

Asher Sng (LKKAUTO)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Wednesday, 21 November 2018 10:19 AM
To: Asher Sng (LKKAUTO)
Subject: Our ref: DM18HO00650/JT: [MANADTE REQUEST] RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018 ***LKK REF:CC4/EQI18004855/T1kb3
Attachments: TP LOD.pdf; LKK Resurvey Photo.pdf; LKK Survey Photo.pdf; LKK Adjustment.pdf; LKK Inspection.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher

Please proceed to offer up to \$12,033.79

Regards,

Janet Tan
Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Tuesday, November 20, 2018 5:39 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Joel Goh <joel.goh@eqinsurance.com.sg>
Subject: [MANADTE REQUEST] RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018 ***LKK REF:CC4/EQI18004855/T1kb3

Your ref : TBA
Our ref : CC4/EQI18004855/T1eb3s2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured reversed and collided third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **VOLKSWAGEN GROUP SINGAPORE PTE LTD**" at **\$12,033.79 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 16,889.80	\$ 11,175.79
2. Loss of Rental (w/GST) (8days x \$112.15)	\$ 960.00	\$ 856.00 (8days x \$100)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 17,851.80	\$ 12,033.79

Enclosed here with all the relevant documents for your perusal.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 20 March 2018 6:34 PM

To: 'Janet Tan' <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018 ***LKK
REF:CC4/EQI18004855/T1kb3

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SLM 5157M at Volkswagen Centre Singapore.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Zaini and he can be contacted at DID: 6841-2132.

Thank you

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: Admin-D (LKKAuto)

Sent: Wednesday, 14 March 2018 9:46 AM

To: 'Janet Tan' <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018

Dear Janet,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange on 16.03.2018.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]

Sent: Wednesday, 14 March 2018 9:04 AM

To: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018

Without Prejudice

Save As To Costs

Dear Shu Shi

Liability clear. We can agree on direct settlement.

Our surveyor from LKK Auto Consultants P L shall attend to the said PRS.

Regards,

Janet Tan

Senior Executive | Claims

eqnsurance
You're Got a Friend

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate



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

Sent: Monday, March 12, 2018 4:58 PM

To: Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>; Janet Tan <janet.tan@eqinsurance.com.sg>

Subject: RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018

Dear Claims,

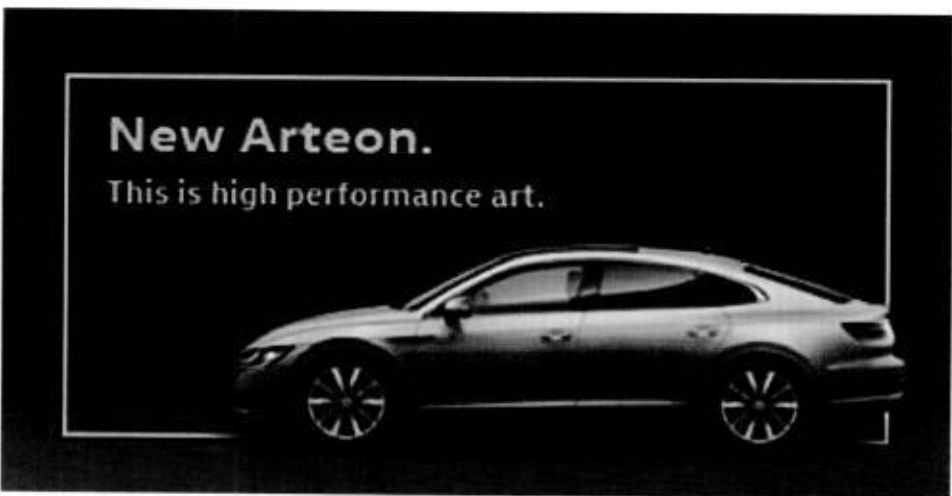
Please revert on liability & survey arrangement for this claim.

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
<http://www.vw.com.sg>



From: Bazlin Ahmad [<mailto:bazlin.ahmad@eqinsurance.com.sg>]

Sent: Friday, 9 March, 2018 2:19 PM

To: Tang, Shu Shi (VWG Singapore); Janet Tan

Subject: RE: request direct settlement for SLM5157M & GBD2073G on 07/03/2018

Dear Janet

Fyna.

Thank You.

Regards,
Lynn Ahmad
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9881 | tel 65 6223 9433 ext 881 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Friday, March 9, 2018 12:26 PM
To: Elaine Cheong; Bazlin Ahmad; Janet Tan
Subject: request direct settlement for SLM5157M & GBD2073G on 07/03/2018

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
<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Friday, 9 March, 2018 12:18 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

To : M/s EQ INSURANCE COMPANY LTD

Date: 14/12/2018

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	GBD 2073G (Insd Veh)	Your Ref. No. : DMCPHQ17-003616
	SLM 5157M (TP Veh)	Our Ref. No. : CC4/EQ18004855/T1eb3s2
Date of Accident	7/3/2018	

Liability	100%	
Final Repair Cost	: \$ 11,175.79	(W/GST)
Loss of Use	: \$	days
Rental (If any)	: \$ 856.00	8 days
Others:	: \$ 2.00	
	: \$	
	12,033.79	
Final Settlement Sum	: \$ 12,033.79	
Remarks	:	

Payment Instruction: Payee's Breakdown

1)	VOLKSWAGEN CENTRE SINGAPORE	: \$ 12,033.79
		: \$

NUR SHAQILAH
LKK Auto Consultants Pte Ltd



LETTER OF DEMAND

Your Ref: h8D 20736

Our Ref: SLM5157M

To: EA Insurance

Dear Sirs,

ACCIDENT INVOLVING SLM5157M & h8D 20736 ON 7.3.2018

We are claiming on behalf of our client Ooi Cheng Hong owner of

vehicle number SLM5157M involved in accident on 7.3.2018

with vehicle h8D 20736 along/at West coast

Description of claims:

Cost of Repairs \$ 10,449.67 + 7% GST = \$ 11,177.79

Loss of Use/Rental \$ 120 + 7% GST X 8 Days = \$ 960

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

Search Fee \$ 2 + 7% GST = \$ 2

TOTAL \$ 12,137.79

We are claiming in full and final settlement of \$ 12,137.79

Cost of repair & search fee \$ 11,177.79 to be payable to Volkswagen Group Singapore Pte Ltd.

Loss of use/Rental amount/Medical fee of \$ 960 to be payable to

Ooi Cheng Hong

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

Dated this



06 APR 2018



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC4/EQ118004855/kb3

19 MARCH 2018

HEAVENLY ENGINEERING PTE LTD
22 SIN MING LANE
#03-87 MIDVIEW CITY
SINGAPORE 573969
ATTN: HR / MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING GBD 2073G AND SLM 5157M ON 07.03.2018

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

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,


Zaini

Case Handler

DD: 6841 2132

FAX: 6741 4108

Email: Zaini@lkkauto.com

c.c. EQ INSURANCE COMPANY LIMITED
(Motor Claims Dept)

Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLM5157M and 983 2036 on 7/3/2018
along West Coast
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, ooi cheng Hong
of S26043126
Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SLM5157M 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 SLM5157M 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 3 of the month
4 Year 18.

Signed & Delivered By:

Witness By:



Volkswagen Centre Singapore



Service Tax Invoice No. SV18P14162

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

SERVICE ORDER NO: 18IP0734
SERVICE CUSTOMER NO.: E1978004
SERVICE CUSTOMER NAME: EQ INSURANCE COMPANY LIMITED
TELEPHONE NO.:
ADDRESS:

VEH NO.: SLM5157M
DATE: 28/03/18 Pickup:
VIN NO.: WWWZZZ16ZGM019172 KM: 23,273
GEARBOX CODE: Engine No.:
MODEL: JETTA TSI (DSG) TRENDLINE FL
SA: Tang Shu Shi
Next Appointment Date :
Next Appointment Mileage : 0

Post Code: 069257

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
EQ DIRECT SETTLEMENT					
DOA: 07/03/2018					
SURVEY BY: TAUFILK (LKK)					
TP VEHICLE: GBD2073G					
Labor					
1	LABOUR + 2 day to replace lock carrier	4.00	UNIT	840.00	3,360.00
2	SPRAY PAINT	2.00	UNIT	800.00	1,600.00
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	VACUUM & REGAS AIRCON-NETT	1.00	TU	420.00	420.00
7	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
8	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
9	AIR CON GAS	48.00	TU	1.25	60.00
Item					
10	AIR GUIDE LH	1.00	PCS	20.90	20.90
11	LOCK CARRIER	1.00	PCS	679.49	679.49
12	BUMPER CENTRE BRACKET	1.00	PCS	87.43	87.43
13	REINFORCEMENT	1.00	PCS	497.19	497.19
14	LHF BUMPER BRACKET	1.00	PCS	27.96	27.96

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P14162

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

SERVICE ORDER NO: 18IP0734

SERVICE CUSTOMER NO.: E1978004

SERVICE CUSTOMER NAME: EQ INSURANCE COMPANY LIMITED

TELEPHONE NO.:

ADDRESS:

Post Code: 069257

VEH NO.: SLM5157M

DATE: 28/03/18

Pickup:

VIN NO.: WWWZZZ16ZGM019172

KM : 23,273

GEARBOX CODE:

Engine No.:

MODEL: JETTA TSI (DSG) TRENDLINE FL

SA: Tang Shu Shi

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	FRT BUMPER	1.00	PCS	674.14	674.14
16	HOOD	1.00	PCS	986.81	986.81
17	RADIATOR GRILLE	1.00	PCS	250.37	250.36
18	LH GRILLE-FOG LAMP	1.00	PCS	55.09	55.09
19	VENT GRILLE	1.00	PCS	174.04	174.04
20	LH HEADLAMP	1.00	PCS	664.46	664.46
21	COOLANT ADD 1.5 Ltr Ready Mix	2.00	PCS	23.40	46.80

Sub Total 10,444.67
GST (7%) AMOUNT 731.12
TOTAL AMOUNT 11,175.79

for Volkswagen Centre Singapore



06 APR 2018

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

Invoice No :	CR003310
Date :	26-03-18
Page :	1

Ship To:

OOI CHENG HONG
119 COMPASSVALE BOW
#06-19
SINGAPORE 544817

Attn:

Phone:

Fax:

SalesPerson	P.O. Number	Date Shipped	Shipped Via	Terms
	RA03216			Net 30th after

Description	Amount (\$\$)
RENTAL CHARGES (08 DAY X \$120) FROM 26/03/2018 TO 03/04/2018 JETTA : SLC9568L RENTAL AGREEMENT : RA03216 DRIVEN BY : OOI CHENG HONG YOUR REF : SLM5157M	\$897.20

RECEIVED
26 MAR 2018

BY: UOB CC \$360

RECEIVED
03 APR 2018

BY: UOB CC \$600

Memo:

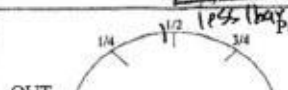
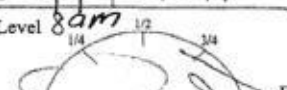
Total	\$897.20
Freight	\$0.00
Add: GST	\$62.80
Total Inc GST	\$960.00
Less: Deposit	\$0.00
Balance Due	\$960.00

Authorised Signatory



HIRER'S PARTICULARS	
Owner's Vehicle No.: SLM 5157 M.	
Model: Jetta	
Name: Ooi Chang Hong	
Address: 119 COMPASSVALE BOW # 06-19 S (544812)	
Office Tel:	Residence Tel:
Occupation	Hp / Pgr No: 97352686.
P.P / LC No.:	Nationality:
Date of Birth:	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:
<p>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.</p>	

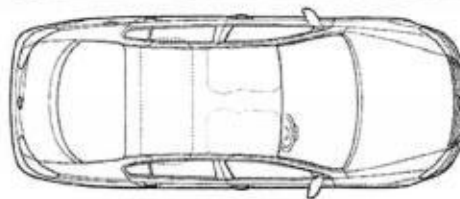
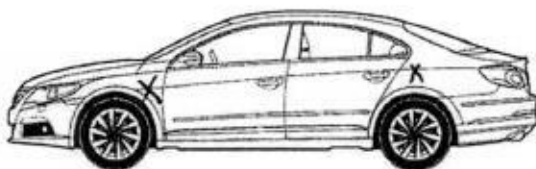
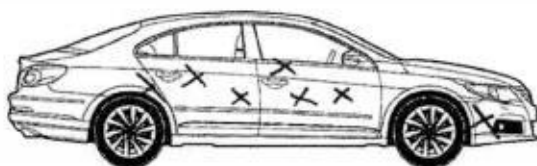
RENTAL VEHICLE PARTICULARS		
Rental Vehicle No.: SLC 9568 L		
Model: Jetta		
Collection Out	Date & Time	Mileage Out
	26/3/18 @ 8am.	26831
Return In	Date & Time	Mileage In
	26/3/18 3/4/18	27411
<p>Petrol Level 8am</p> <p>OUT  IN </p>		

RENTAL CHARGES			
Months	@\$	per month	
Weeks	@\$	per week	
3 Days	@\$ 120	per day	360 00.
Hours	@\$	per hour	

ADDITIONAL CHARGES			
15day	@\$ 120		600 00
PETROL TOP-UP CHARGES			
MISC			

TOTAL CHARGES (incl 7% GST) 96000

PAYMENT MODE	
<input type="checkbox"/> Master	:
<input checked="" type="checkbox"/> VISA	:
<input type="checkbox"/> Cash	:
<input type="checkbox"/> Others	:



Remarks: _____

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

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-035748

Date of Request: 07/03/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 07/03/2018

Enquiry By: Edmund Goh Hui Huang

TP Vehicle No.: GBD2073G

Accident Date: 07/03/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBD2073G	EQ Insurance Company Ltd	24/07/2017-23/07/2018	6223 9433

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-035748

Date of Request: 07/03/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 07/03/2018
Enquiry By Edmund Goh Hui Huang
TP Vehicle No. GBD2073G
Accident Date 07/03/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque