:

TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

SKK 8699A



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

14/2/18

MIT

21/2/18

- seek 100% liability

21/2/18

- II agreed 100%

21/2/18

- Email to TP: 31.

23/4/18

- File pass to type mandate.

\* Original doc had been sent to II directly.

21/5/18

- DV sent.

21/6/18

- File pass to Shu Shi to clear

RECEIVED 25 JUN 2018

RECEIVED 23 APR 2018

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

21/5/18

Confirm with:

Shu Shi

Email

Call

Final Liability:

%

(

Agreed / Assessed)

BOLA S/N No.: 27

If NO or B 28, Ass. Lia:

Repair Cost:

W/165

SS

7764.83

Loss of Rental (LOR) W/165

SS

749.00

(

7

days)

&gt; \$100

Loss of Use (LOU):

SS

-

(\$

x

days)

Loss of Income (LOI):

SS

-

(\$

x

days)

LOR only ☒ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

SS

7.45

Medical

SS

-

Disbursement:

SS

-

(e.g. Tow/ Independent)

Legal Cost

SS

-

Total:

SS

8464.28

Global Sum SS:

FINAL PAYMENT

Date/Time:

21/5/18

Confirm with:

Shu Shi

Email

Call

Payee 1:

SS

8464.28

Name 1:

Volkswagen Centre Singapore

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

Signature

*Xhd*

REF:

*TH*

# ASSIGNMENT

From:

Date:

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No:

at Workshop m/s

*Volkswagen*

of

insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

IDAC Accident Rpt.: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: *5* days Res: Yes or No

Lum Sum: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

*SKX 8699A*

Yr Regn:

*27 Aug 2015*

Type: M.Cas / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

*Volkswagen Jetta*

*c.c 1390*

Colour:

*Silver*

A/C:

Insured / Std / NI / NA

Sp. Reading

*81852*

T/Radio:

Insured / Std / NI / NA

Eng.No:

C/No:

*WUW 888 168 FMO 29989*

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:

*205/55 R16*

R:

"

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIP / 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.

D.O.I.

*13-02-18*

Survey held at

*W/S*

*12:30 pm*

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision

Date / Time

Action / Instruction

*PIP # 7203.58 (Red # 14204.71 / 66%)*

Date/Time, File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

*5 + RS*

Photos

Others

TOTAL

Report Format:

Lump Sum / I.B.I: (\$

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Invs (\$

☐

: Weekend (\$



# 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

INDIA INTERNATIONAL INSURANCE PL

Ref : CC4/III18002896/pb3

64 CECIL STREET  
#05-02 IOB BUILDING SINGAPORE 049711

Date : 13-02-2018



Code : III2

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHA 2275K	Veh. Inspected	SKX 8699A
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	13/02/2018

## 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

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## 5. General Information

Accident Date	09/02/2018	Inspection Date	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934		

## 5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--

PDI TUAS

PDI TUAS

TAN ROBIN  
613B PUNGGOL DRIVE  
#07-847  
Singapore, 822613  
Singapore

5 Days .  
refine paint photos.  
Guo Qiang - 8880252  
13/2/18.

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV030758  
Quote No. SER/QUO/1800242  
QuoteDate 10/02/18  
Salesperson REX LEOW  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) HIGHLINE	78,733	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SKX8699A	WVWZZZ16ZFM029989	27/08/15	REX LEOW
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F54281	1634G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR 840	7	UNIT		5,880.00
P B&P MACP LABOUR	R&R REAR LUGGAGE TRIM	1	UNIT		840.00
P B&P MACP PAINT	SPRAY PAINT 800	7	UNIT		5,600.00
P B&P SENSOR	SUPPLY & INSTALL REVERSE SE <del>NS</del>	1	Pieces	NN	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				13,480.00
P 1K0253144AT	REAR SILENCER BRACKET 7.5mm		Pieces		106.43
P 5C6253609J	REAR SILENCER 7	1	Pieces		1,721.12
P 5C6807305	REINFORCEMENT 1 BT	1	Pieces		514.20
P 5C6807375	LHR BUMPER BRACKET 3.5mm	1	Pieces		96.14
P 5C6807376	RHR BUMPER BRACKET 3.5mm	1	Pieces		96.14
P 5C6807421H GRU	REAR BUMPER 1 TN	1	Pieces		1,452.29
	Predecessor 5C6807417J GRU				
P 5C6807433J	SPOILER 1 RL	1	Pieces		476.25
P 5C6807863B	REAR CENTRE BRACKET 7 NN	1	Pieces		111.92
P 5C6827025E	BOOT LID X Repair	1	Pieces		1,411.01
	Predecessor 5C6827025D				
P 5C6827301E	LHR HINGE X NN	1	Pieces		94.92
	Use Predecessor 5C6827301D				
P 5C6827302D	RHR HINGE X NN	1	Pieces		94.92
	Use Predecessor 5C6827302B				
P 5C6827705A 5AP	BOOT LID SEAL 7 NN	1	Pieces		252.81
	Sum carried forward				19,908.13

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

## PDI TUAS

PDI TUAS

TAN ROBIN  
613B PUNGGOL DRIVE  
#07-847  
Singapore, 822613  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV030758  
Quote No. SER/QUO/1800242  
QuoteDate 10/02/18  
Salesperson REX LEOW  
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) HIGHLINE	78,733	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SKX8699A	WVWZZZ16ZFM029989	27/08/15	REX LEOW
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F54281	1634G5

			Continued	19,908.13
P 5C6853630F ULM	VW SIGN	1 Pieces	125.10	
P 5C6853675APGQF	TSI EMBLEM	1 Pieces	57.33	
P 5C6853687 739	JETTA EMBLEM	1 Pieces	76.11	
P 5C6945093D	LHR INNER TAILLIGHT	1 Pieces	182.58	
P 5C6945094E	RHR INNER TAILLIGHT	1 Pieces	182.58	
P 5C6945095H	LHR OUTER TAILLIGHT	1 Pieces	401.20	
P 5C6945096H	RHR OUTER TAILLIGHT	1 Pieces	412.98	
P 5C6945105B	LHR REFLECTOR	1 Pieces	62.30	
Sum Item				7,928.30

Sum Labor 13,480.00  
Sum Item 7,928.30

Total SGD 21,408.30  
7% GST 1,498.62  
Total SGD Incl. GST 22,906.92

## Explanations

P = Proportionately Charged

## Payment Terms

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 legal modification(s) is allowed
- Supplementary item(s) must be resurveyed and
- No Credit to final approval from Insurance Company

Acknowledged by Repairer  
Signature:  
Date:

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

## Service Order Confirmation

SERVICE ORDER NO: 18IP0495

CUSTOMER NO.: CV030758

CUSTOMER NAME: TAN ROBIN

TELEPHONE NO.:

ADDRESS: 513B PUNGGOL DRIVE #07-847

Singapore

**VEH No.: SKX8699A**

Order Date: 21/02/18

Reg Date: 27/08/15 KM: 83,830

VIN NO.: WVWZZZ16ZFM029889 ENGINE NO.:

SA: Tang Shu Shi

MODEL: JETTA TSI (DSG) HIGHLINE MODEL NO.: 16J4G5

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
<b>Labor</b>						
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 MACP LABOUR LABOUR	2	UNIT	840		1,680
4	B&P MACP PAINT SPRAY REAR BUMPER, BOOT, RHR FENDER	2.5	UNIT	800		2,000
5	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
6	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
<b>Item</b>						
7	5C6807421H GRU REAR BUMPER	1	PCS	1,452.29		1,452.29 ✓
8	5C6807433J SPOILER	1	PCS	476.26		476.26 ✓
9	5C6807305 REINFORCEMENT	1	PCS	514.20		514.20 ✓
10	5C6853687 739 JETTA EMBLEM	1	PCS	76.11		76.11 ✓
11	5C6853675APGQF TSI EMBLEM	1	PCS	57.33		57.33 ✓
12	5C6853630F ULM VW SIGN	1	PCS	125.10		125.10 ✓
13	5C6945105B LHR REFLECTOR	1	PCS	62.30		62.30 ✓

Remarks : INDIA INSURANCE DIRECT SETTLEMENT

DOA: 09/02/2018

TP VEHICLE: SHA2275K

SURVEY BY: GUO QIANG (LKK)

LKK CLAIMS REFERENCE: CC4/III18002896/Gpb3

NO OF REPAIR WORKING DAY EXCLUDE SAT AND SUNDAY IS 6 DAYS

## Service Order Confirmation

SERVICE ORDER NO.: 1BPD495

CUSTOMER NO.: CV000758

CUSTOMER NAME: TAN ROBIN

TELEPHONE NO.:

ADDRESS: 613B PUNGGOL DRIVE #07-847

Singapore

**VEH No.: SKX8699A**

Order Date: 21/02/18

Reg Date: 27/08/15

KM: 63,630

VIN NO.: WVVZZZ16ZFM029989

ENGINE NO.:

SA: Tang Shu Shi

MODEL: JETTA TSi (DSG) HIGHLINE

MODEL NO.: 1634GS

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>WOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
------------	--------------------	------------	------------	-------------------	---------------	---------------

TOTAL	7,203.59
-------	----------

GST AMOUNT	504.25
------------	--------

TOTAL AMOUNT	7,707.84
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On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

## Hsiao Tong (LKKAuto)

---

**From:** Shu Pei (LKKAuto)  
**Sent:** Monday, 23 April 2018 9:15 AM  
**To:** Tang, Shu Shi (VWG Singapore; Guo Qiang (LKKAuto)  
**Cc:** Ong, Germaine (VWG Singapore; Admin A; Hsiao Tong (LKKAuto)  
**Subject:** FW: FINALISE SKX8699A  
**Attachments:** finalized - SKX8699A.pdf

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/III18002896/Gpb3	Guo Qiang / Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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](mailto:shushi.tang@vw.com.sg)]

**Sent:** Friday, 20 April 2018 5:53 PM

**To:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** RE: FINALISE SKX8699A

Hi Guo Qiang,

Attached re-finalized.

Total no. of working day: 5days

Please let me have your confirmation.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Tang, Shu Shi (VWG Singapore)  
**Sent:** Friday, 20 April, 2018 4:16 PM  
**To:** [GUOQIANG@LKKAUTO.COM](mailto:GUOQIANG@LKKAUTO.COM); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Admin-D (LKKAuto)  
**Cc:** Ong, Germaine (VWG Singapore)  
**Subject:** RE: FINALISE SKX8699A

Hi Guo Qiang,

As spoken, the rear centre bracket was not change, I send you the re-finalized.

Also the total no. of working day is 5days.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>

## New Arteon.

This is high performance art.



**From:** Foo, John (VWG Singapore)

**Sent:** Monday, 19 March, 2018 1:33 PM

**To:** [GUOQIANG@LKKAUTO.COM](mailto:GUOQIANG@LKKAUTO.COM); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Admin-D (LKKAuto)

**Cc:** Tang, Shu Shi (VWG Singapore); Ong, Germaine (VWG Singapore)

**Subject:** FINALISE SKX8699A

Dear Guoqiang,

Please help me to finalise the above-mentioned claims

The cost of repair is \$7315.51 before 7% GST

No of repair working day is 6 days

Hope to hear from you soon. Thank you.

Best Regards,

John Foo  
Bodyshop Manager  
Aftersales

Volkswagen Centre Singapore (Alexandra)  
247 Alexandra Road  
Singapore 159934

Direct Line +65 63057132  
Main Line +65 6305 7100  
Mobile +65 8498 5832 / 96911588  
Main Fax +65 6474 3643  
[john.foo@vw.com.sg](mailto:john.foo@vw.com.sg)  
<http://www.vw.com.sg>

## **New Arteon.**

**This is high performance art.**



Work on the go. Think soft copies.

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	13 Feb 2018 15:11	<b>Cim Veh Model Changed</b>	(204916) VOLKSWAGEN JETTA TSI 1.4 (A).	[A] Lau Shu Pei
2	13 Feb 2018 15:11	<b>Cim Created</b>	Reg No: SKX8699A. Acct Date: 2018/02/09. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)	[A] Lau Shu Pei
3	13 Feb 2018 15:11	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	13 Feb 2018 15:11	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/02/23	[A] Lau Shu Pei
5	13 Feb 2018 15:11	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
6	13 Feb 2018 15:12	<b>Label Added</b>	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei
7	13 Feb 2018 15:12	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
8	14 Feb 2018 09:21	<b>Cim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 1993 03821R.	[A] Lau Shu Pei
9	14 Feb 2018 14:23	<b>Adj Adjuster Assigned</b>	MOHD TAUFIKH BIN HAMID -> XING GUO QIANG	[A] Lau Shu Pei
10	14 Feb 2018 14:23	<b>Label Removed</b>	(30651):Vehicle Not In.	[A] Lau Shu Pei
11	14 Feb 2018 14:26	<b>Adj Rpt Initiated</b>		[A] Lau Shu Pei
12	14 Feb 2018 14:26	<b>Cim Details Notified</b>		[A] Lau Shu Pei
13	20 Feb 2018 14:35	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS Liability: 100% Remarks: Insured driver rear-ended third party	[A] CHEW HSIAO TONG

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Ref Inst No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1724512	14/02/2018 14:26	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKX8699A		10.70

## Claim Audit

### AUDIT TRAIL

No.	On	Audit	Remarks	By
1	13 Feb 2018 15:11	<b>Clim Veh Model Changed</b>	(204916) VOLKSWAGEN JETTA TSI 1.4 (A).	[A] Lau Shu Pei
2	13 Feb 2018 15:11	<b>Clim Created</b>	Reg No: SKX8699A. Acct Date: 2018/02/09. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)	[A] Lau Shu Pei
3	13 Feb 2018 15:11	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
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8	14 Feb 2018 09:21	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 1993 03821R.	[A] Lau Shu Pei
9	14 Feb 2018 14:23	<b>Adj Adjuster Assigned</b>	MOHD TAUFIKH BIN HAMID -> XING GUO QIANG	[A] Lau Shu Pei
10	14 Feb 2018 14:23	<b>Label Removed</b>	(30651):Vehicle Not In.	[A] Lau Shu Pei
11	14 Feb 2018 14:26	<b>Adj Rpt Initiated</b>		[A] Lau Shu Pei
12	14 Feb 2018 14:26	<b>Clim Details Notified</b>		[A] Lau Shu Pei
13	20 Feb 2018 14:35	<b>Adj Mandate Request</b>	Cur.Reg:0.00:PODS Liability: 100% Remarks: Insured driver rear-ended third party	[A] CHEW HSIAO TONG
14	20 Feb 2018 14:53	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2018/02/23	[I] Priya
15	20 Feb 2018 14:53	<b>Adj Mandate Set</b>	Approved:0.00.	[I] Priya

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Item No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1724512	14/02/2018 14:26	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKX8699A		10.70

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 21 February 2018 11:26 AM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Admin A; Zaini (LKK Auto)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018  
\*LKK REF: CC4/III18002896/Gpb3

### *Without Prejudice*

Dear Sirs/ Madam,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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:** Monday, February 19, 2018 8:12 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Manivel Priyadarshini <[manivel@iii.com.sg](mailto:manivel@iii.com.sg)>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018

Dear Claims,

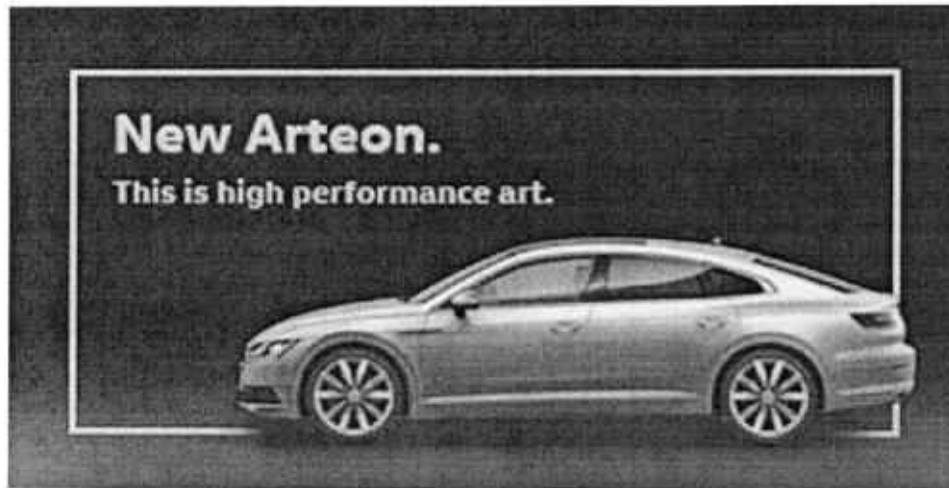
Please revert on DS.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Tang, Shu Shi (VWG Singapore)  
**Sent:** Tuesday, 13 February, 2018 2:31 PM  
**To:** 'Motor Claim - III'; 'sur@lkkauto.com'; Catherine Chong (LKK Auto)  
**Cc:** Manivel Priyadarshini  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018

Hi,

Vehicle had been survey, please let us know if can proceed with DS?

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>

## New Arteon.

This is high performance art.



**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

**Sent:** Monday, 12 February, 2018 1:47 PM

**To:** Tang, Shu Shi (VWG Singapore); 'sur@lkkauto.com'; Catherine Chong (LKK Auto)

**Cc:** Manivel Priyadarshini

**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SKX8699A and let us have your report urgently.

This claim will be handled by Ms Priya.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

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

**Sent:** 12 February, 2018 9:30 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018

Hi,

Please use LKK.

Thank you.

Best Regards,

Tang Shu Shi

Insurance Service Advisor

Aftersales

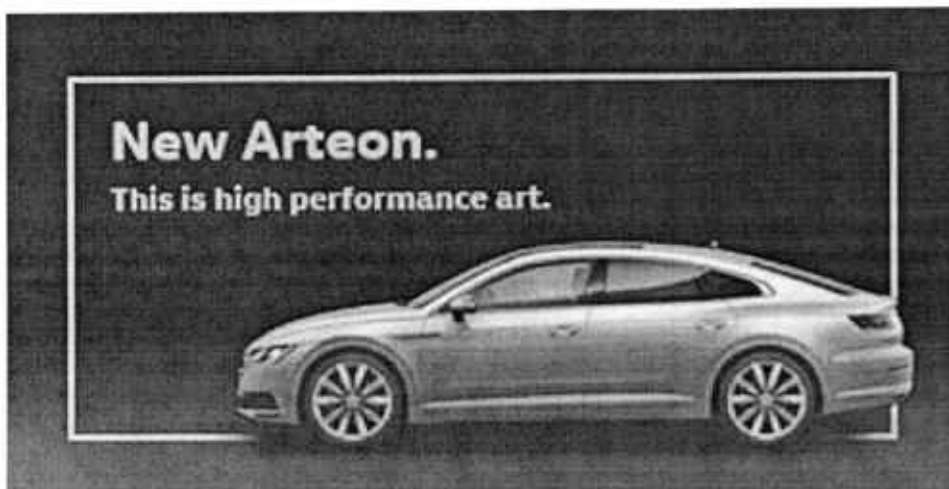
Volkswagen Centre Singapore (Macpherson)

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]  
**Sent:** Monday, 12 February, 2018 9:09 AM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*

**Gabriel Wee**

Motor Claims Dept.  
India International Insurance Pte Ltd  
64 Cecil Street | #05 IOB Building | Singapore 049711  
Tel: 6347 6100, Ext - 248

**From:** Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** 10 February, 2018 12:16 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Subject:** REQUEST DIRECT SETTLEMENT FOR SKX8699A & SHA2275K ON 09/02/2018

Dear Claims,

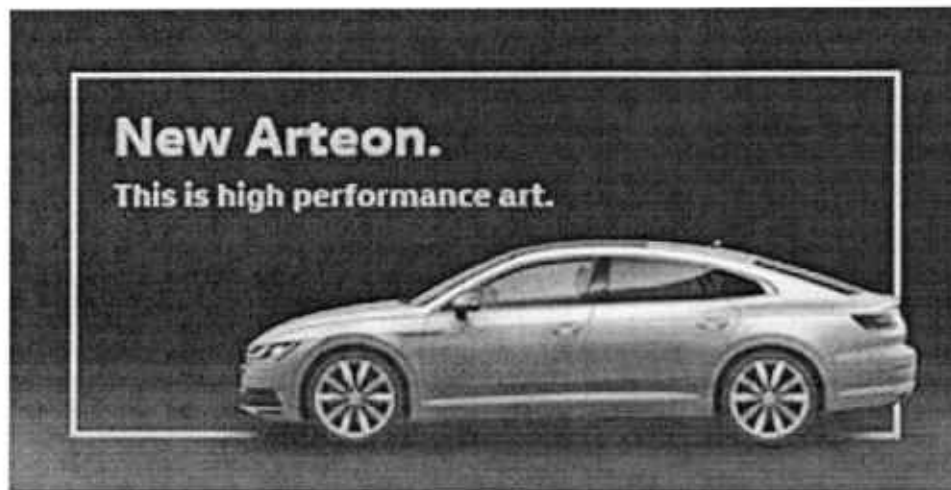
Please revert on liability & survey arrangement for this claim.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg) [mailto:[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)]  
**Sent:** Saturday, 10 February, 2018 12:05 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.  
It may contain confidential and/or legally privileged information.  
If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

No	Subject Matter	Current	Revised	Remarks
1	Reserves			
	TPPD	PRESERVE		
	TPPI	PRESERVE		
	LPPN			
	Investigation Fees			
	Survey Fees			
	Legal Fees			
	Others			
2	Fraud Check			
3	Upload to merimen			
4	Grant Rights			
5	Payment			

CLAIM NO.	MCT 1802032
DATE OF ACCIDENT	04/02/18
CLAIM OFFICER	ZS / SP / SN / NL (MP) / WH
LOD FROM	VOLKSWAGEN Singapore
FAX	(YES) DATE: 14/04/19
INSURED VEHICLE	SWA 227516
TYPE OF CLAIMANT	DRIVER / PASSENGER (IV) / PASSENGER (TP) / RIDER / PILLION / CYCLIST / PEDESTRAIN / COMPANY / OWNER SKX8694A ROBIN TAN
TYPE OF CLAIM	TPD / TPI / UL / SUBRO / TPPD
CASE TYPE	DC / PC / NC / REOPEN
PREMIUM LIVE UPDATED	(YES) DATE: 17/4/18
FIRST LETTER	TO BE DONE / EXISTING / NA
TPD BILL MUST BE TAKEN OUT AND PLACED BEHIND THE LOD	ARRANGED / CHECKED (NA)
MERIMEN SCAN	YES / DATE:
RIGHTS GRANTED	NOT NEEDED / YES / DATE:
MERIMEN COMPLETED	YES / DATE:

## Joel Nah Shern Ern

---

**From:** Joel Nah Shern Ern  
**Sent:** Thursday, 19 April, 2018 2:12 PM  
**To:** 'shushi.tang@vw.com.sg'  
**Cc:** Manivel Priyadarshini  
**Subject:** acknowledgement of LOD MCT18020322

Dear All,

We have received the acknowledgement of this LOD.

*Joel Nah*

**Motor Claims Department**

**India International Insurance Pte Ltd**

64 Cecil Street #04-02 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 206 Fax: 6224 4174

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 23 April 2018 10:10 AM  
**To:** 'Tang, Shu Shi (VWG Singapore)'  
**Cc:** Guo Qiang (LKKAuto); Admin A; Ong, Germaine (VWG Singapore)  
**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3  
**Attachments:** finalized - SKX8699A.pdf

*Without Prejudice*

Dear Shu Shi,

We refer to your below email.

For COR, recommended amount at P/P **\$7,203.59(before GST) with 05 repair days.**

\*\*\* Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Shu Pei (LKKAuto)  
**Sent:** Monday, 23 April 2018 9:15 AM  
**To:** Tang, Shu Shi (VWG Singapore <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Cc:** Ong, Germaine (VWG Singapore <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: FINALISE SKX8699A

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

<b>LKK ref</b>	<b>Officer in charge</b>
CC4/III18002896/Gpb3	Guo Qiang / Hsiao Tong

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

Best Regards,

Shu Pei | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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:** Friday, 20 April 2018 5:53 PM

**To:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** RE: FINALISE SKX8699A

Hi Guo Qiang,

Attached re-finalized.

Total no. of working day: 5days

Please let me have your confirmation.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Tang, Shu Shi (VWG Singapore)  
**Sent:** Friday, 20 April, 2018 4:16 PM  
**To:** [GUOQIANG@LKKAUTO.COM](mailto:GUOQIANG@LKKAUTO.COM); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Admin-D (LKKAuto)  
**Cc:** Ong, Germaine (VWG Singapore)  
**Subject:** RE: FINALISE SKX8699A

Hi Guo Qiang,

As spoken, the rear centre bracket was not change, I send you the re-finalized.

Also the total no. of working day is 5days.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Foo, John (VWG Singapore)  
**Sent:** Monday, 19 March, 2018 1:33 PM  
**To:** [GUOQIANG@LKKAUTO.COM](mailto:GUOQIANG@LKKAUTO.COM); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Admin-D (LKKAuto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Ong, Germaine (VWG Singapore)  
**Subject:** FINALISE SKX8699A

Dear Guoqiang,

Please help me to finalise the above-mentioned claims

The cost of repair is \$7315.51 before 7% GST

No of repair working day is 6 days

Hope to hear from you soon. Thank you.

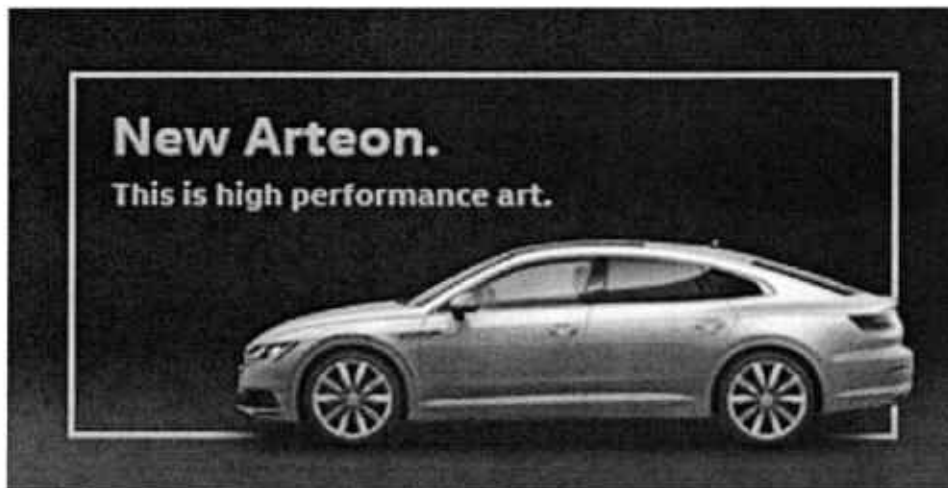


Best Regards,

John Foo  
Bodyshop Manager  
Aftersales

Volkswagen Centre Singapore (Alexandra)  
247 Alexandra Road  
Singapore 159934

Direct Line +65 63057132  
Main Line +65 6305 7100  
Mobile +65 8498 5832 / 96911588  
Main Fax +65 6474 3643  
[john.foo@vw.com.sg](mailto:john.foo@vw.com.sg)  
<http://www.vw.com.sg>



Work on the go. Think soft copies.

## Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	13 Feb 2018 15:11	Clim Veh Model Changed	(204916) VOLKSWAGEN JETTA TSI 1.4 (A).		[A] Lau Shu Pei
2	13 Feb 2018 15:11	Clim Created	Reg No: SKX8699A, Acct Date: 2018/02/09, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: MSIG Insurance (Singapore) Pte, Ltd, (HQ), Worksh op: Volkswagen Centre Singapore (HQ)		[A] Lau Shu Pei
3	13 Feb 2018 15:11	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] Lau Shu Pei
4	13 Feb 2018 15:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/02/23		[A] Lau Shu Pei
5	13 Feb 2018 15:11	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.		[A] Lau Shu Pei
6	13 Feb 2018 15:12	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.		[A] Lau Shu Pei
7	13 Feb 2018 15:12	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID		[A] Lau Shu Pei
8	14 Feb 2018 09:21	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD, Claimant's ID: -> 1993038 21R.		[A] Lau Shu Pei
9	14 Feb 2018 14:23	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> XING GUO QIANG		[A] Lau Shu Pei
10	14 Feb 2018 14:23	Label Removed	(30651):Vehicle Not In.		[A] Lau Shu Pei
11	14 Feb 2018 14:26	Adj Rpt Initiated			[A] Lau Shu Pei
12	14 Feb 2018 14:26	Clim Details Notified			[A] Lau Shu Pei
13	20 Feb 2018 14:35	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: Insured driver rear-ended third party		[A] CHEW HSIAO TONG
14	20 Feb 2018 14:53	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/02/23		[I] Priya
15	20 Feb 2018 14:53	Adj Mandate Set	Approved:0.00.		[I] Priya
16	28 Apr 2018 11:52	Adj Mandate Request	Cur.Req:8464.28:PODS Liability: 100% Quantum:(a)CORw/GST: \$7,707.83 + (b)LORw/GST(7days x \$100.00): \$ 749.00 + (c)LTA search fee: \$ 7.45 = Total: \$ 8,464.28 Vehicle Model: Volkswagen Jetta (1390cc). For your approval pls.		[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None

Go

### ACTIVITY

[10/04/2018 12:56] Lau Shu Pei :  
PENDING FINALIZE

### Merimen Billing for this case - Transaction History

Ref Bill No.	Bill Date	Acc. Type	Acc. Name	Ref No. (Branch)	Ref 1	Ref 2	Amount
1724512	14/02/2018 14:26	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKX8699A		10.70

## Print Received Message

This mail is associated with :

**\*SKX8699A (MCT18020322)**  
**[SHA2275K]**

TP

TAN ROBIN

Feb 9 2018 3:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 30/04/2018 15:23 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$8464.28) - SKX8699A - Claim Handler: Priya

Approved:8464.28.

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 9 May 2018 5:49 PM  
**To:** 'Ong, Germaine (VWG Singapore)'; Tang, Shu Shi (VWG Singapore)  
**Cc:** Guo Qiang (LKKAuto); Admin A  
**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3

### Without Prejudice

Hi Germaine,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 7,707.83
2. Loss of Rental (7days x \$100.00) (w/GST)	\$ 749.00
3. LTA/GIA search fee	\$ 7.45
Total	<b><u>\$ 8,464.28</u></b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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:** Tuesday, 24 April 2018 5:23 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Tang, Shu Shi (VWG Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Cc:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3

Dear Hsiao Tong

Please find attached re-finalise invoice

Regards

## Hsiao Tong (LKKAUTO)

---

**From:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Friday, 18 May 2018 5:05 PM  
**To:** Hsiao Tong (LKKAUTO); Ong, Germaine (VWG Singapore)  
**Cc:** Guo Qiang (LKKAUTO); Admin A  
**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3

Hi Hsiao Tong,

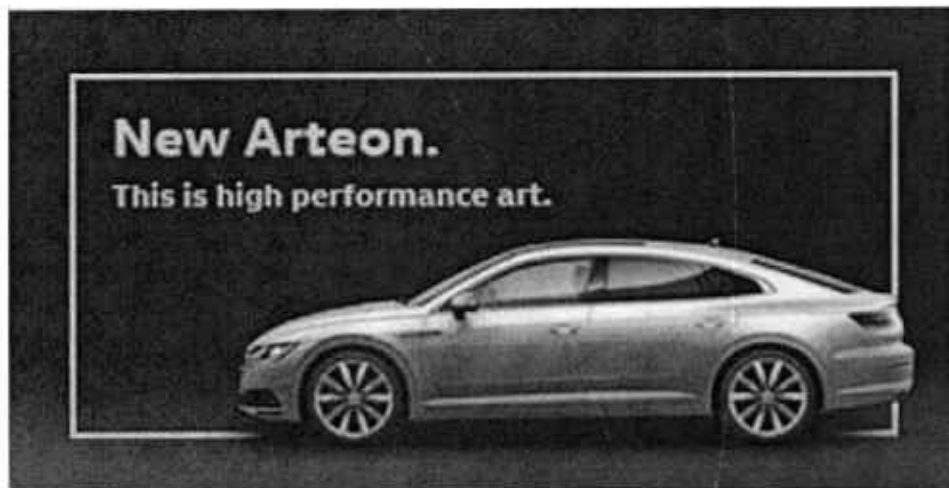
Offer accepted.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Wednesday, 9 May, 2018 5:49 PM  
**To:** Ong, Germaine (VWG Singapore); Tang, Shu Shi (VWG Singapore)  
**Cc:** Guo Qiang (LKKAUTO); Admin A  
**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3

**Without Prejudice**

Hi Germaine,

We refer to the above matter,

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 7,707.83
2. Loss of Rental (7days x \$100.00)(w/GST)	\$ 749.00
3. LTA/GIA search fee	\$ 7.45
Total	<b>\$ 8,464.28</b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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:** Tuesday, 24 April 2018 5:23 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Tang, Shu Shi (VWG Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Cc:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3

Dear Hsiao Tong

Please find attached re-finalise invoice

Regards

Germaine

---

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

**Sent:** Monday, 23 April, 2018 10:10 AM

**To:** Tang, Shu Shi (VWG Singapore)

**Cc:** Guo Qiang (LKKAuto); Admin A; Ong, Germaine (VWG Singapore)

**Subject:** RE: FINALISE SKX8699A \*LKK REF: CC4/III18002896/Gpb3

*Without Prejudice*

Dear Shu Shi,

We refer to your below email.

For COR, recommended amount at P/P **\$7,203.59(before GST)** with 05 repair days.

\*\*\* Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Shu Pei (LKKAuto)

**Sent:** Monday, 23 April 2018 9:15 AM

**To:** Tang, Shu Shi (VWG Singapore <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>

**Cc:** Ong, Germaine (VWG Singapore <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** FW: FINALISE SKX8699A

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC4/III18002896/Gpb3	Guo Qiang / Hsiao Tong

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

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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:** Friday, 20 April 2018 5:53 PM

**To:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** RE: FINALISE SKX8699A

Hi Guo Qiang,

Attached re-finalized.

Total no. of working day: 5days

Please let me have your confirmation.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Tang, Shu Shi (VWG Singapore)

**Sent:** Friday, 20 April, 2018 4:16 PM

**To:** [GUOQIANG@LKKAUTO.COM](mailto:GUOQIANG@LKKAUTO.COM); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Admin-D (LKKAuto)

**Cc:** Ong, Germaine (VWG Singapore)

**Subject:** RE: FINALISE SKX8699A

Hi Guo Qiang,

As spoken, the rear centre bracket was not change, I send you the re-finalized.

Also the total no. of working day is 5days.

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](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Foo, John (VWG Singapore)  
**Sent:** Monday, 19 March, 2018 1:33 PM  
**To:** [GUOQIANG@LKKAUTO.COM](mailto:GUOQIANG@LKKAUTO.COM); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Admin-D (LKKAuto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Ong, Germaine (VWG Singapore)  
**Subject:** FINALISE SKX8699A

Dear Guoqiang,

Please help me to finalise the above-mentioned claims

The cost of repair is \$7315.51 before 7% GST

No of repair working day is 6 days

Hope to hear from you soon. Thank you.

Best Regards,

John Foo  
Bodyshop Manager  
Aftersales

Volkswagen Centre Singapore (Alexandra)  
247 Alexandra Road  
Singapore 159934

Direct Line +65 63057132  
Main Line +65 6305 7100  
Mobile +65 8498 5832 / 96911588  
Main Fax +65 6474 3643

[john.foo@vw.com.sg](mailto:john.foo@vw.com.sg)  
<http://www.vw.com.sg>



Work on the go. Think soft copies.



**DISCHARGE VOUCHER**


I / We Tan Robin (Passport No. S8004554I) the  
owner of vehicle number SKX8699A hereby accept from  
India Insurance (Insurance Company) the sum of  
\_\_\_\_\_ (total repair cost) in full and final settlement for the cost of repairs  
arising from the loss damage of property as a result of the accident involving  
SKX8699A & SHA2275K along PIE towards KJE Exit  
on 9/2/2018.

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

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

VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on 01/4/18 (DD/MM/YYYY)

  
(Signature of owner / Company stamp)

Name : Robin

NRIC No. : 8004554I

Date : 15/3/18



**LETTER OF DEMAND**

Your Ref: SHA227SK  
Our Ref: SKX8699A

To: India



Dear Sirs,

ACCIDENT INVOLVING SKX8699A & SHA227SK ON 9.02.2018

We are claiming on behalf of our client Tan Robin owner of

vehicle number SKX8699A involved in accident on 9.02.2018

with vehicle SHA227SK along/at PIE Tools KJL Exit

Description of claims:

Cost of Repairs \$ 7,315.49 + 7% GST = \$ 7,827.58

Loss of Use/Rental \$ 120 + 7% GST X 7 Days = \$ 840

Medical Fee \$ \_\_\_\_\_ + 7% GST = \$ \_\_\_\_\_

Search Fee \$ 7 + 7% GST = \$ 7.45

TOTAL \$ 8,675.03

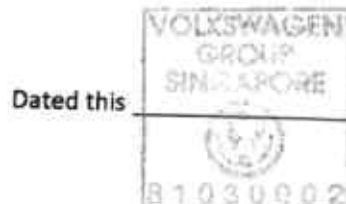
We are claiming in full and final settlement of \$ 8,675.03

Cost of repair & search fee \$ 7,835.03 to be payable to Volkswagen Group Singapore Pte Ltd.

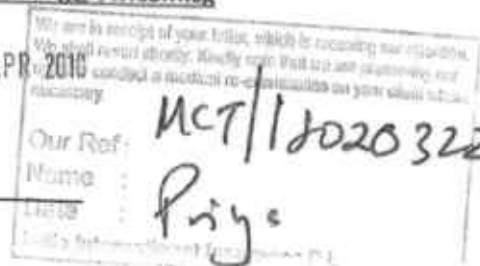
Loss of use/Rental amount/Medical fee of \$ 840 to be payable to

Tan Robin

Kindly send us a written acknowledgement within 14 days from receipt of this document.  
Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)



06 APR 2018





**LETTER OF DEMAND**

Your Ref: SHA227SK  
Our Ref: SK X8699A

To: India

Dear Sirs,

ACCIDENT INVOLVING SKX8699A & SHA227SK ON 9.2.18

We are claiming on behalf of our client Tan Robin owner of  
vehicle number SKX8699A involved in accident on 9.2.18  
with vehicle SHA227SK along/at P4 twks EJE exit.

Description of claims:

Cost of Repairs \$ 7,203.58 + 7% GST = \$ 7,707.83.

Loss of Use/Rental \$ 120 + 7% GST X 7 Days = \$ 840.

Medical Fee \$ \_\_\_\_\_ + 7% GST = \$ \_\_\_\_\_

Search Fee \$ 7. + 7% GST = \$ 7.45

TOTAL \$ 8,555.28

We are claiming in full and final settlement of \$ 8,555.28

Cost of repair & search fee \$ 7,715.28. to be payable to Volkswagen Group  
Singapore Pte Ltd.

Loss of use/Rental amount/Medical fee of \$ 840. to be payable to

Tan Robin

Kindly send us a written acknowledgement within 14 days from receipt of this document.  
Please note that finalization/settlement offer of this claim should be within 8 weeks from the  
date of this document. Please email all settlement offers to [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)

Dated this \_\_\_\_\_





## LETTER OF AUTHORITY

ACCIDENT INVOLVING SKX8699A and SHA227SK on 9/2/2018  
Own vehicle's number Other vehicle's number Date of accident  
 along AIE twds KJE QRT  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Tan Robin  
Name of Policy Holder & IC / Passport number  
 of S8004554Z owner of Vehicle Registration

Number SKX8699A hereby irrevocable appoint **Volkswagen Centre Singapore**  
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be \*my / our Attorney and in \* my / our name(s) on \*my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or alternatively under Insurance Policy number R 20003103 922V taken up by \*me/us and pay the **compulsory excess** in respect of the cost repairs suffered by \*me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Centre Singapore** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

\*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on \*my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

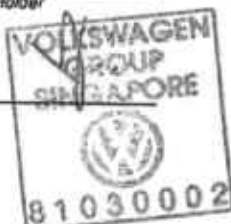
\*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 6 of the month 4 Year 18

Signed & Delivered By:

  
Policy Holder

Witness By:



## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT18020322  
Claimant Ref: SKX 8699A

We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 7,707.83 (repair cost), S\$ 749.00 (loss of use/rental), S\$ 7.45 (search fee), vehicle no. SKX 8699A that was damaged pursuant to the accident which occurred on 09/02/2018 (date) at PIE towards KJE exit (location) involving vehicle no. SHA 2275K (insured vehicle). This is pursuant to the inspection conducted on 13/02/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Tan Robin ("the third party claimant") of vehicle no. SKX 8699A to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SKX 8699A (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 8,464.28 to Volkswagen Centre Singapore

Dated this 24 day of 5 20 18

#### CLAIMANT:

Signature:


Name:

NRIC:

Address:

Nationality:

Occupation:

  
Signed by "the workshop" (with chop)  
Tan Robin  
81030002  
63 368 314

#### WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P17925

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

SERVICE ORDER NO: 18IP0495

SERVICE CUSTOMER NO.: CV000179

SERVICE CUSTOMER NAME: INDIA INTERNATIONAL INSURANCE

TELEPHONE NO.:

ADDRESS: 64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore

Post Code: 049711

VEH NO.:

SKX8699A

DATE:

20/04/18

Pickup:

VIN NO.:

WVWZZZ16ZFM029989

KM: 83,830

GEARBOX CODE:

Engine No.:

MODEL:

JETTA TSI (DSG) HIGHLINE

SA:

Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
INDIA INSURANCE DIRECT SETTLEMENT					
DOA: 09/02/2018					
TP VEHICLE: SHA2275K					
SURVEY BY: GUO QIANG (LKK)					
LKK CLAIMS REFERENCE: CC4/III18002896/Gpb3					
NO OF REPAIR WORKING DAY EXCLUDE SAT AND SUNDAY					
	Labor				
1	LABOUR	2.00	UNIT	840.00	1,680.00
2	SPRAY REAR BUMPER, BOOT, RHR FENDER	2.50	UNIT	800.00	2,000.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
	Item				
7	REINFORCEMENT	1.00	PCS	514.20	514.20
8	REAR BUMPER	1.00	PCS	1,452.29	1,452.29
9	SPOILER	1.00	PCS	478.26	478.26
10	VW SIGN	1.00	PCS	125.10	125.10
11	TSI EMBLEM	1.00	PCS	57.33	57.33
12	JETTA EMBLEM	1.00	PCS	76.11	76.11



# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P17925

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

SERVICE ORDER NO: 18IP0495

SERVICE CUSTOMER NO.: CV000179

SERVICE CUSTOMER NAME.: INDIA INTERNATIONAL INSURANCE

TELEPHONE NO.:

ADDRESS: 64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore

Post Code: 049711

VEH NO.: SKX8699A

DATE: 20/04/18

Pickup:

VIN NO.: WVVZZZ16ZFM029989

KM: 83,830

GEARBOX CODE:

Engine No.:

MODEL: JETTA TSI (DSG) HIGHLINE

SA: Tang Shu Shi

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
13	LHR REFLECTOR	1.00	PCS	82.30	82.30

Sub Total 7,203.58  
GST (7%) AMOUNT 504.25  
TOTAL AMOUNT 7,707.83

for Volkswagen Group Singapore Pte Ltd



Customer

Phone : Fax :

# Skyway Motor Pte Ltd

400 Orchard Road #15-06 Singapore 238875

Co. Reg. 199904194N

## Tax Invoice

**Bill To:**

CAR RENTAL-SHORT TERM

GST Reg No: 19-9904194-N

**Ship To:**

TAN ROBIN  
BLOCK 613B PUNGGOL DRIVE  
#07-847  
SINGAPORE 822613

Invoice No :	CR003007
Date :	05-03-18
Page :	1

**Attn:****Phone:****Fax:**

SalesPerson	P.O. Number	Date Shipped	Shipped Via	Terms
	RA03204			Net 30th after

Description	Amount (\$\$)
RENTAL CHARGES (07 DAYS X \$120) FROM 05/03/2018 TO 12/03/2018 JETTA : SLJ9568A RENTAL AGREEMENT : RA03204 DRIVEN BY : TAN ROBIN YOUR REF : SKX8699A	\$785.05

RECEIVED  
05 MAR 2018

BY: UOB CC 1840

**Memo:**

Total	\$785.05
Freight	\$0.00
Add: GST	\$54.95
Total Inc GST	\$840.00
Less: Deposit	\$0.00
Balance Due	\$840.00

Authorised Signatory





E. & O. E

SKYWAY MOTOR PTE LTD

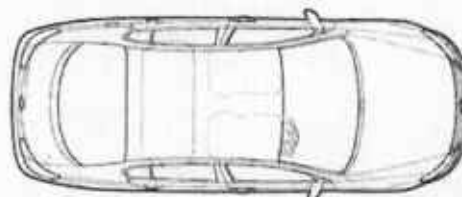
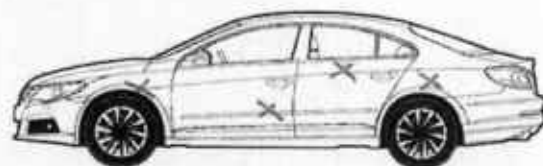
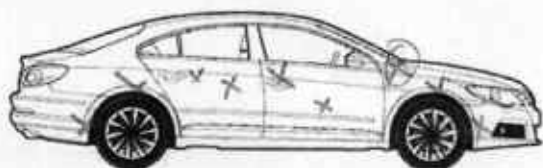
HIRER'S PARTICULARS	
Owner's Vehicle No.:	3KX 8699A.
Model:	Jeeta.
Name:	Tan Robin
Address:	Plk 613 B Punggol drive #07-847 spore 622613.
Office Tel:	Residence Tel:
Occupation	Hp / Pgr No: 91188032
P.P / LC No.: 880045541	Nationality: Singapore.
Date of Birth: 12/2/1980.	Place of Birth:
Dr. Licence No.	
Date of Issue:	Country of Issue:

ADDITIONAL DRIVER'S PARTICULARS	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation	Hp / Pgr No:
P.P / LC No.:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No.	
Date of Issue:	Country of Issue:

**IMPORTANT:** The vehicle will not be insured after the expiry of the hire period and in case of any accident the Hirer will be liable for all consequences.

RENTAL VEHICLE PARTICULARS		
Rental Vehicle No.:	S17 9508A	
Model:	Jeeta.	
Collection Out	Date & Time	Mileage Out
	5/3/18 08.20am	26122.
Return In	Date & Time	Mileage In
	12/3/18 05.40pm	26711
Petrol Level OUT  IN 		

RENTAL CHARGES			
Months	@ \$	per month	
Weeks	@ \$	per week	
7 Days	@ \$ 120.	per day	840 00.
Hours	@ \$	per hour	
ADDITIONAL CHARGES			
PETROL TOP-UP CHARGES			
MISC			
<b>TOTAL CHARGES (incl 7% GST)</b>			840 00
PAYMENT MODE			
<input type="checkbox"/> Master : <input type="checkbox"/> VISA : <input type="checkbox"/> Cash : <input type="checkbox"/> Others :			



Remarks: Seat Leave Spoil (Driver side).

CHECKED OUT BY	CHECKED IN BY
----------------	---------------

I have read and agree to the terms and conditions on both sides of this agreement.

Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 09 Feb 2018 / 17:21:13

Receipt Date/Time : 09 Feb 2018 / 17:21:13

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-180209-001490

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
	Result of Insurance Enquiry - SHA2275K As at 09 Feb 2018/15:00:00 Insurance Co: INDIA INT'L INS PTE LTD			
1	Insurance Enquiry - SHA2275K Enquiry Fee 20180209172034105089	7.00	0.49	7.49
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
	<b>Paid By</b>			
	20180209172046518 Direct Debit: aNETS Debit (Internet Banking)			7.45
	<b>Total</b>			7.45
	<b>Cash Change</b>			0.00
	<b>Tendered Amount</b>			7.45
	<b>Excess Refundable Amount</b>			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	14 Feb 2018 <a href="#">Edit Reg</a>		12 Feb 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$57,203.58</b> <a href="#">Edit Estimates</a>	<b>\$57,203.58</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
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**CLAIM SUBFOLDER DETAILS** [Created by adjuster]

Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Main Claimant:	TAN ROBIN, ID: S80045541		
Vehicle Reg. No.:	SKX8699A	Date of Loss:	09/02/2018 15:00 - :59 [29 Months and 13 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT18020322	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. (Insured):	SHA2275K	Policy No. (Claimant):	A28607103AVW
		Excess:	
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]		
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 23/02/2018]		

**ASSOCIATED MAIL RECEIVED** View All Compose Case Mail






































- III\_SG (30/04/2018): Alert - Adj Mandate Approved (\$8464.28) - SKX8699A - Claim Handler: Priya
- III\_SG (24/04/2018): LOD RECEIVED FROM VOLKSWAGEN SINGAPORE UPLOADED INTO MERIEMN
- III\_SG (20/02/2018): Alert - Adj Mandate Approved (\$0.00) - SKX8699A - Claim Handler: Priya
























**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.									

## Claim Documents

\*SKX8699A (MCT18020322)  
[SHA2275K]  
TP  
TAN ROBIN  
Feb 9 2018 3:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
Volkswagen Centre Singapore

Upload Documents		Upload Photos		Compose New Letter		View		View in Browser	
Photos/Images						3 per page		<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)					Thumbnail	Print	
1	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
2	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
3	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
4	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
5	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
6	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
7	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
8	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
9	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
10	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
11	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
12	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
13	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
14	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
15	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
16	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
17	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
18	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
19	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
20	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
21	20/04/18 07:43	Odometer Reading					Load JPG	<input checked="" type="checkbox"/>	
22	20/04/18 07:43	Chassis Number					Load JPG	<input checked="" type="checkbox"/>	
23	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
24	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
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26	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
27	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
28	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
29	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
30	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
31	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
32	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
33	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
34	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
35	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
36	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	
37	20/04/18 07:43	General View					Load JPG	<input checked="" type="checkbox"/>	

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
38	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
39	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
40	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
41	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
42	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
43	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
44	20/04/18 07:43	General View	 Load JPG	<input checked="" type="checkbox"/>
45	20/04/18 07:44	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
46	20/04/18 07:44	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
47	20/04/18 07:44	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
48	20/04/18 07:44	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
49	20/04/18 07:44	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	13/02/18 15:12	EMAIL FROM III DD 12022018	 Load PDF	
2	13/02/18 15:12	TP EST & GIA REPORT	 Load PDF	
3	14/02/18 17:06	TP ESTIMATE- MARKED	 Load PDF	
4	26/04/18 13:33	RENTAL RECEIPT	 Load PDF	
5	26/04/18 13:33	LTA SEARCH	 Load PDF	
6	28/04/18 11:47	WORKSHOP INVOICE	 Load PDF	
7	27/06/18 16:13	AUTHORISATION TO ACT FORM	 Load PDF	
8	27/06/18 16:13	DISCHARGE VOUCHER	 Load PDF	
9	27/06/18 16:13	LOD	 Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	14/02/18 08:41	Singapore Accident Statement	 Load PDF	
2	19/04/18 15:15	Letter of Demand from Third Party VOLKSWAGEN SINGAPORE	 Load PDF	

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

# 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

Our File No: CC4/III18002896/GPB3Q2

Date: 27/06/2018

### REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant Vehicle No: SKX8699A Insured Vehicle No: SHA2275K  
 Date of Loss: 09/02/2018 Nature of Claim: TP Claim No: MCT18020322

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKX8699A**  
 Make & Model: VOLKSWAGEN JETTA TSI, 1.4 (A) Engine No: CAXF54281  
 Reg. Date: 27/08/2015 (Man. Year: 2015) Chassis No: WVVZZZ16ZFM029989  
 Colour: Silver Odometer: 81852 km  
 Engine Capacity: 1390 cc  
 Market Value/New Car Price: N/A  
 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: Yes

### 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	8,328.34	2,763.58	5,564.76	66.82
Miscellaneous Items	0.00	0.00	0.00	
Labour	13,080.00	4,440.00	8,640.00	66.06
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>21,408.34</b>	<b>7,203.58</b>	<b>14,204.76</b>	<b>66.35</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>1,498.58</b>	<b>504.25</b>	<b>994.33</b>	<b>66.35</b>
<b>Nett Amount (S\$)</b>	<b>22,906.92</b>	<b>7,707.83</b>	<b>15,199.09</b>	<b>66.35</b>
<b>+ Car Rental (7.0 x S\$100.00/day + 7.00% GST) (S\$)</b>		<b>749.00</b>		
<b>+ Doc/Search Fee (S\$)</b>		<b>7.45</b>		
<b>Nett Liability (S\$)</b>		<b>8,464.28</b>		

### INSPECTION

Date of Assignment: 12/02/2018  
 Date Inspected: 13/02/2018 Inspected At: Volkswagen Centre Singapore (HQ)  
 247 Alexandra Road  
 Singapore 159934  
 Estimated Period of Repair: 5.0 days



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**Adjuster:** XING GUO QIANG**Manager:** CHEW HSIAO TONG

*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

<b>Reference</b>		
<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 28 Apr 2018)
<b>Parts:</b>	143	VOLKSWAGEN JETTA TSI 1.4 (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SKX8699A)	
<b>Validity:</b>	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	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*REAR SILENCER BRACKET	Not Necessary	106.43 FS	*- FS
2	1		*REAR SILENCER	Not Necessary	1,721.12 FS	*- FS
3	1		*REINFORCEMENT	Bent	514.20 FS	*514.20 FS
4	1		*LHR BUMPER BRACKET	Not Necessary	96.14 FS	*- FS
5	1		*RHR BUMPER BRACKET	Not Necessary	96.14 FS	*- FS
6	1		*REAR BUMPER	Torn	1,452.29 FS	*1,452.29 FS
7	1		*SPOILER	Deformed	476.26 FS	*476.25 FS
8	1		*REAR CENTRE BRACKET	Not Necessary	111.92 FS	*- FS
9	1		*BOOT LID	Repair	1,411.01 FS	*- FS
10	1		*LHR HINGE	Not Necessary	94.92 FS	*- FS
11	1		*RHR HINGE	Not Necessary	94.92 FS	*- FS
12	1		*BOOT LID SEAL	Not Necessary	252.81 FS	*- FS
13	1		*VW SIGN	Necessary	125.10 FS	*125.10 FS
14	1		*TSI EMBLEM	Necessary	57.33 FS	*57.33 FS
15	1		*JETTA EMBLEM	Necessary	76.11 FS	*76.11 FS
16	1		*LHR INNER TAILLIGHT	Not Necessary	182.58 FS	*- FS
17	1		*RHR INNER TAILLIGHT	Not Necessary	182.58 FS	*- FS
18	1		*LHR OUTER TAILLIGHT	Not Necessary	401.20 FS	*- FS
19	1		*RHR OUTER TAILLIGHT	Not Necessary	412.98 FS	*- FS
20	1		*LHR REFLECTOR	Scratched	62.30 FS	*62.30 FS
21	1		*REVERSE SENSOR	Not Necessary	400.00 FS	*- FS
Total Parts (S\$)					8,328.34	2,763.58

F=Franchise part. S=SpcNett.

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
<u>Labour Items</u>				
1	LABOUR	New	5,880.00	1,680.00
2	R&R REAR LUGGAGE TRIM	New	840.00	0.00
3	SPRAY PAINT	New	5,600.00	2,000.00
4	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
5	ELECT WIRING & MECH COMPO	New	280.00	280.00
Gross Labour Cost (\$\$)			13,080.00	4,440.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >