

INS. CASE OWNER:

Rashidah

CC 3 /AIG1800

4401, T1 ph3

LKK:

IDAC:

Surveyor:

Tampik

DOI:

ASSIGNMENT

9/3/18

Date / Time:

7/2/18

Registered in Merimen:

7/2/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLN 349D

Name of Insured:

PRIMER SOUTH EAST ASIA P/L

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

4/3/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

CHRISTINE TAN 40XIU

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

155015861059

Policy No.:

00000011

Make / Model:

MERCEDES

Place of Accident:

1A MILLVIEW AVE BASEMENT CP
MILLVIEW HEIGHTS.

OI GIA REPORT YES / NO : TP GIA REPORT YES / NO

Insured Liability:

%

Final ? Yes / No

SFJ 45684



INSRS:

WSP:

Tel:

Liability:

RMKS:

volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

9/2/18

HT

13/3/18 @ 10.50 am OLD collided onto TP's parked vehicle.

13/3/18

- Email to TP: DS.

27/2/18

- File pass to SHU Per to close

RECEIVED 30 JUL 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:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(

Agreed / Assessed)

BOLA S/N No.:

23.

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

4908.06

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

180.00

(\$60

x 3

days)

Loss of Income (LOI):

S\$

(

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

(Tick only one)

GIA/LTA Search

S\$

7.45

Medical:

S\$

Disbursement:

S\$

Legal Cost

S\$

(e.g. Tow/ Independent)

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

#320 + #20

Total:

S\$

5095.51

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

4915.51

Name 1:

Volkswagen centre Singapore

Payee 2: (Strike if N.A.)

S\$

180.00

Name 2:

Lau Kok Yung

Payee 3: (Strike if N.A.)

S\$

Name 3:

Signature

Tang

REF: A16

P

ASSIGNMENT

From: Date: 08082018

Estimated Cost:

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

To Inspect Vehicle No: SKJ 4568U

at Workshop m/s

of

Volkswagen
247 Alexandra Rd

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

1pm

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: 3 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: SKJ 4568U

Yr Regn: 2013, March

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Polo

C.C. 1192

Colour:

white

A/C: Insured / Std / NI / NA

Sp. Reading

48116

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

VW 2226K2C4057834

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size

F:

R:

185/65R15

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal.

6

mm

R/Bal.

0

mm

L/Bal.

6

mm

L/Bal.

6

mm

D.O.A.

D.O.I.

08/03/18 1pm

Survey held at

VW Alexandra

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

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

P/P # 4586.97 (Reel # 8408.13 / 654.)

Date/Time: File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time: File Return to?

2)

Add Fee:

☐

Site Insp \$

☐

Interview \$

☐

Tech. Invs \$

☐

Weekend \$

Report Format :

Lump Sum / I.B.I. \$

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

I __ \$ - RS __ \$

Photo:

Other:

TOTAL



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			
AIG ASIA PACIFIC INSURANCE PTE LTD		Ref : CC3/AIG18004401/pb3	
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 07-03-2018	
		Code : AIG	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SLN 349D	Veh. Inspected	SKJ 4568U
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	07/03/2018
2. Vehicle Particulars & Condition			
Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm
4. Description of Damages			
5. General Information			
Accident Date	04/03/2018	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

Lou Kok Yong
Singapore, 598750
Singapore

Tanpin 97495749
2 wp
2/3/18 @ 1pm
3 days
Resuming before paint
Sun @ lkkauto.com

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV024277
Quote No. SER/QUO/1800400
QuoteDate 07/03/18
Salesperson
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Polo A05 1.2A	42,637	
License No.	VIN	Initial Registration	Sales Advisor
SKJ4568U	WVWZZZ6RZCU057834	31/03/13	
Engine Code	Labor Type	Engine No.	Model Code
	1A	CBZ 612684	6R13H7

No.	Description	Qty.	UoM	Unit Price	Amount
B&P ALEX LABOUR	LABOUR	6	UNIT	840.00	840 5,040.00
B&P ALEX PAINT	SPRAY PAINT	4	UNIT	800.00	800 3,200.00
B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs	80.00	66 80.00
B&P AIRCON	VACUUM & REGAS AIRCON-NET	1	Time Un	480.00	480 480.00
	NETT PRICE				
B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un	480.00	✓ 480.00
	COMPULSORY TO DO AFTER AC				
B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un	280.00	✓ 280.00
	Nett				
B&P SUNDRIES	AIR CON GAS	48	Time Un	1.25	48 x 60.00
	Sum Labor				9,620.00
6R0805071E	BUMPER SIDE BRACKET LH	1	Pieces	88.50	44? 88.50
6R0805072E	BUMPER SIDE BRACKET RH	1	Pieces	88.53	44? 88.53
6R0805588AF	LOCK CARRIER	1	Pieces	597.15	44 x 597.15
	Use Predecessor 6R0805588T				
6R0807109D	REINFORCEMENT	1	Pieces	383.31	44? 383.31
	Use Predecessor 6R0807109C				
6R0807221R GRU	FRONT BUMPER	1	Pieces	880.62	44 880.62
6R0807248A	FOAM LH	1	Pieces	31.92	44? 31.92
6R0807248B	FOAM LH	1	Pieces	31.92	44? 31.92
6R0853651T FOD	RADIATOR GRILLE	1	Pieces	348.47	44 348.47
	Use Predecessor 6R0853651T F0				
6R0853666C 9B9	RHS FOG LAMP GRILLE	1	Pieces	58.30	44 58.30
6R0853677A 9B9	FRT CTR LOWER GRILLE	1	Pieces	163.81	44 163.81
6R0941511	CLIP	2	Pieces	4.91	44 9.82
Sum carried forward					12,302.35

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

PDI TUAS

PDI TUAS

Lou Kok Yong
Singapore, 598750
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV024277
Quote No. SER/QUO/1800400
QuoteDate 07/03/18
Salesperson
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Polo A05 1.2A	42,637	
License No.	VIN	Initial Registration	Sales Advisor
SKJ4568U	WVWZZZ6RZCU057834	31/03/13	
Engine Code	Labor Type	Engine No.	Model Code
	1A	CBZ 612684	6R13H7

			Continued		12,302.35
6R2941008F	HEADLAMP RH	1 Pieces	645.95	cut ✓	645.95 ✓
	Use Predecessor 6R2941008E				
G 013040M2	COOLANT ADD 1.5 Ltr Ready Mix	2 Pieces	23.40	unx	46.80 x
	Only For Retail Sale				
	Sum Item				3,375.10

Sum Labor	9,620.00
Sum Item	3,375.10

Total SGD	12,995.10
7% GST	12,995.10 909.66
Total SGD Incl. GST	13,904.76

Payment Terms No Credit

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

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

Service Order Confirmation

SERVICE ORDER NO.: 18IPD694

CUSTOMER NO.: CV024277

CUSTOMER NAME: Lou Kok Yong

TELEPHONE NO.:

ADDRESS:

Singapore

VEH No.: SKJ4568U

Order Date: 13/03/18

Reg Date: 31/03/13

KM: 48,681

VIN NO.: WVWZZZ8RZCU057834

ENGINE NO.:

SA: Kong Charmaine

MODEL: Polo A05 1.2A

MODEL NO.: 6R13H7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P MECH ELECT WIRING & MECH COMPONENT CHECK NETT	1	TU	280		280 ✓
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
3	B&P ALEX LABOUR LABOUR	1	UNIT	840		840 ✓
4	B&P ALEX PAINT SPRAY PAINT	1	UNIT	800		800 ✓
5	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80 ✓
6	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
7	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
8	6R0807221R GRU FRONT BUMPER	1	PCS	860.62		860.62 ✓
9	6R0853651T FOD RADIATOR GRILLE	1	PCS	348.47		348.47 ✓
10	6R0853677A 9B9 FRT CTR LOWER GRILLE	1	PCS	163.81		163.81 ✓
11	6R0853666C 9B9 RHS FOG LAMP GRILLE	1	PCS	58.30		58.30 ✓
12	6R2941008F HEADLAMP RH	1	PCS	645.95		645.95 ✓
13	6R0941511 CLIP	2	PCS	4.91		9.82 ✓

Remarks : AIG DIRECT SETTLEMENT

DOA 04/03/2018

TP VEHICLE SLN349D

SURVEYOR LKK

Service Order Confirmation

SERVICE ORDER NO.: 18P0694

CUSTOMER NO.: CV024277

CUSTOMER NAME: Lou Kok Yong

TELEPHONE NO.:

ADDRESS:

Singapore

VEH No.: SKJ4568U

Order Date: 13/03/18

Reg Date: 31/03/13

KM: 48,681

VIN NO.: WVVZZZ8RZCU057834

ENGINE NO:

SA: Kong Charmaine

MODEL: Polo A05 1.2A

MODEL NO.: 6R13H7

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

TOTAL 4,586.97

GST AMOUNT 321.09

TOTAL AMOUNT 4,908.06

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: Wednesday, 11 April 2018 8:05 PM
To: Cheong, Pearlyn (VWG Singapore); Taufikh (LKKAUTO); Hsiao Tong (LKKAUTO)
Cc: Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAUTO)
Subject: RE: SKJ4568U - FINALISE ****LKK REF:CC3/AIG18004401/T1pb3
Attachments: SKJ4568U - AIG DS LKK.pdf

Dear Pearlyn,

Thank you for your email.

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

Dear Taufikh / Hsiao Tong,

For your information and necessary action please.

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 | fax: 6741-4108

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

From: Cheong, Pearlyn (VWG Singapore) [mailto:Pearlyn.cheong@vw.com.sg]

Sent: Wednesday, 11 April 2018 6:14 PM

To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Cc: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>

Subject: SKJ4568U - FINALISE

Dear Taufikh,

Please confirmed

COR \$4586.97 before GST.

Total 3 working days

Best regards,

Pearlyn Cheong
Service Advisor
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288
Mobile : +65 9236 1336
Main line: +65 6305 7299
Main Fax: +65 6474 3643
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>

New Arteon.

This is high performance art.



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 13 March 2018 10:56 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ4568U & SLN349D ON 4.3.18 ***LKK REF:CC3/AIG18004401/T1pb3

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 | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: Monday, 12 March 2018 3:13 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ4568U & SLN349D ON 4.3.18 ***LKK REF:CC3/AIG18004401/pb3

Dear Hsiao Tong,

Please revert on liability.

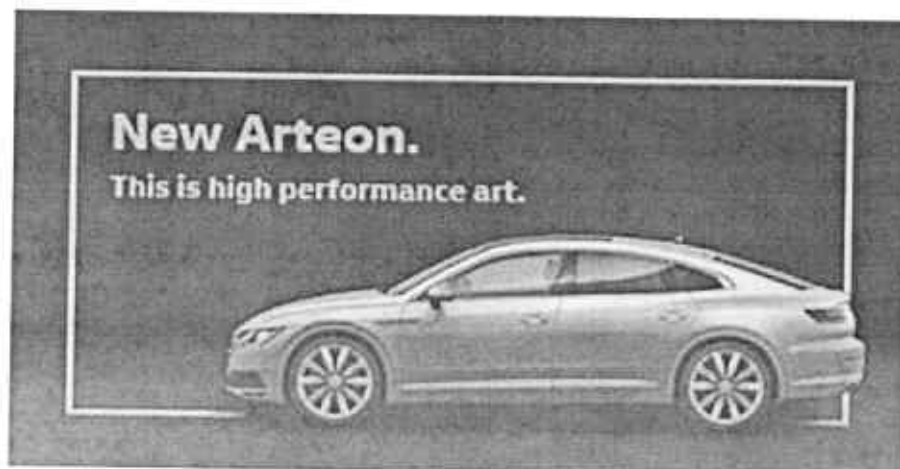
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Shu Pei (LKKAUTO) [<mailto:shupe@lkkauto.com>]

Sent: Wednesday, 7 March, 2018 3:55 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Hsiao Tong (LKKAUTO); Zaini (LKK Auto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ4568U & SLN349D ON 4.3.18
***LKK REF:CC3/AIG18004401/pb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Thank you

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 | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Wednesday, 7 March, 2018 3:20 PM

To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>; assignments (assignments@lkkauto.com) <assignments@lkkauto.com>

Cc: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ4568U & SLN349D ON 4.3.18

Hi,

GIA report attached.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)

Sent: Wednesday, 7 March, 2018 2:07 PM

To: 'Catherine Chong (LKK Auto)'; assignments (assignments@lkkauto.com)

Cc: Wong, Meiy (VWG Singapore) (meiy.wong@vw.com.sg); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ4568U & SLN349D ON 4.3.18

Dear Catherine/Nivitha,

Please arrange survey tomorrow at 1pm. Please confirm.

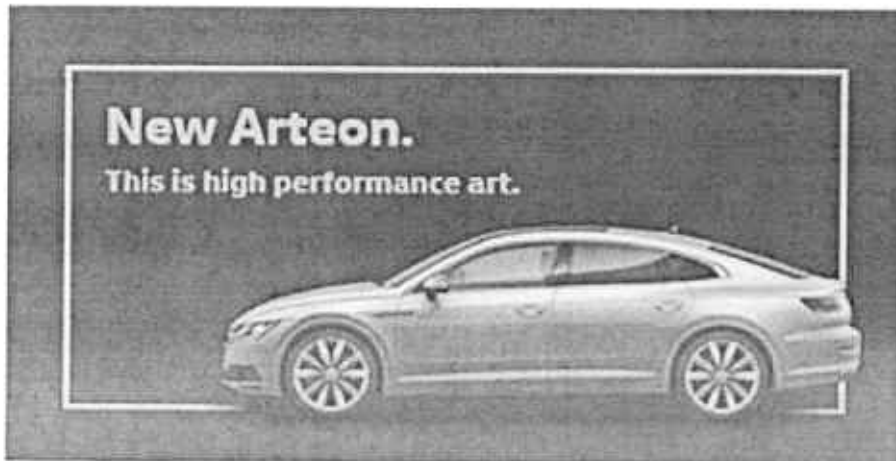
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]
Sent: Wednesday, 7 March, 2018 2:01 PM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Hsiao Tong (LKKAuto)

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Monday, 23 April 2018 6:14 PM
To: Hsiao Tong (LKKAuto); Cheong, Pearlyn (VWG Singapore)
Cc: Taufikh (LKKAuto); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A
Subject: RE: SKJ4568U - FINALISE ****LKK REF:CC3/AIG18004401/T1pb3
Attachments: MyDocument_2018_04_23_06_11_10.pdf

Dear Hsiao Tong,

LOD attached for your payment actions please.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, 23 April, 2018 8:14 AM
To: Cheong, Pearlyn (VWG Singapore)
Cc: Taufikh (LKKAuto); Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A
Subject: RE: SKJ4568U - FINALISE ****LKK REF:CC3/AIG18004401/T1pb3

PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SLN349D

Claimant's Vehicle No. SKJ 48684

Accident on 4-3-18 involving vehicle/s No. _____

_____ along/at BLK 29A HILLVIEW AVE

CAR PARK.

BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 4908.06 Payable to Volkswagen Centre Singapore

2. Loss-of-Use/ 3 days @ 260
Car Rental S\$ 180 Payable to Lou Kok YONG

3. Medical and 7.45
Search Fees S\$ _____ Payable to Volkswagen Centre Singapore

Remarks : _____

Service Adviser _____

Contact No./P. _____

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 5 May 2018 10:48 AM
To: Mohamedrasheed, Rashidah
Subject: <Seek Instruction> Your Ref: 1550158610SG *Our Ref: CC3/AIG18004401/T1pb3 [ACCIDENT INVOLVING SLN 349D(OI) AND SKJ 4568M(TP) ON 04/03/2018]
Attachments: Athorisation to act.pdf


Your Ref: **1550158610SG**
Our Ref: CC3/AIG18004401/T1pb3

Dear Sirs/Madam,

ACCIDENT INVOLVING SLN 349D(OI) AND SKJ 4568M(TP) ON 04/03/2018

We refer to the above matter.

We have requested a copy of authorisation to act to be signed by third party owner instead of driver. However third party repairer informed us that owner had signed an authorisation letter for driver to act on behalf for all documents for this claim. See below email.



Tue 24/4/2018 8:59 AM
Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
RE: SKJ4568M - FINALISE *****LKK REF:CC3/AIG18004401/T1pb3

To: Hsiao Tong (LKKAUTO); Cheong, Pearllyn (VWG Singapore)
Cc: Taufiqh (LKKAUTO); Wong, May (VWG Singapore); Foo, John (VWG Singapore); B Admin A

Dear Hsiao Tong,

Insured had already signed the authorization letter, which was previously attached, for driver to act on behalf for all documents for this claim.

Thanks

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

We attached here with a copy of authorisation to act for your easy reference.

Kindly advise if we may proceed to settle and close the matter with third party repairer or else advise further instruction.

Hsiao Tong (LKKAUTO)

From: Mohamedrasheed, Rashidah <Rashidah.Mohamedrasheed@aig.com>
Sent: Wednesday, 9 May 2018 4:30 PM
To: Hsiao Tong (LKKAUTO)
Subject: <Seek Instruction> Your Ref: 1550158610SG *Our Ref: CC3/AIG18004401/T1pb3 [ACCIDENT INVOLVING SLN 349D(OI) AND SKJ 4568M(TP) ON 04/03/2018]
Attachments: Athorisation to act.pdf

Dear Hsiao Tong,

Page 1 and page 2, Lou Kok Yong signature are not the same.

On the claimant's SAS report, owner did not sign either.

Please get the owner to sign.

Once the owner signature obtain on the SAS and it matches the page 1 and 2 of the LOA, may proceed.

Thank you

Rashidah Rasheed
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1767 | Fax +(65) 6835 7416

Rashidah.Mohamedrasheed@aig.com | www.aig.com.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Saturday, May 05, 2018 10:48 AM
To: Mohamedrasheed, Rashidah
Subject: <Seek Instruction> Your Ref: 1550158610SG *Our Ref: CC3/AIG18004401/T1pb3 [ACCIDENT INVOLVING SLN 349D(OI) AND SKJ 4568M(TP) ON 04/03/2018]

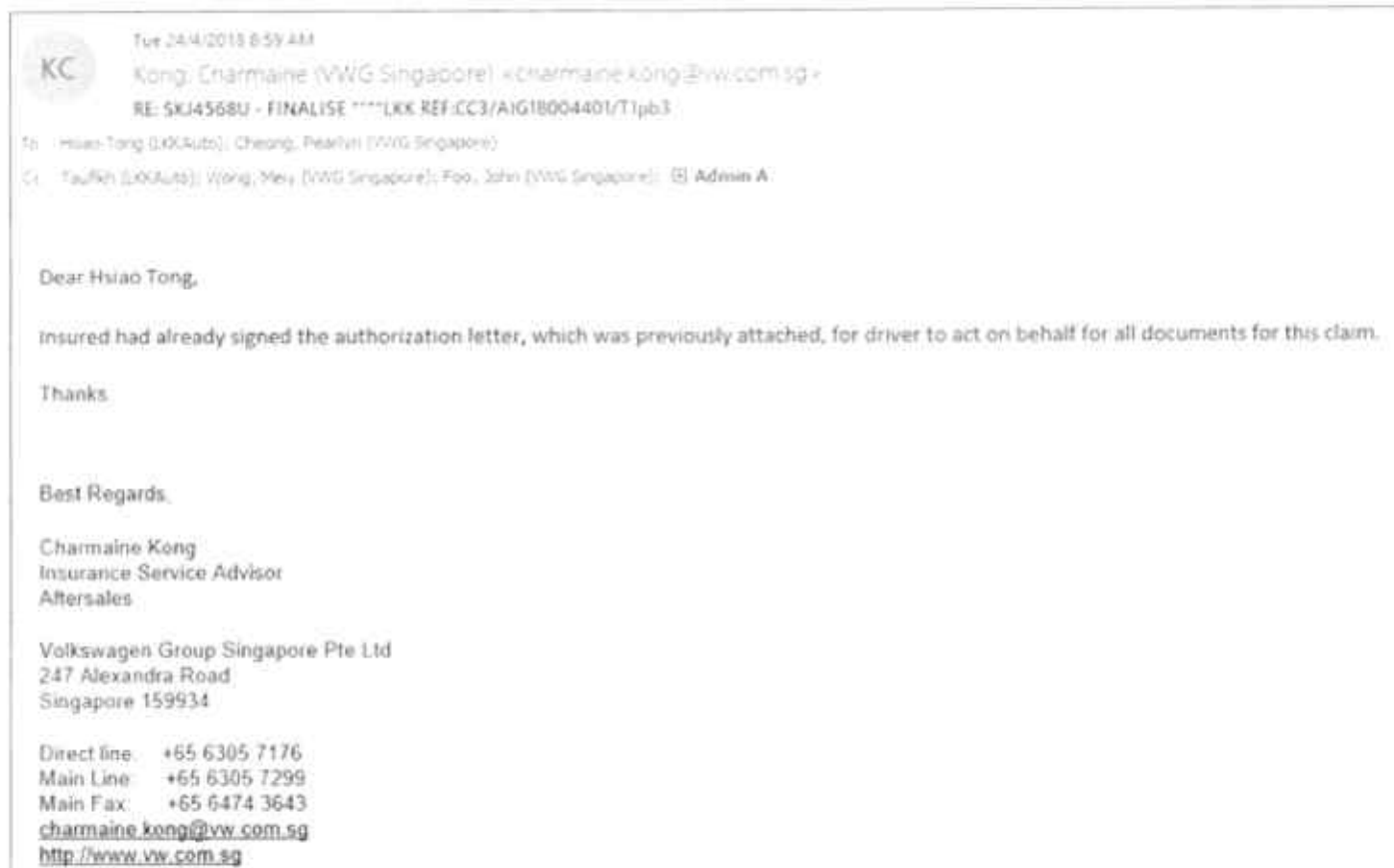
Your Ref: **1550158610SG**
Our Ref: CC3/AIG18004401/T1pb3

Dear Sirs/Madam,

ACCIDENT INVOLVING SLN 349D(OI) AND SKJ 4568M(TP) ON 04/03/2018

We refer to the above matter.

We have requested a copy of authorisation to act to be signed by third party owner instead of driver. However third party repairer informed us that owner had signed an authorisation letter for driver to act on behalf for all documents for this claim. See below email.



We attached here with a copy of authorisation to act for your easy reference.

Kindly advise if we may proceed to settle and close the matter with third party repairer or else advise further instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 19 May 2018 12:53 PM
To: 'Kong, Charmaine (VWG Singapore)'; Cheong, Pearlyn (VWG Singapore)
Cc: Taufikh (LKKAUTO); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A
Subject: RE: SKJ4568U - FINALISE ****LKK REF:CC3/AIG18004401/T1pb3

Without Prejudice

Hi Charmaine,

We have checked with our principal on this matter. As per AIG instruction, kindly let us have a copy authorisation to act signed by car owner, Lou Kok Yong to authorise your workshop to handle third party claim.

Thank you for your kind understanding.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]

Sent: Tuesday, 24 April 2018 8:59 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>

Cc: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: SKJ4568U - FINALISE ****LKK REF:CC3/AIG18004401/T1pb3

Dear Hsiao Tong,

Insured had already signed the authorization letter, which was previously attached, for driver to act on behalf for all documents for this claim.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 25 July 2018 6:45 PM
To: 'Wong, Meiy (VWG Singapore)'
Cc: Admin A; Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Foo, John (VWG Singapore)
Subject: RE: SKJ4568U - OFFER REQUEST ****LKK REF:CC3/AIG18004401/T1pb3

Without Prejudice

Hi Meiy,

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 4,908.06 (payable to Volkswagen Centre Singapore)
2. Loss of Use (3days x \$60.00)	\$ 180.00 (payable to Lou Kok Yong)
3. LTA/GIA Search Fee	\$ 7.45 (payable to Volkswagen Centre Singapore)
TOTAL	<u>\$ 5,095.51</u>

Kindly let us have a clearer copy of your client Mr Lou Kok Yong's NRIC 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 | fax: 6741-4108

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

From: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Friday, 20 July 2018 8:35 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: RE: SKJ4568U - OFFER REQUEST ****LKK REF:CC3/AIG18004401/T1pb3

Dear Hsiao Tong,

Can give me an offer please, as LOD email out dated 23-04-18.
And Please forward us DV, if any, so that we could process payment.

Hsiao Tong (LKKAUTO)

From: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Thursday, 26 July 2018 8:09 AM
To: Hsiao Tong (LKKAUTO); Foo, John (VWG Singapore)
Cc: Admin A; Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: RE: SKJ4568U - OFFER REQUEST ****LKK REF:CC3/AIG18004401/T1pb3
Attachments: MyDocument_2018_07_25_06_54_11_0001.jpg; MyDocument_2018_07_25_06_54_11_0002.jpg

Good Morning Hsiao Tong,

Offer acceptance, please proceed for payment progress.
Please find attached file as per your request, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<http://www.vw.com.sg>



It's not e-mail, if you print it. Think Blue.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, July 25, 2018 6:45 PM
To: Wong, Meiy (VWG Singapore)
Cc: Admin A; Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Foo, John (VWG Singapore)
Subject: RE: SKJ4568U - OFFER REQUEST ****LKK REF:CC3/AIG18004401/T1pb3

Without Prejudice

Hi Meiy,

REPUBLIC OF SINGAPORE DRIVING LICENCE

Portrait of LOU KOK YONG

License Number: S1506079D

Name: LOU KOK YONG

Birth Date: 23 Dec 1961

Issue Date: 13 Mar 2004

Barcode: 001161212H

REPUBLIC OF SINGAPORE

IDENTITY CARD NO. S1506079D

Portrait of LOU KOK YONG

Name: LOU KOK YONG

刘国荣

Race: CHINESE

Date of Birth: 23-12-1961

Country of Birth: SINGAPORE

Sex: M

Signature: LOU KOK YONG

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(E)

PASS DATE

Class 3 Motor Cars and Motor Tractors the weight of
which unladen does not exceed 2500 kilograms

29 Apr 1993

NP 428A



License No. S1506079D

2530617



NRIC No. S1506079D



Best Group Date of issue
B+ 24-12-1994

BLK 29A HILLVIEW AVENUE #03-10
SINGAPORE 680582

NRIC No. S1506079D

Date: 15/09/2016



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG18004401/T1pb3

19 MARCH 2018

DAIMLER SOUTH EAST ASIA PTE LTD

1 GATEWAY DRIVE
#15-01 WESTGATE TOWER
SINGAPORE 608531
ATTN: THE MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING SLN 349D & SKJ 4568U ON 04/03/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SKJ 4568U against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG
Case Handler
DID: 6742 3197
FAX: 6741 4108
Email: chewht@lkkauto.com

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

AUTHORIZATION TO ACT

(AIG Asia Pacific - Express Third Party Claim)

I, LOU KOK YONG (the third party claimant") of BK 211 Hillview Ave #03-0 Singapore 669562 (address), owner of SKJ 45682 (vehicle no.) hereby authorize Volkswagen Centre Singapore. ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SKJ 45682 that was damaged pursuant to the accident which occurred on 04/03/18 (date) along BK 211 Hillview Ave Carpark. (location) involving vehicle no/s SW3490 ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 5 (day) of April (month) 20 18 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)

RELEASE VOUCHER
(AIG Asia Pacific – EXPRESS THIRD PARTY CLAIM)

"We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte. Ltd. LXX Auto Consultants Pte Ltd ("name of surveyor") with respect to the amount claimed for S\$ 4908.06 (repair costs), S\$ 180.00 (loss of use/rental) S\$ 7.45 (search fees) for vehicle no. SKJ 4568U that was damaged pursuant to the accident which occurred on 04.03.18 (date) along Blk 29A Hillview Ave Carpark (location) involving vehicle no/s SLN 399D.

This is pursuant to the inspection conducted on 08.03.18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Lou Kok Yung ("third party claimant") of vehicle no. SKJ 4568U 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 AIG Asia Pacific 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 costs of repairs and/or rental and/or loss of use pursuant to the damage to SKJ 4568U (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim 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.

Dated this 25 day of July (month) 20 18 (year)



MTH

Signed by AIG appointed surveyor



Chopped & Signed by "the workshop"

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P16281

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

SERVICE ORDER NO: 18IP0694

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME.: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-16 AIG Building
Singapore

Post Code: 079120

VEH NO.: SKJ4568U

DATE: 11/04/18

Pickup:

VIN NO.: WVVZZZ6RZCU057834

KM : 48,681

GEARBOX CODE:

Engine No.:

MODEL: Polo A05 1.2A

SA : Kong Charmaine

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AIG DIRECT SETTLEMENT					
DOA 04/03/2018					
TP VEHICLE SLN349D					
SURVEYOR LKK					
Labor					
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
3	B&P NUMBER PLATE -NETT	1.00	ST	80.00	80.00
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	Tow SVC- Quality Recovery Services	1.00	UNIT		
6	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
7	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
Item					
8	FRONT BUMPER	1.00	PCS	880.62	880.62
9	RADIATOR GRILLE	1.00	PCS	348.47	348.47
10	RHS FOG LAMP GRILLE	1.00	PCS	58.30	58.30
11	FRT CTR LOWER GRILLE	1.00	PCS	163.81	163.81
12	CLIP	2.00	PCS	4.91	9.82
13	HEADLAMP RH	1.00	PCS	645.95	645.95

Sub Total 4,586.97
GST (7%) AMOUNT 321.09
TOTAL AMOUNT 4,908.06

for Volkswagen Centre Singapore Pte Ltd



Customer

Phone : Fax :



Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 07 Mar 2018 / 08:32:28

Receipt Date/Time : 07 Mar 2018 / 08:32:28

Tax Invoice/Receipt

Receipt No. : ITNET-00000-180307-000147

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 - SLN349D

As at 04 Mar 2018/14:20:00

Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.

1 Insurance Enquiry - SLN349D
Enquiry Fee
20180307083004641194

7.00	0.49	7.49
------	------	------

Sub-Total	7.00	0.49	7.49
------------------	------	------	------

Total Before Rounding	7.00	0.49	7.49
------------------------------	------	------	------

Rounding Difference			0.04
----------------------------	--	--	------

Total Amount Payable			7.45
-----------------------------	--	--	------

Paid By

xxxxxxxxxxxx8287	Credit Card: Visa/MasterCard	7.45
------------------	---------------------------------	------

Total			7.45
--------------	--	--	------

Cash Change			0.00
--------------------	--	--	------

Tendered Amount			7.45
------------------------	--	--	------

Excess Refundable Amount			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)

Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 Mar 2018 Edit Reg		08 Mar 2018 00:00 Edit Adj Rpt	\$44,586.97 Edit Estimates	\$44,586.97 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All																				
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div>CLAIM SUBFOLDER DETAILS</div> <div>[Created by adjuster]</div> </div> <div style="margin-top: 5px;"> <p>Insured: Daimler South East Asia Pte Ltd, Co. Reg. No.: NA</p> <p>Main Claimant: LOU KOK YONG, ID: S1506079D</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Vehicle Reg. No.: SKJ4568U</td> <td style="width: 50%;">Date of Loss: 04/03/2018 00:00 - :59 [59 Months and 4 Days From LTA Reg Date (Man Yr)]</td> </tr> <tr> <td>Claim Type: TP / 1550158610SG</td> <td>Policy/Cover Note No.: 0999994850</td> </tr> <tr> <td>Vehicle Reg. No. (Insured): SLN349D</td> <td>Policy No. (Claimant): MP305103</td> </tr> <tr> <td colspan="2">Excess:</td> </tr> </table> <p>Repairer: Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288</p> <p>Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Mohd-Rasheed, Rashidah - 64191767] Rashidah.Mohamedrasheed@aig.com</p> <p>Claimant's Insurer: HL Assurance Pte Ltd (HQ) - Tel: 69226030</p> <p>Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 16/03/2018]</p> </div> </div>					Vehicle Reg. No.: SKJ4568U	Date of Loss: 04/03/2018 00:00 - :59 [59 Months and 4 Days From LTA Reg Date (Man Yr)]	Claim Type: TP / 1550158610SG	Policy/Cover Note No.: 0999994850	Vehicle Reg. No. (Insured): SLN349D	Policy No. (Claimant): MP305103	Excess:													
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Vehicle Reg. No. (Insured): SLN349D	Policy No. (Claimant): MP305103																							
Excess:																								
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div>ASSOCIATED MAIL RECEIVED</div> <div>View All Compose Case Mail</div> </div> <p>There are no mail for this case.</p> </div>																								
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div>ALL ASSOCIATED TASKS</div> <div>View All Search Tasks Create New Task Complete</div> </div> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Due Date</th> <th>Priority</th> <th>Type</th> <th>Task Group</th> <th>Subject</th> <th>Handler</th> <th>Assigned By</th> <th>Completed On</th> <th>Created On</th> <th>Done?</th> </tr> </thead> <tbody> <tr> <td colspan="10">No results.</td> </tr> </tbody> </table> </div>					Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?	No results.									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?															
No results.																								






















***SKJ4568U (1550158610SG)**
[SLN349D]

LOU KOK YONG

Mar 4 2018 12:00AM

**[Daimler South East Asia Pte Ltd]
Volkswagen Centre Singapore**

<https://singapore.merimen.com/claims/index.cfm?fusebox=MTRdoc&fuseaction=dsp> docvi... 2/8/2018

Letters/Correspondences			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
31	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
32	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
33	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
34	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
35	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
36	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
37	13/03/18 10:50	General View	 Load JPG	<input checked="" type="checkbox"/>
38	23/04/18 08:13	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
39	23/04/18 08:13	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
40	23/04/18 08:13	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
41	23/04/18 08:13	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
42	23/04/18 08:13	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	07/03/18 15:52	TP EST & GIA REPORT	 Load PDF	
2	09/03/18 15:57	TP ESTIMATE- MARKED	 Load PDF	
3	26/07/18 18:00	TP OWNER NRIC	 Load PDF	
4	02/08/18 12:17	WORKSHOP INVOICE	 Load PDF	
5	02/08/18 12:17	AUTHORISATION TO ACT FORM	 Load PDF	
6	02/08/18 12:17	Release Voucher	 Load PDF	
7	02/08/18 12:17	LTA SEARCH	 Load PDF	
8	02/08/18 12:17	LETTER TO OI	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	07/03/18 16:18	E-filed GIA report SLN349D	 Load PDF	

Documents Checklist

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

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SLN349D (Insd veh)	Model:	VOLKSWAGEN POLO 1.2 TSI
	SKJ4568U (TP veh)		(A)
Date of Accident:	04/03/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	13,904.77
Final Repair Cost	:	\$	4,908.06
Loss of Use	:	\$	180.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	7.45
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	5,095.51

3.00 days at \$60.00 per day
days

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability ____ 100 ____ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No: ____

BOLA Liability: ____ (%) Assessed Liability (*): ____ (%)

* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks _____

Payment Instruction: Payee's Breakdown			
1)	Volkswagen Centre Singapore	:	\$ 4,915.51
2)	Lou Kok Yong	:	\$ 180.00
3)		:	\$

JOANNE LEE KHANG MIN

02 Aug
2018

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

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: CC3/AIG18004401/T1PB3Q2

Date: 02/08/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999994850
Claimant Vehicle No : SKJ4568U **Insured Vehicle No :** SLN349D
 Date of Loss: 04/03/2018 Nature of Claim: TP Claim No: 1550158610SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKJ4568U**
 Make & Model: VOLKSWAGEN POLO, 1.2 TSI (A) Engine No: CBZ612684
 Reg. Date: 31/03/2013 (Man. Year: 2012) Chassis No: WVVZZZ6RZCU057834
 Colour: White Odometer: 48116 km
 Engine Capacity: 1197 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: 185/65 R15 Rear Tyre Size: 185/65 R15
 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	3,515.11	2,186.97	1,328.14	37.78
Miscellaneous Items	0.00	0.00	0.00	
Labour	9,480.00	2,400.00	7,080.00	74.68
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	12,995.11	4,586.97	8,408.14	64.70
+ GST 7.00/7.00% (S\$)	909.66	321.09	588.57	64.70
Nett Amount (S\$)	13,904.77	4,908.06	8,996.71	64.70
+ Loss of Use (3.0 x S\$60.00/day) (S\$)		180.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		5,095.51		

INSPECTION

Date of Assignment: 08/03/2018
 Date Inspected: 08/03/2018 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 3.0 days

Adjuster: MOHD TAUFIKH BIN HAMID**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

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*B&P NUMBER PLATE	Bent	80.00 FS	*80.00 FS
2	1		*AIR CON GAS	Not Necessary	60.00 FS	*- FS
3	1		*BUMPER SIDE BRACKET LH	Not Necessary	88.50 FS	*- FS
4	1		*BUMPER SIDE BRACKET RH	Not Necessary	88.53 FS	*- FS
5	1		*LOCK CARRIER	Not Necessary	597.15 FS	*- FS
6	1		*REINFORCEMENT	Not Necessary	383.31 FS	*- FS
7	1		*FRONT BUMPER	Deformed	880.62 FS	*880.62 FS
8	1		*FOAM LH	Not Necessary	31.92 FS	*- FS
9	1		*FOAM LH	Not Necessary	31.92 FS	*- FS
10	1		*RADIATOR GRILLE	Cut	348.47 FS	*348.47 FS
11	1		*RHS FOG LAMP GRILLE	Cut	58.30 FS	*58.30 FS
12	1		*FRT CTR LOWER GRILLE	Cut	163.81 FS	*163.81 FS
13	2		*CLIP	Necessary	9.83 FS	*9.82 FS
14	1		*HEADLAMP RH	Cut	645.95 FS	*645.95 FS
15	2		*COOLANT ADD 1.5 LTR READY MIX ONLY FOR RETAIL SALE	Not Necessary	46.80 FS	*- FS
Total Parts (S\$)					3,515.11	2,186.97

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	5,040.00	840.00
2	SPRAY PAINT	New	3,200.00	800.00
3	VACUUM & REGAS AIRCON	New	480.00	0.00
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 (S\$)			9,480.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >