

Volkswagen Centre Singapore



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



SURVEY W/P 8/3/18
1pm THURSDAY

Letter of Claims Request for direct settlement.

Mr. KUNY CHAN HUN

We are submitting a claim on behalf of our customer LOH KOK YONG 96853346

NRIC _____ insured of vehicle SKJ 4568 U against

your insured vehicle number SLN 349 D (AIG)

On the accident dated on 4-3-18 (ddmmyyyy) along BLK 29A
HILLVIEW AVE CARPARK.

Dated this 07 MAR 2018 (day) of _____ (month) 2018.

Charmaine Kong
Volkswagen Group Singapore
Accident Claims Dept.
charmaine.kong@vw.com.sg
DID : 63057176/ 63057299
HP: 92361399

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 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	5,040.00
B&P ALEX PAINT	SPRAY PAINT	4	UNIT	800.00	3,200.00
B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs	80.00	80.00
B&P AIRCON	VACUUM & REGAS AIRCON-NET NETT PRICE	1	Time Un	480.00	480.00
B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un	480.00	480.00
B&P MECH	ELECT WIRING & MECH COMPO Nett	1	Time Un	280.00	280.00
B&P SUNDRIES	AIR CON GAS	48	Time Un	1.25	60.00
	Sum Labor				9,620.00
6R0805071E	BUMPER SIDE BRACKET LH	1	Pieces	88.50	88.50
6R0805072E	BUMPER SIDE BRACKET RH	1	Pieces	88.53	88.53
6R0805588AF	LOCK CARRIER	1	Pieces	597.15	597.15
	Use Predecessor 6R0805588T				
6R0807109D	REINFORCEMENT	1	Pieces	383.31	383.31
	Use Predecessor 6R0807109C				
6R0807221R GRU	FRONT BUMPER	1	Pieces	880.62	880.62
6R0807248A	FOAM LH	1	Pieces	31.92	31.92
6R0807248B	FOAM LH	1	Pieces	31.92	31.92
6R0853651T FOD	RADIATOR GRILLE	1	Pieces	348.47	348.47
	Use Predecessor 6R0853651T F0				
6R0853666C 9B9	RHS FOG LAMP GRILLE	1	Pieces	58.30	58.30
6R0853677A 9B9	FRT CTR LOWER GRILLE	1	Pieces	163.81	163.81
6R0941511	CLIP	2	Pieces	4.91	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

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		Continued	12,302.35
6R2941008F	HEADLAMP RH	1 Pieces	645.95
	Use Predecessor 6R2941008E		
G 013040M2	COOLANT ADD 1.5 Ltr Ready Mix	2 Pieces	23.40
	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

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

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report 06/03/2018 11:54
Date Of Accident 04/03/2018 14:20
Exact Location Of Accident BLK 29A HILLVIEW AVE CARPARK
Country/State of Loss SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number SKJ4568U
Insured/Policyholder
Name Of Registered Owner LOU, KOK YONG
NRIC No S1506079D
Email Address KOKYONG.LOU@GMAIL.COM
Mobile Phone No (LOCAL) +65-93670179
Alternative Phone No OTHERS-93670179

Vehicle Particulars

Manufacturer VOLKSWAGEN
Model POLO-1.2 TSI (A)

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? NO

If No, Please state action to be taken THIRD PARTY

Vehicle Category PRIVATE CAR

Insurance Company

Name of Insurance Company HL ASSURANCE PTE LTD
Type Of Coverage COMPREHENSIVE
Fleet Policy NO
Policy Number MP305103
Cover Note Number

Driver

Name of Driver ✓ KWAH CHOON HUA
NRIC No S1409897F
Date Of Birth 27/06/1960
Occupation INDOOR
Date Of Driving Pass 03/07/1992
Driving Experience 25 YEARS AND 8 MONTHS
Gender FEMALE
Mobile Number (LOCAL) +65-96853346
Fax Number
Contact Number
EMail Address CHOONH.KWAH@GMAIL.COM

Address BLK 29A HILLVIEW AVENUE #03-10
Postcode 669562
Was driver an employee of the Insured's Company NO
If No, Relationship of the Driver with the Insured SPOUSE
Vehicle Registration Number of Driver's Own Vehicle -
Insurance Company of Driver's Own Vehicle -

General Information of the Accident

Type Of Accident COLLIDED INTO PARKED VEHICLE
Weather Conditions CLEAR
Road Surface DRY

Other Information

Was any foreign vehicle involved in this accident? NO
Number of vehicles involved in the accident
Was any body injured in the Accident? NO
Was any injured conveyed to hospital by ambulance? NO
Was any other material or property damaged? YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance. NO
Number of Passengers (Including Driver) 0

Details of Police Action

Was the accident reported to the police? NO
If Yes, Please state which Police Station
Was notice of intended Prosecution given? NO
If Yes, against whom?

Circumstances of Accident

PLEASE REFER ATTACHED SKETCH PLAN.

Attachment(s)

Are accident photos available for attachment? YES
Was there any video captured by Car Camera? NO
Was there any audio recorded? NO

Details of Witness 1

Name JOANNE HENG
Phone Number 67637829
Email Address

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SLN349D
Vehicle Make/Model/Colour MERCEDES CLA180
Details Of Properties
Vehicle Category PRIVATE CAR
Name of Driver TOH YAXIN (CHRISTINE)
NRIC/Passport Number S8947632A
Contact Number 90487171
Address
Postcode
Insurance Company Name
Nature Of Damage

•
•
• No. Of Passenger (Including Driver)

Accident Sketch Plan

SKETCH PLAN

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1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
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5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the Insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

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

Policyholder's Signature

Date & Time:

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

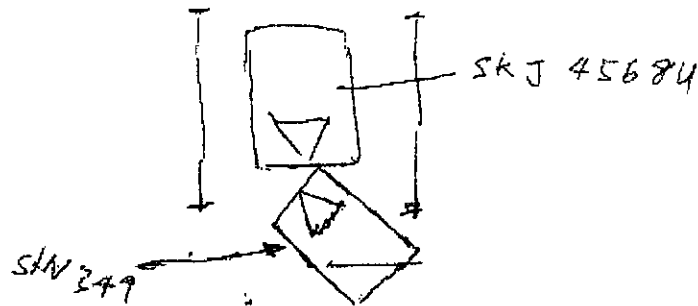
Name:

NRIC/FIN No.:

6/3/18 12:50 PM

Accident Sketch Plan

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

My husband VW polo SKJ 45684 was parked at BLK 29A Hillview, Basement Car Park since 2/3/18 around 4 pm. (we were outside)

On 4/3/18 around 3pm, I notice 3 missed calls on my hp 96853346 that was from the condo security. I called back no body answered. When we reached home in another vehicle, the security office told me that the VW was hit by another car at the car park.

We went to car park to check, the other party driver left a written note on the car ^{wind} screen.

And the driver came to meet us at the car park.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature
Date & Time:

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

6/3/18 12:15pm

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



THE SCHEDULE

Insured Name and Address:
LOU, KOK YONG
51 HUME AVENUE
#07-02 PARC PALAIS
SINGAPORE 598750

Policy No.: MP305103
Period of Insurance
From : 31 Mar 2017
To : 30 Mar 2018
(Both Dates Inclusive)
Date of Issue : 11 Mar 2017

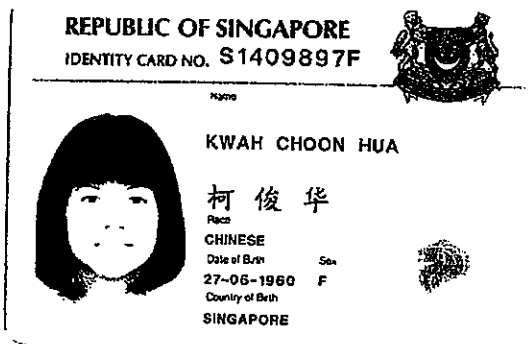
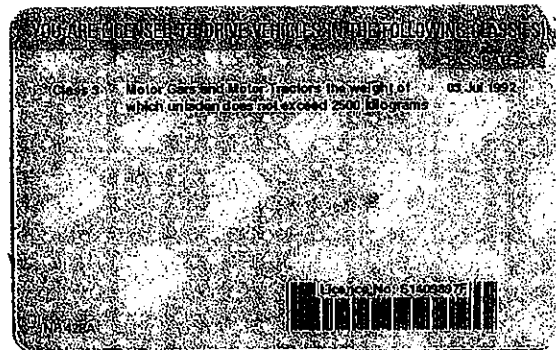
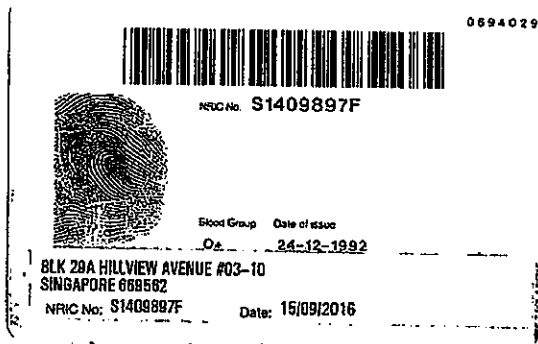
Name of Product	:	Car Protect360		
Scope of Cover	:	Comprehensive		
Registration No.	:	SKJ4568U		
Make & Model	:	Volkswagen Polo 1.2		
Engine No.	:	CBZ612684		
Chassis No.	:	WVWZZZ6RZCU057834		
Engine Capacity	:	1197 c.c		
Year of Registration	:	2013		
Sum Insured	:	Market Value	Windscreen	: Unlimited
No Claim Discount	:	50%	Off-Peak Car	: No
Offence Free Dis.	:	Yes	Vehicle Usage	: Private + Work
NCD Protector	:	Yes	Approved Workshop	: Yes
Own Damage Excess	:	SGD600.00	Windscreen Excess	: SGD100.00
Y/I Driver Excess (if applicable)	:	SGD3,000.00		
Hire Purchase	:	N/A		
Authorized Drivers	:	LOU, KOK YONG		
		N/A		
		N/A		
		N/A		
Limitation as to Use	:	As specified in the Certificate of Insurance		
Subject to Endorsement(s)	:	MAE, M02, M06, M09, M11, M12, M14		
Premium Payable	:	SGD 731.54 (Inclusive of GST)		

Signed for and on behalf of
HL Assurance Pte. Ltd.

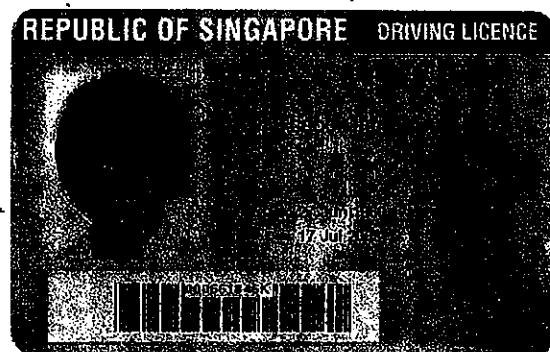
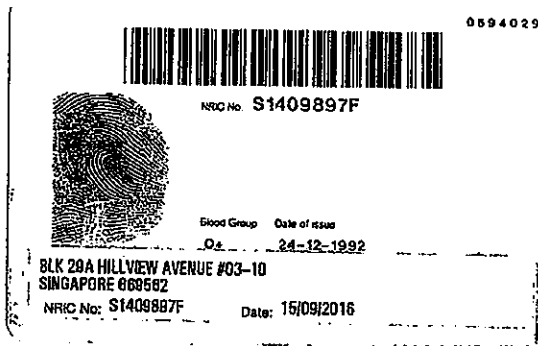
Authorized Signature

20160602

Accident Sketch Plan Pg. 1



Accident Sketch Plan Pg. 1



Dear owner of 8B4578U,

Please call me @ 90487171,
I'm staying at Block 20A and
would like to get in touch with
you on your car.
I apologise for the inconvenience.

Regards
Christine. Toh

You may contact the security
guard as well.

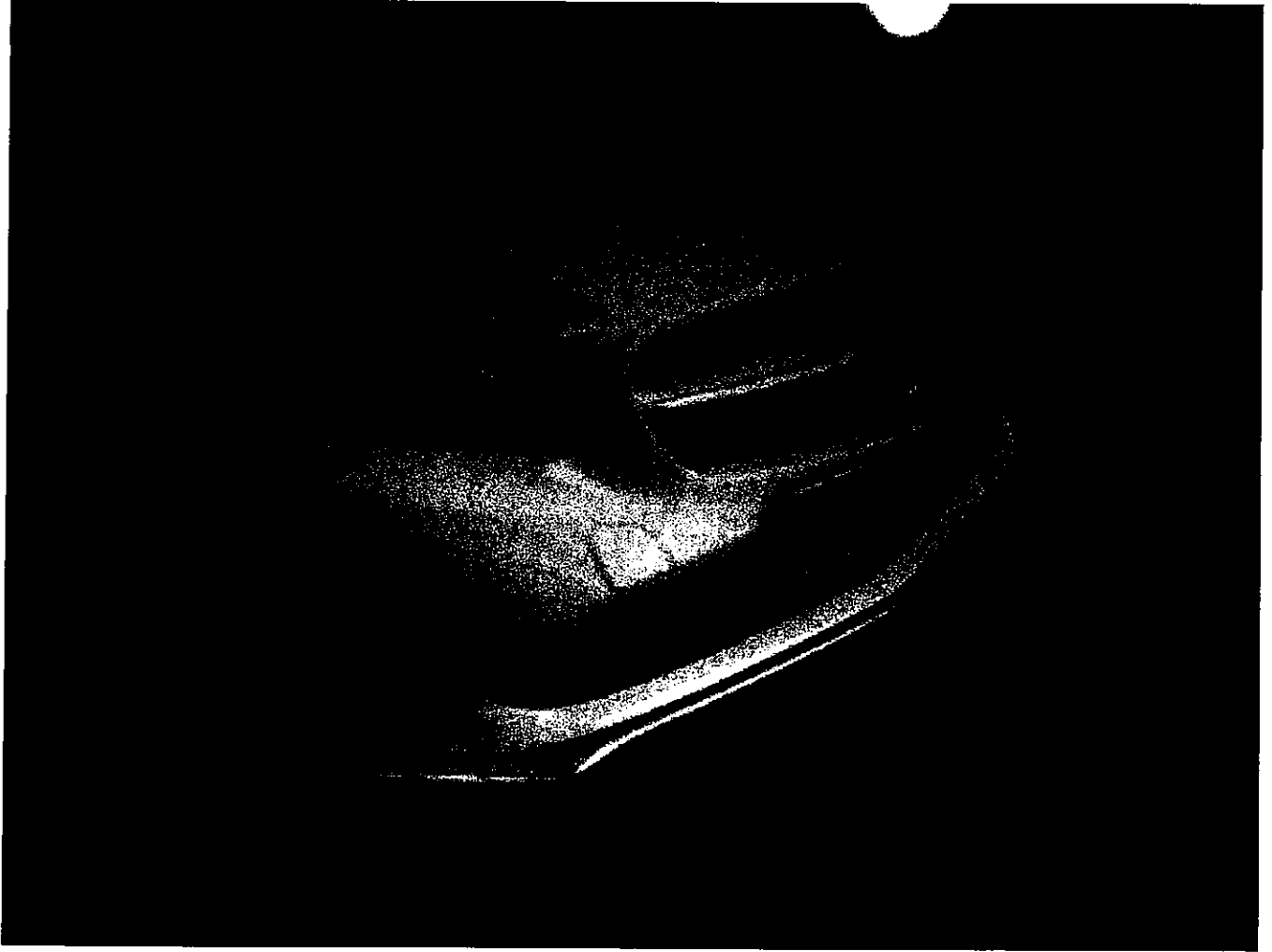
SLN 349 D

4/3/18 3:40 pm

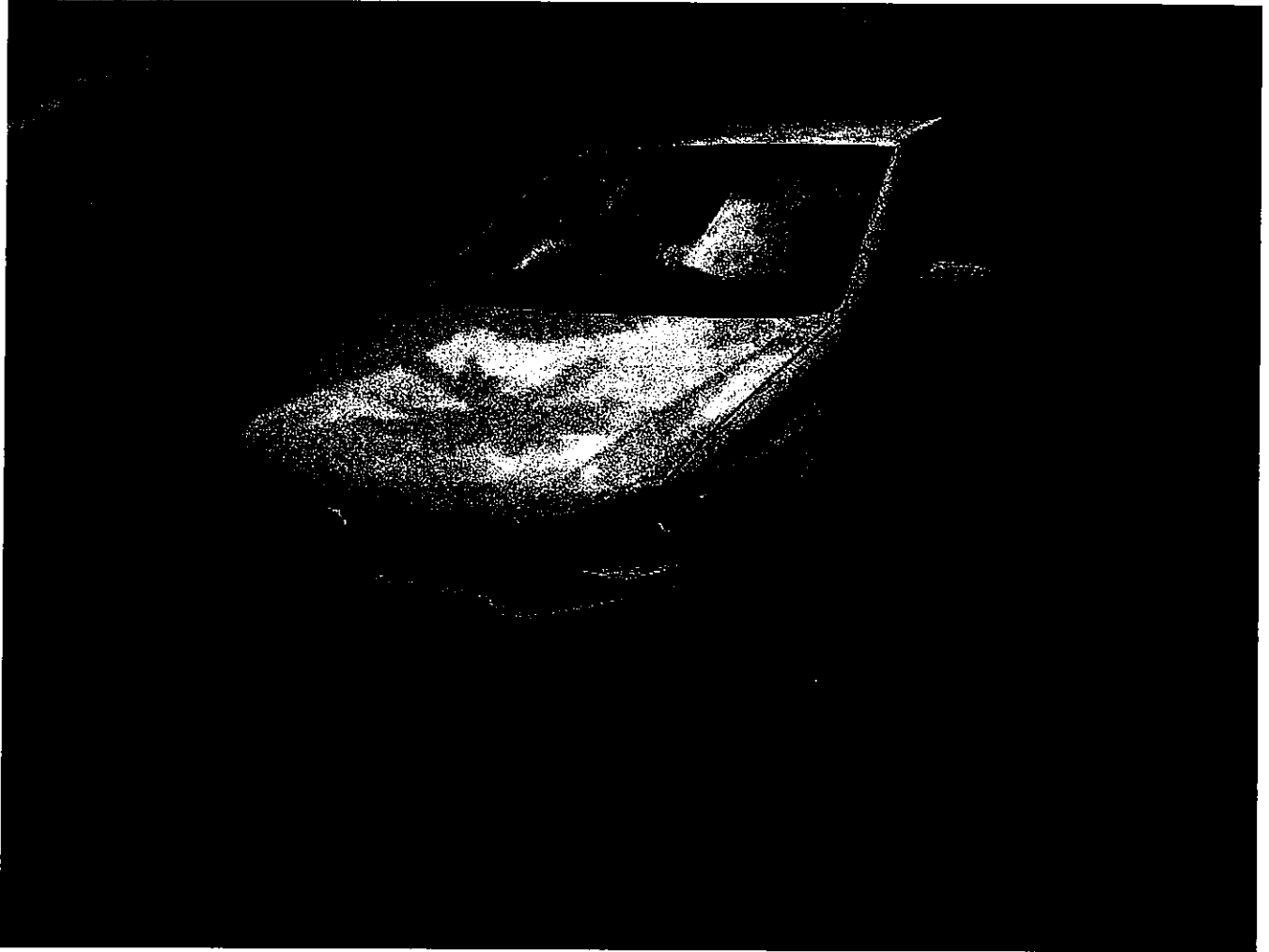
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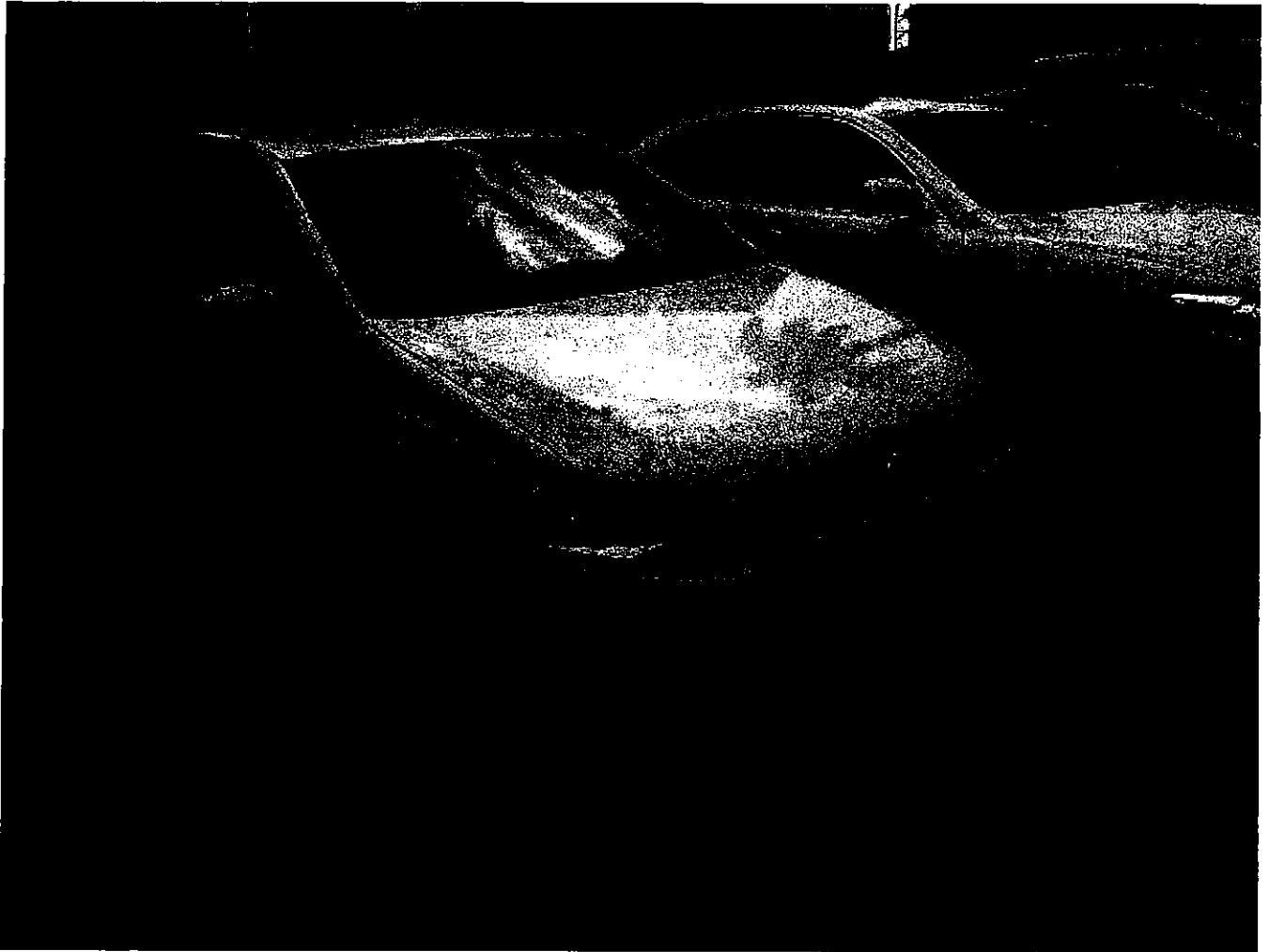
Accident Photo



Accident Photo



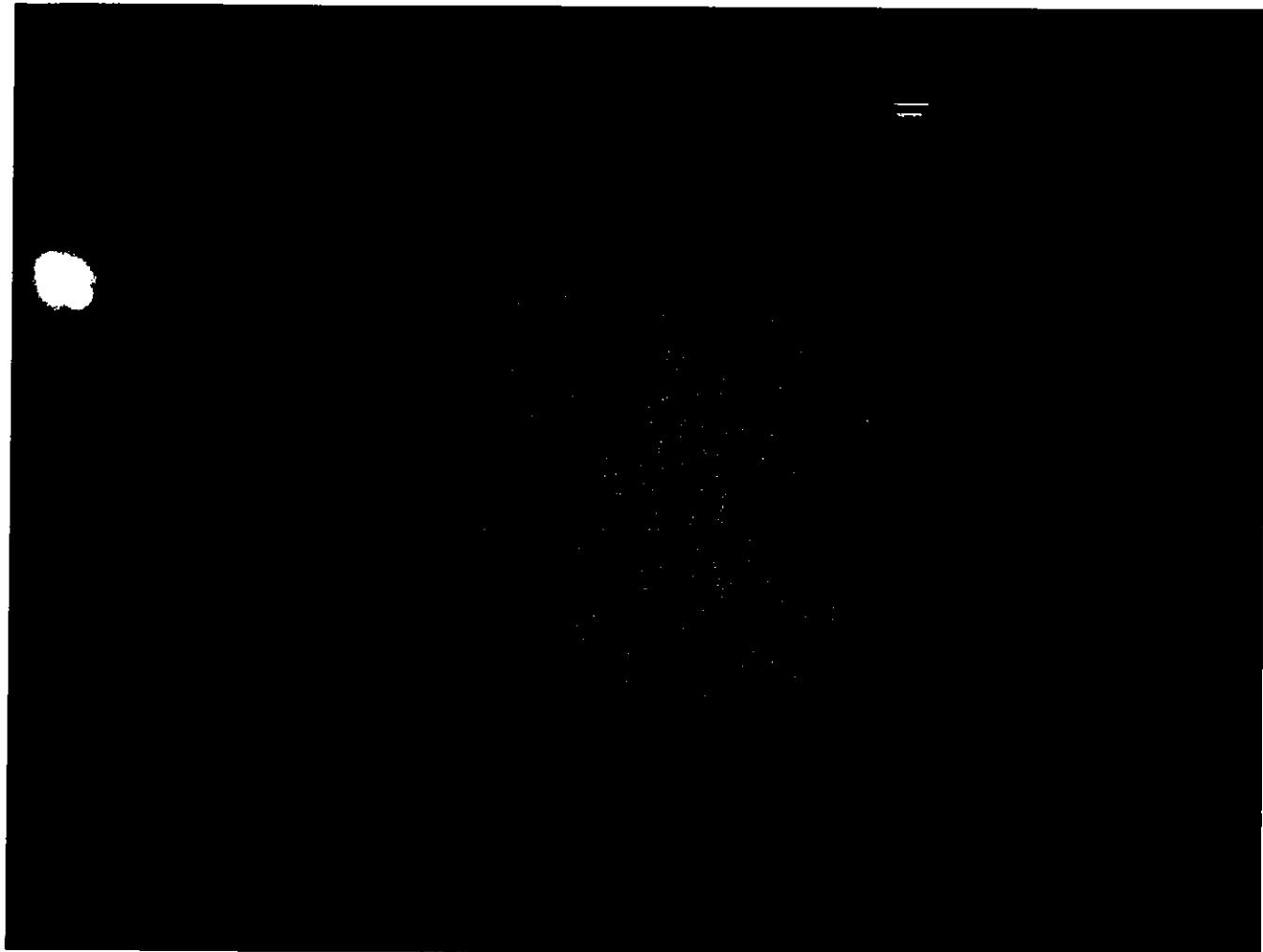
Accident Photo



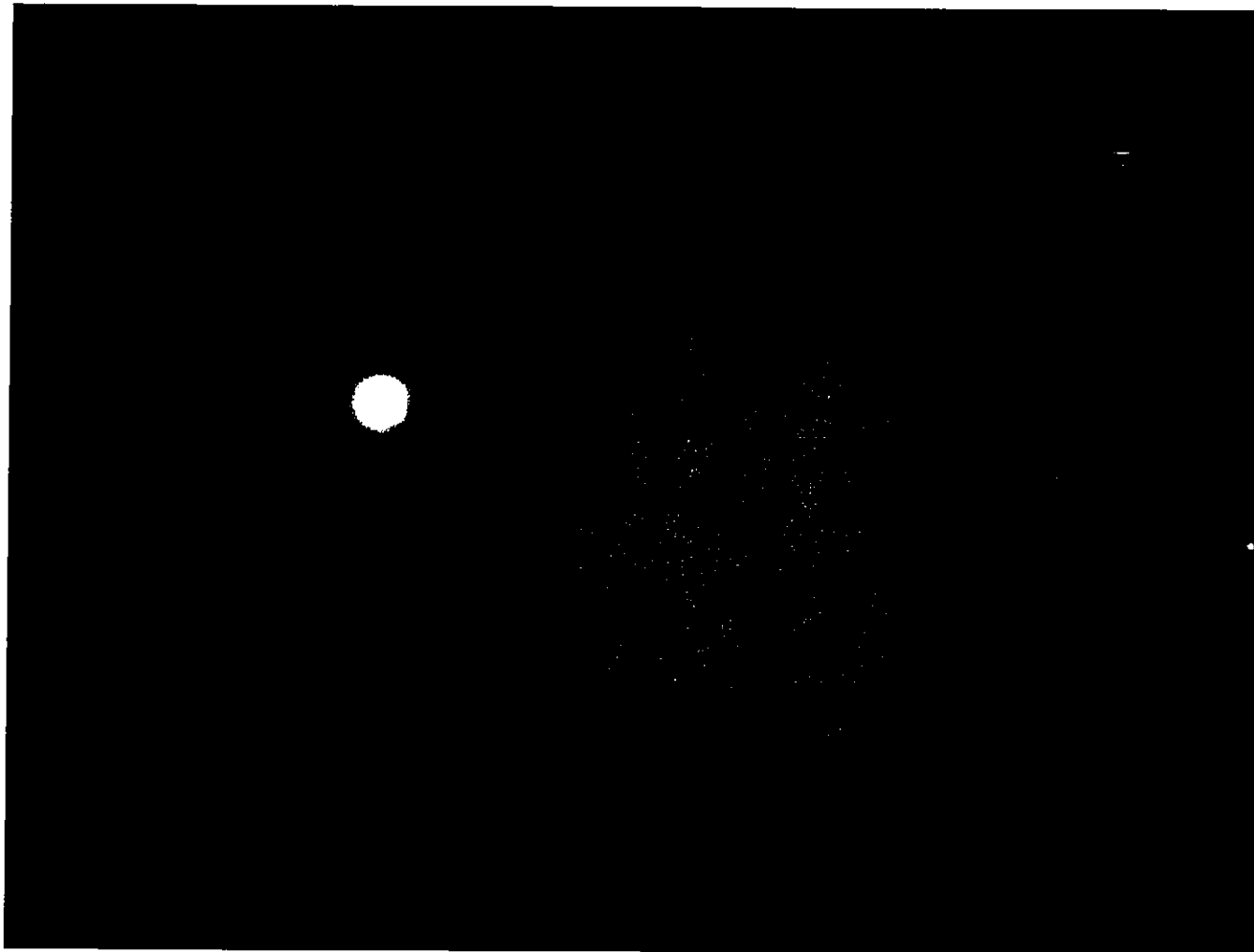
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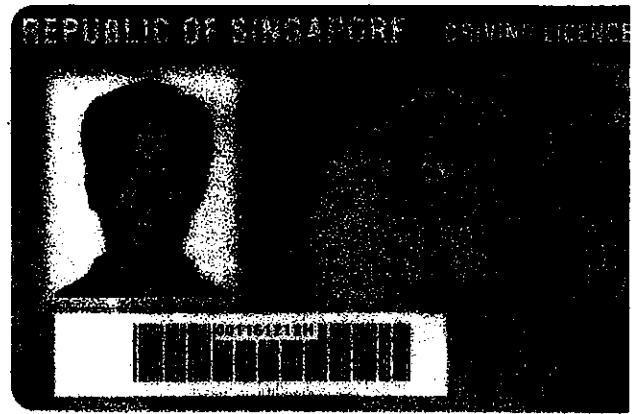


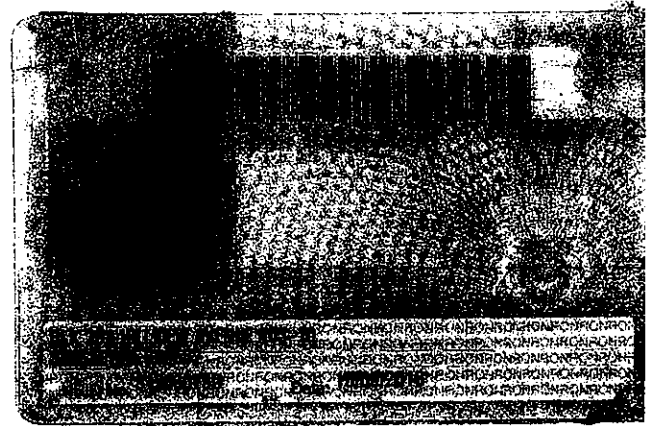
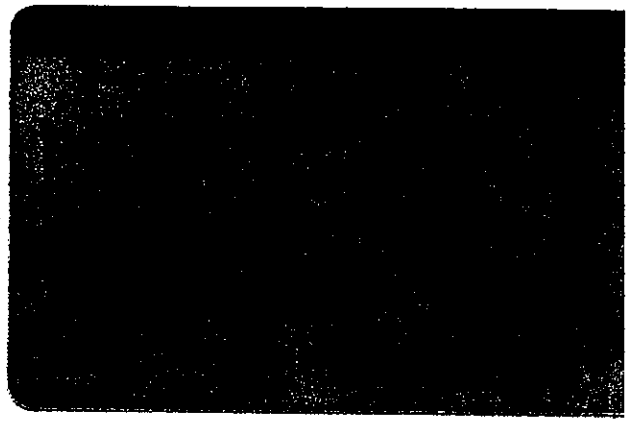
Accident Photo



Accident Photo







Date : 06/03/18

Dear Sir or Madam :

To whom it may concern,

RE: Authorization to act on behalf

Vehicle No.: SK04568u

I, Lou, Kok Yung, bearing NRIC Number S 15 060910,

would like to authorize EWah Chan Hwa, bearing NRIC

Number S 140 98097, to act on my behalf to exercise my

Insurance policy & submit all claims related documents to facilitate the

Commencement of the insurance claim and to proceed with repairs after

Insurance authorization.

Thank You.

Yours Sincerely,

.....
Signature