

INS. CASE OWNER

Jas

CCP ASM AXA1800

5028, RI P63

LKK IDAC

Surveyor:

Kasul

DOI:

ASSIGNMENT

19/3/18

Date / Time:

16/3/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No. :

SLV 9367A

Claim No. :

SRMOOHU Z / 35764

Name of Insured :

STELLA TAN XUE ER.

Policy No. :

PROBIOY8

Insured Tel No. :

HP: 97443482

Make / Model :

TOYOTA

Excess Sec II :SS

D.O.A : 14/2/18

Place of Accident :

PIE LANE 2 B4 TAN MEO
E49

Is driver the owner? (YES / NO)

(YES / NO)

Nature of Accident :

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

If NO, Driver Name / Age :

Driver Tel No. :

(V/L: YES / NO)

Insured Liability : % Final ? Yes / No

SLV 5848U



INSRS: WSP: Tel: Liability: RMKS:

Volkswagen



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date/Time	STAGE	DATE / PIC
16/3/18	Non-Reporting ltr (1st):	
17/3/18	Non-Reporting ltr (2nd):	
17/3/18	Non-Reporting ltr (Final):	
19/3/18 @ 2.46pm	Notification ltr (if non-pickup):	
19/3/18 @ 2.46pm	Call OI:	Hsryg 19/3/18
19/3/18	After call ltr to OI:	20022018
19/3/18	Documentation Check List:	Handler Typist
19/3/18	Notification ltr (if non-pickup)	<input type="checkbox"/>
19/3/18	After call ltr to OI:	<input checked="" type="checkbox"/>
19/3/18	Authorisation To Act:	<input checked="" type="checkbox"/>
19/3/18	Release Voucher:	<input checked="" type="checkbox"/>
19/3/18	Final Repair Bill:	<input checked="" type="checkbox"/>
19/3/18	Car Rental Invoice:	<input checked="" type="checkbox"/>
19/3/18	Towing Invoice:	<input type="checkbox"/>
19/3/18	LTA / GIA:	<input checked="" type="checkbox"/>
19/3/18	Medical Bill:	<input type="checkbox"/>
19/3/18	PIR:	<input type="checkbox"/>
19/3/18	Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
19/3/18	LOD:	<input checked="" type="checkbox"/>
19/3/18	Payment Breakdown Form:	<input type="checkbox"/>
19/3/18	Post-Repair Photos:	<input type="checkbox"/>
19/3/18	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE	Date/Time: 20/3/2018	Sent By:	Confirm by:
FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	SS 3,684.44 (3 days)	Reduction: 51 %	Email <input type="checkbox"/> Call <input type="checkbox"/>
FINAL SETTLEMENT	Date/Time: 3/7/2018	Confirm with: Mei	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	% 100 (Agreed / Assessed)	BOLA S/N No.: 27	If NO or B 28, Ass. Lia:
Repair Cost: (w/loss)	SS 3,942.89		Print to new call log
Loss of Rental (LOR):	SS 321.00 (3 days) x \$100 + 7% GST		21/7/18
Loss of Use (LOU):	SS - (\$ x days)		
Loss of Income (LOI):	SS - (\$ x days)		
LOR only <input checked="" type="checkbox"/> LOU only <input type="checkbox"/>	<input type="checkbox"/> LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GLA/LTA Search	SS 2.00		
Medical:	SS -		
Disbursement:	SS - (e.g. Tow/Independent)		1) Claim status: Normal/Reject/Private Settle
Legal Cost:	SS -		2) Report Format: TP
Total:	SS 4,265.89	Global Sum SS:	3) Survey fee: 4350.00
FINAL PAYMENT	Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	SS 4,265.89	Name 1: Volkswagen Centre Singapore	
Payee 2: (Strike if N.A.)	SS -	Name 2: Centre	
Payee 3: (Strike if N.A.)	SS -	Name 3:	

CLM 25/7/18

Paul

REF: ALG

P

7206B

ASSIGNMENT

From: _____ Date: 19/03/2018

Estimated Cost: _____

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

To Inspect Vehicle No: SLE 5848U

at Workshop n/s: Volkswagen

of: 247 Alexandra Rd

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition) 12pm

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

Bal. or Market Value: _____

IDAC Accident Report: _____ Consistent? : Yes or No

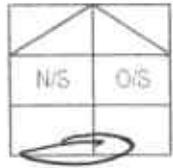
GIA / PR Seen: _____ Consistent? : Yes or No

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: SLE 5848U Yr Regn: 2016 July

Type: M.Cat / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover / Truck / Trailer or

Make: VOLKSWAGEN GOLF 1.4T cc 1395

Colour: RED A/C Insured / Std / NI / NA

Sp. Reading: 19052 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WUNZZZ AYZGW210669

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: 225/45R17
R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU PIP / SUMI / TOYO / YOKO or

Front: R/Bal: 6 mm L/Bal: 6 mm D.O.A: 14/03/18

Rear: R/Bal: 6 mm L/Bal: 6 mm D.O.I: 19/03/18

Survey held at: Volkswagen Alexandra

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 \$ 3684.94 (Reel # 3862.10 / 51%).

Date/Time: File Pass to? : Prel. Report : Final Report

1) _____

Date/Time: File Return to? _____

3) _____

Report Format: _____

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

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

1) S + RE: \$ _____

2) Phone: _____

3) Other: _____

4) _____

TOTAL: _____

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

AXA INSURANCE PTE LTD

Ref : CC4/ASM18005028/pb3

8 SHENTON WAY #24-01
AXA TOWERS SINGAPORE 068811

Date : 16-03-2018



Code : ASM

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLV 9367A	Veh. Inspected	SLE 5848U
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	16/03/2018

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

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5. General Information

Accident Date	14/03/2018	Inspection Date	
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 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

RICHARD ANDREW SCHULKINS
 35 HINDHEDE WALK
 #04-05
 Singapore, 587969
 Singapore

Phone No.
 Fax No.
 E-Mail

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

Service Quote

Customer No. CV034521
 Quote No. SER/QUO/1800446
 QuoteDate 15/03/18
 Salesperson Trever Koh
 Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG)	11,013	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SLE5848U	WVWZZZAUZGW210659	27/07/16	Trever Koh
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 431360	5G13HZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,520.00
P B&P ALEX PAINT	SPRAY PAINT	2	UNIT		800 1,600.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs		MA 80.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P B&P MECH	ELECT WIRING & MECH COMPO Nett	1	Time Un		280.00
	Sum Labor				4,960.00
P 5G0807305B	BUMPER REINFORCEMENT Successor 5G0807305D	1	Pieces		Am ? 629.03
P 5G0919491	SENSOR BRACKET	1	Pieces		na 12.74
P 5G0919491	SENSOR BRACKET	1	Pieces		na 12.74
P 5G0919491A	SENSOR BRACKET	1	Pieces		na 12.74
P 5G0919492A	SENSOR BRACKET	1	Pieces		na 12.74
P 5G6807393	BUMPER GUIDE LH	1	Pieces		XSU } ? 31.59
P 5G6807393A	BUMPER BRACKET LH	1	Pieces		XSU } ? 31.59
P 5G6807394	BUMPER GUIDE RH	1	Pieces		XSU } ? 31.59
P 5G6807394A	BUMPER BRACKET RH	1	Pieces		XSU } ? 31.59
P 5G6807417APGRU	REAR BUMPER COVER Predecessor 5G6807417ARGRU	1	Pieces		DE 996.45
P 5G6807568D 9B9	REAR DIFFUSER Use Predecessor 5G6807568D	1	Pieces		you ? 279.81
P 5G6807863A	STRIP Use Predecessor 5G6807863	1	Pieces		you ? 58.12
P 5Q0919133 9B9	SENSOR O-RING	2	Pieces		na 3.42
	Sum carried forward				7,104.15

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

Service Order Confirmation

SERVICE ORDER NO.: 18P0746
 CUSTOMER NO.: CV034521
 CUSTOMER NAME: RICHARD ANDREW SCHULKINS
 TELEPHONE NO.:
 ADDRESS: 35 HINDHEDE WALK #04-05
 Singapore

VEH No.: SLE5848U

Order Date: 19/03/18
 Reg Date: 27/07/16 KM: 19,672
 VIN NO.: WVVZZZALZGW210659 ENGINE NO:
 MODEL: GOLF A7 1.4 CL 92 (DSG) MODEL NO.: 5G13HZ

SA: Kong Charmaine

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG	1	TU	480		480 ✓
2	B&P MECH	1	TU	280		280 ✓
3	B&P ALEX LABOUR	1	UNIT	840		840 ✓
4	B&P ALEX PAINT	1	UNIT	600		600 ✓
5	B&P NUMBER PLATE	1	ST	80		80 ✓
6	EXT00037	1	UNIT	0		0
7	EXT00037	1	UNIT	0		0
Item						
8	5G6807417APGRU	1	PCS	996.45		996.45 ✓
9	5G0919491	1	PCS	12.74		12.74 ✓
10	5G0919491A	1	PCS	12.74		12.74 ✓
11	5G0919492A	1	PCS	12.74		12.74 ✓
12	5G0919493	1	PCS	12.74		12.74 ✓
13	5G0919133 9B9	2	PCS	1.71		3.42 ✓
14	D 180KUR1	1	PCS	86.84		86.84 ✓
15	D 822150A1	1	PCS	64.27		64.27 ✓

Remarks: AXA DIRECT SETTLEMENT

DOA 14/03/2018

SURVEYOR LKK HASUL

TP VEHICLE 8LV9367A

Service Order Confirmation

SERVICE ORDER NO: 18P0746
CUSTOMER NO.: CV034521
CUSTOMER NAME: RICHARD ANDREW SCHULKINS
TELEPHONE NO.:
ADDRESS: 35 HINDHEDE WALK #04-05
Singapore

VEH No.: SLE5848U

Order Date: 19/03/18
Reg Date: 27/07/18 KM: 19,572
VIN NO.: WVGZZZAUG3W210659 ENGINE NO: SA: Kong Chermaine
MODEL: GOLF A7 1.4 CL 92 (DSG) MODEL NO.: 5G13H2

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

TOTAL	3,684.84
GST AMOUNT	257.95
TOTAL AMOUNT	3,942.80

On Behalf Of "COMPANY"

Certified Goods/Service received;

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT



Immediate Advice

To : AXA Insurance Pte Ltd

Date: 17.05.2018

Survey Details:

Date of loss	14-Mar-18
Date of appointment	16-Mar-18
Date of survey	19-Mar-18
Location of survey	Volkswagen Group Singapore PL

Vehicle Details:

Claim Type:	Third party
Vehicle number	SLV 9367A
Make and Model	Volkswagen Golf 1.4 TSI AT 5G13HZ
Date of registration	27/7/2016
Excess	
Market Value	
Part Rebate	
Nett Loss	

Repair details:

Initial Estimate	\$7,104.15
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Proposed/Revised repair cost:

Parts	\$1,050.83
Check items (estimate)	\$1,093.32
Labour	\$2,840.00
Total	\$3,684.94
Lump Sum(if applicable)	

Number of days for repair	<u>3</u>
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Auto
Consultants
Pte Ltd.

Company Registration No. 199607198R

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

Date: 17.05.2018

Remarks:

--

Mandate:

Liability(TP)	100%	
Proposed repair cost	\$3,942.89	\$3684.94 x 7% GST
Loss of use	Nil	
Loss of rental	\$321.00	\$100 x3 days+ 7%GST
Loss of income	Nil	
LTA search fees	\$2.00	
Others	Nil	
Proposed Total	\$4,265.89	

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Wednesday, 28 March 2018 5:17 PM
To: Cheong, Pearlyn (VWG Singapore; Hsiao Tong (LKKAuto))
Cc: Kong, Charmaine (VWG Singapore; Wong, Meiy (VWG Singapore; Foo, John (VWG Singapore; Rasul (LKKAuto); SUR; Admin A; Admin-D (LKKAuto))
Subject: RE: SLM5848U - FINALISE
Attachments: SLM5848U - AXA DS LKK.pdf; IMG_4348.JPG; IMG_4349.JPG; IMG_4350.JPG; IMG_4346.JPG; IMG_4347.JPG

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/ASM18005028/R1pb3	Rasul / 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 | 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, 28 March 2018 4:05 PM
To: Rasul (LKKAuto) <Rasul@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, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: SLM5848U - FINALISE

Dear Rasul,

Please confirmed

COR \$3684.94 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.



Poh Kin (LKKAuto)

From: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 17 July 2018 4:46 PM
To: Poh Kin (LKKAuto); Foo, John (VWG Singapore)
Cc: Hsiao Tong (LKKAuto); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: RE: OFFER *LKK REF: CC4/ASM18005028/pb3; Your Ref: SLE 5848U
Attachments: 20180717142449141.pdf

Dear Poh Kin,

Please find attached DV for your kind action, 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: Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]
Sent: Tuesday, July 03, 2018 12:15 PM
To: Wong, MeiY (VWG Singapore)

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Tuesday, 3 July 2018 12:15 PM
To: 'Wong, Meiy (VWG Singapore)'
Cc: Hsiao Tong (LKKAuto); 'Pearlyn.cheong@vw.com.sg'; 'charmaine.kong@vw.com.sg'
Subject: RE: OFFER *LKK REF: CC4/ASM18005028/pb3; Your Ref: SLE 5848U
Attachments: DV SLE 5848U.pdf

Importance: High

WITHOUT PREJUDICE

Our Ref: CC4/ASM18005028/R1pb3
Your Ref: SLE 5848U

Dear Meiy,

ROAD TRAFFIC ACCIDENT INVOLVING SLV 9367A AND SLE 5848U ON 14.03.2018

We refer to the above matter.

We thank you for your acceptance.

Please duly sign the DV enclosed and return for payment processing.

Your prompt reply will be very much appreciate.

"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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



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Poh Kin (LKKAuto)

From: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 3 July 2018 10:53 AM
To: Poh Kin (LKKAuto)
Cc: Hsiao Tong (LKKAuto); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: RE: OFFER *LKK REF: CC4/ASM18005028/pb3; Your Ref: SLE 5848U

Dear Poh Kin,

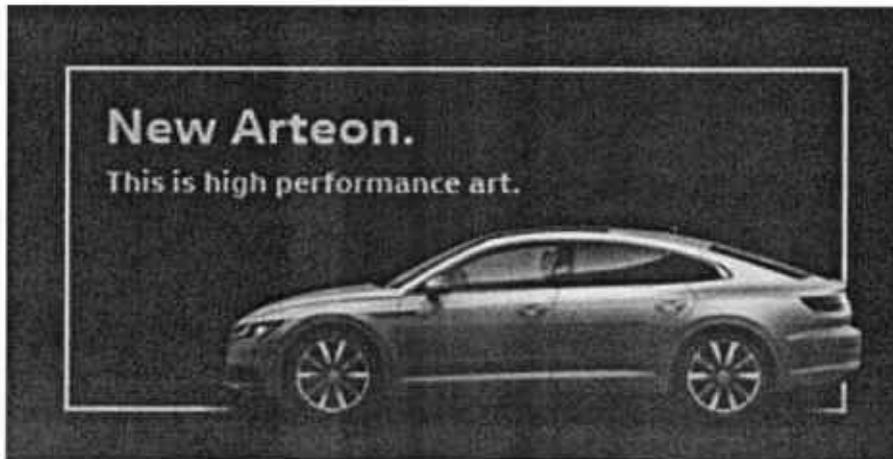
Offer accepted. Please forward us DV, if any, and kindly process payment.

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: Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]
Sent: Tuesday, July 03, 2018 10:44 AM
To: Wong, Meiy (VWG Singapore)
Cc: Hsiao Tong (LKKAuto); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Tuesday, 3 July 2018 10:44 AM
To: 'Wong, MeiY (VWG Singapore)'
Cc: Hsiao Tong (LKKAuto); 'Pearlyn.cheong@vw.com.sg'; 'charmaine.kong@vw.com.sg'
Subject: RE: OFFER *LKK REF: CC4/ASM18005028/pb3; Your Ref: SLE 5848U

Importance: High

WITHOUT PREJUDICE

Our Ref: CC4/ASM18005028/R1pb3
Your Ref: SLE 5848U

Dear Meyi,

ROAD TRAFFIC ACCIDENT INVOLVING SLV 9367A AND SLE 5848U ON 14.03.2018

We refer to the above matter and your e-mail on even date.

Our offer of \$4,265.89 (all-in) is already fair and reasonable. As such, we maintain as follows:

1. Cost of Repair(w/GST)	S\$ 3,942.89
2. Loss of Rental (\$100 x 3days) + 7%GST	S\$ 321.00
3. GIA search fee	S\$ 2.00
	<u>S\$ 4,265.89</u>

Kindly confirm acceptance.

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."

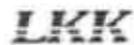
Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

Poh Kin (LKKAuto)

From: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 3 July 2018 10:30 AM
To: Poh Kin (LKKAuto)
Cc: Hsiao Tong (LKKAuto); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: RE: OFFER *LKK REF: CC4/ASM18005028/pb3; Your Ref: SLE 5848U

Good Morning Poh Kin,

Thanks for your offer, but kindly re-consider your LOR offer as below:

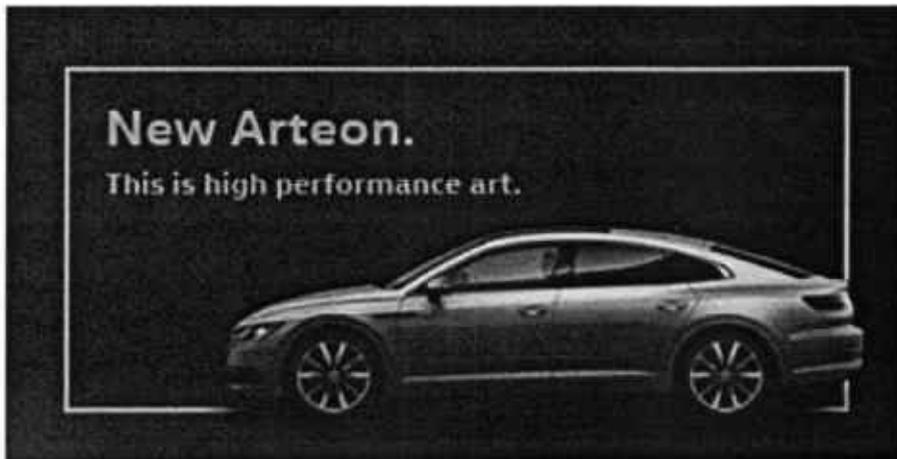
1. Cost of Repair(w/GST)	S\$3,942.89
2. Loss of Rental (\$120 x 3days) + 7%GST	S\$ 360.00
3. GIA search fee	S\$ 2.00
	<u>S\$ 4,304.89</u>

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.

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Monday, 28 May 2018 5:21 PM
To: 'charmaine.kong@vw.com.sg'
Cc: Hsiao Tong (LKKAuto); Vic (LKKAuto); 'meiy.wong@vw.com.sg';
'Pearlyn.cheong@vw.com.sg'; 'edmund.goh@vw.com.sg'
Subject: OFFER *LKK REF: CC4/ASM18005028/pb3; Your Ref: SLE 5848U
Importance: High

WITHOUT PREJUDICE

Our Ref: CC4/ASM18005028/R1pb3
Your Ref: SLE 5848U

Dear Charmaine,

ROAD TRAFFIC ACCIDENT INVOLVING SLV 9367A AND SLE 5848U ON 14.03.2018

We refer to the above matter and your letter of demand dated 3rd April 2018.

On a without prejudice basis and purely for an amicable settlement and without admission of liability to our Insured's part, we offer settlement as below:

1. Cost of Repair(w/GST)	S\$ 3,942.89
2. Loss of Rental (\$100 x 3days) + 7%GST	S\$ 321.00
3. GIA search fee	S\$ 2.00
	S\$ 4,265.89

Kindly confirm acceptance.

Kindly let us have your reply as soon as possible.

Your prompt reply will be very much appreciate.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 19 March 2018 4:51 PM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18 *LKK REF: CC4/ASM18005028/pb3

Without Prejudice

Hi,

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, 19 March 2018 2:30 PM
To: Hsiao Tong (LKKAuto) <chewht@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 SLE5848U & SLV9367A ON 14.3.18

Dear Hsiao Tong,

Please revert on liability.

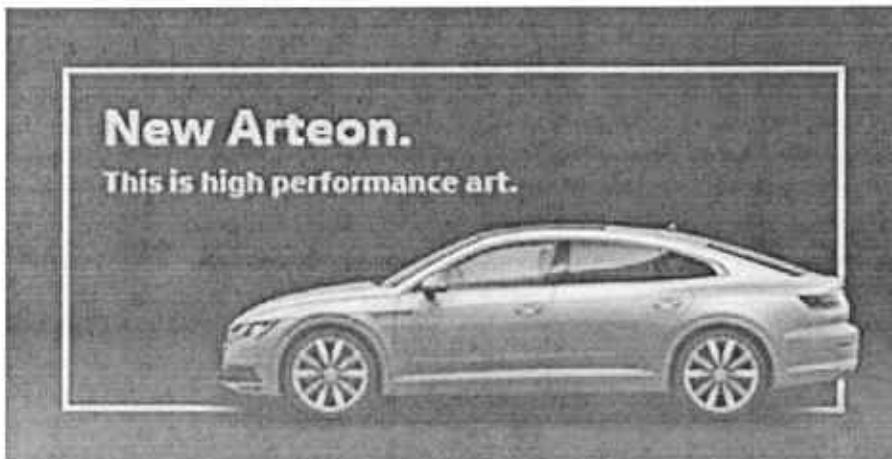
Thanks.

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: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 16 March, 2018 5:10 PM

To: Kong, Charmaine (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Charmaine,

Hsiao Tong.

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

Sent: Friday, 16 March, 2018 5:04 PM

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Catherine,

Who is the case handler?

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: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Friday, 16 March, 2018 4:45 PM

To: Kong, Charmaine (VWG Singapore); 'assignments'

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Charmaine,

Kindly arrange survey at 12pm.

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: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Friday, 16 March, 2018 4:05 PM
To: Admin-D (LKK Auto) (admin-d@lkkauto.com) <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: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Catherine,

Please arrange survey on Monday either 9am or 12pm. 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: Kong, Charmaine (VWG Singapore)
Sent: Thursday, 15 March, 2018 1:57 PM
To: motor.survey@axa.com.sg
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 SLE5848U & SLV9367A ON 14.3.18

Dear Claims,

Please revert on liability & survey arrangements.

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: Thursday, 15 March, 2018 1:54 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: Tuesday, 3 April 2018 4:38 PM
To: Hsiao Tong (LKKAuto)
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18 *LKK REF: CC4/ASM18005028/pb3
Attachments: LOD.pdf; SEARCH FEE.pdf

Hi,

LOD attached for your payment actions please.

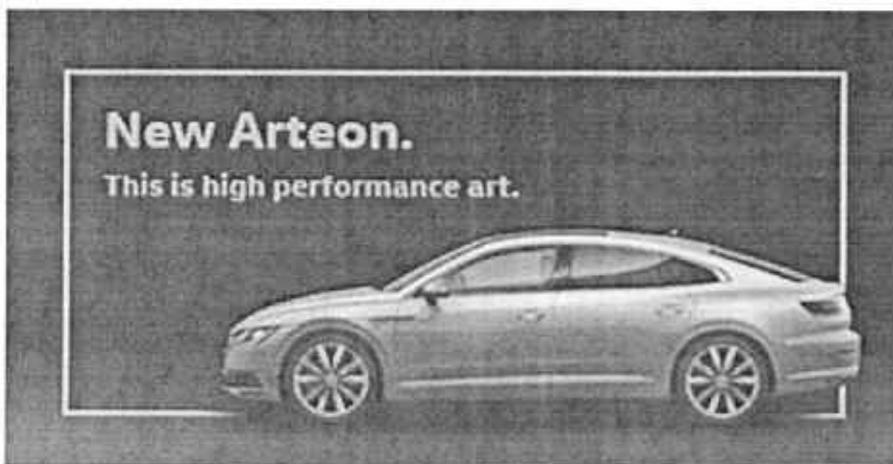
Thanks.

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, 19 March, 2018 4:51 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18 *LKK
REF: CC4/ASM18005028/pb3

Without Prejudice

Hi,

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, 19 March 2018 2:30 PM

To: Hsiao Tong (LKKAuto) <chewht@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 SLE5848U & SLV9367A ON 14.3.18

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: Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 16 March, 2018 5:10 PM
To: Kong, Charmaine (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Charmaine,

Hsiao Tong,

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: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Friday, 16 March, 2018 5:04 PM
To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Catherine,

Who is the case handler?

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>



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Sent: Friday, 16 March, 2018 4:45 PM
To: Kong, Charmaine (VWG Singapore); 'assignments'
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Charmaine,

Kindly arrange survey at 12pm.

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: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Friday, 16 March, 2018 4:05 PM
To: Admin-D (LKK Auto) (admin-d@lkkauto.com) <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: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Catherine,

Please arrange survey on Monday either 9am or 12pm. 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: Kong, Charmaine (VWG Singapore)

Sent: Thursday, 15 March, 2018 1:57 PM

To: motor.survey@axa.com.sg

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

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLE5848U & SLV9367A ON 14.3.18

Dear Claims,

Please revert on liability & survey arrangements.

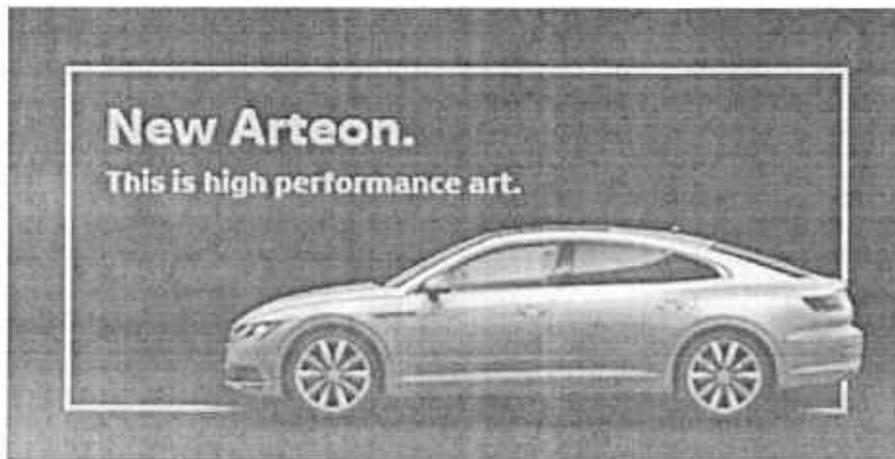
Thanks.

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: Thursday, 15 March, 2018 1:54 PM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP



Re:<SEEK MANDATE> - Claim no S8M00AUZ; ACCIDENT INVOLVING SLV 9367A (OI) & SLE 5848U (TP) ON 14/03/2018]

Type

i Information

Message

hi, you have our mandate to proceed to settle as proposed.

12/5/2018

Reply



<SEEK MANDATE> - Claim no S8M00AUZ: ACCIDENT INVOLVING SLV 9367A (OI) & SLE 5848U (TP) ON 14/03/2018]

Type

🔗 Question

Message

Liability: Insured collided to rear of third party. Front to rear collision. Spoken to insured, agreed to settle and aware NCD (if any) is affected. We seek your approval to offer Third Party repairer "Volkswagen Centre Singapore Pte Ltd" is as follows: - 1)COR(w/GST): \$3,942.89 + 2) Loss of Rental(3daysx\$100.00)+7%GST: \$321.00 + 3)GIA Search fee: \$2.00 =Total: \$4,265.89. **03days recommendation for repair. **All the relevant documents had been uploaded in SMART CLAIM. For your approval please. PohKin - 21/05/2018

Reply

APPLICATION FORM FOR INTERBANK GIRO

(For Payments and Refunds to Customers)



Volkswagen

Dear Customer,

We are streamlining our payment process to be paid via Interbank Giro. As such, this will accelerate our payment to you and prevent non-receipt of cheques sent via mail. All payments due to you from Volkswagen Group Singapore Pte Ltd will be credited to your bank account and the designated recipient will receive the remittance via email address provided below.

This form may take you 3-5 minutes to complete if you have your bank passbook / statement on hand.

Please complete and return the ORIGINAL form to:

Volkswagen Group Singapore Pte Ltd, 247 Alexandra Road, Singapore 159934 (Attn: Finance Dept)

Amendments made on the form must be countersigned by the bank account holder. Use of correction fluid / tape is not allowed.

[TO BE COMPLETED BY THE CUSTOMER]

Refund/payment with regards to: (please tick appropriate box)

- Volkswagen Centre Singapore Sales
- Volkswagen Commercial Vehicles Sales
- Das WeltAuto Sales
- Aftersales Service (Alexandra)
- Aftersales Service (Macpherson)

Customer Name as in Bank records: RICHARD ANDREW SCHULKINS

Name of Bank: POSB

Customer Mailing Address: 28 TUM WEST ROAD 678383

Contact Number: +65 92989874

Email address: RICHSCHULKS@gmail.com

Bank Code				Branch Code				Account No.											
7	1	7	1	0	8	1	8	7	2	0	1	3	9	3	8				

(a) I/We hereby authorise Volkswagen Group Singapore Pte Ltd (VGS) to credit payments due to me/us to the above account. Amount so credited would constitute valid discharge of obligation due to me/us

(b) This authorisation shall remain to be in force until I/we have notified you in writing

RICHARD SCHULKINS
Customer Name

[Signature]
My/Our signature(s) / Thumbprint(s) as in bank's records

17/7/18
Date

Volkswagen Centre Singapore



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

DISCHARGE VOUCHER

I/We RICHARD ANDREW SCHALKINS (Passport No. S27072068) the
owner of vehicle number SLE5848U hereby accept from
_____ (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
SLE5848U & SLV9367A along PIE
on 14/03/2018.

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
_____.

Dated this on 29/07/2018 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name : RICHARD ANDREW SCHALKINS

NRIC No. : S27072068

Date : 29/7/2018

Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

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

LETTER OF DEMAND

Your Ref: CCH/ASH/2005029/P63
Our Ref: SL558484

To: AVA

Dear Sirs,

ACCIDENT INVOLVING SL558484 & SLV9367A ON 14-3-18

We are claiming on behalf of our client RICHARD ANDREW SCHULKINS owner of
vehicle number SL558484 involved in accident on 14-3-18
with vehicle SLV9367A along/at PIE -

Description of claims:

Cost of Repairs	\$ <u>3624.94</u> + 7% GST = \$ <u>3942.89</u>
Loss of Use/Rental	\$ <u>120</u> X <u>3</u> Days = \$ <u>360</u>
Medical Fee	\$ _____ + 7% GST = \$ _____
Search Fee	\$ _____ + 7% GST = \$ <u>2</u>
TOTAL \$ <u>4304.89</u>	

We are claiming in full and final settlement of \$ 4304.89

Cost of repair & search fee \$ 3944.89 to be payable to Volkswagen Centre Singapore.

~~Loss of use/Rental amount/Medical fee~~ of \$ 360 to be payable to
RICHARD ANDREW SCHULKINS

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 meiy.wong@vw.com.sg

Dated this _____ of 03 APR 2018



Auto
Consultants
Pte Ltd

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

21 MARCH 2018

STELLA TOH XUE ER
BLK 345 CHO A CHU KANG LOOP
#08-65
SINGAPORE 680345

Dear Sir/ Mdm

OUR REF : CC4/ASM18005028/pb3
YOUR REF : P2061078 (SLV 9367A)
ACCIDENT INVOLVING SLV 9367A & SLE 5848U ALONG/AT PIE LANE 2 BEFORE
ENG NEO EXIT ON 14/03/2018

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

We have received a claim from VOLKSWAGEN GROUP SINGAPORE PTE LTD acting on behalf of the owner of SLE 5848U against your motor insurance policy.

Based on the accident report and accident scenario, we are of the opinion that liability is not in our favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

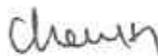
This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

Cc *AXA Insurance Pte Ltd*
(Motor Claims Dept)

Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLE58484 and SLV9167A on 14/05/2012
Own vehicle's number Other vehicle's number Date of accident
along PE
Accident location

BY THE LETTER OF AUTHORITY, I/we, RICHARD ANDREW S CHU LINJ
Name of Policy Holder & IC / Passport number
of S 2 707 206 B owner of Vehicle Registration
Number

Number SLE58484 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 A 23792519 A0W 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 29th of the month

MARCH Year 2012

Signed & Delivered By :

Witness By:



redefining / insurance

Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

CLAIM REF : S8M00AUZ
INSURED : Stella Toh Xue Er

DISCHARGE VOUCHER

We/I Richard Andrew Schulkins, NRIC No. S2707206/B hereby agree to accept the sum of dollars [four thousand two hundred sixty five and cents eighty nine only] (\$\$ 4,265.89) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. SLV 9367A as a result of an accident along PIE on 14th March 2018 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. SLE 5848U.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SLV 9367A in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SLV 9367A.

Dated this 17th day of JULY 2018

Claimant's Signature : [Signature]

NRIC no./ Company Stamp : S2707206B

Occupation/ Business : ENGINEER

Address : 35 LINDSEDE CASH #04-05

Telephone No. : +65 92989874

Witness's Name : Jiang Sheng

Witness's Signature : [Signature]

Witness's NRIC No. : S88556642

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P14217

Bus Reg. No. 53103069E
GST No. M20096505-2

SERVICE ORDER NO: 181P0746
SERVICE CUSTOMER NO.: CVD00066
SERVICE CUSTOMER NAME: AXA INSURANCE SINGAPORE P.
TELEPHONE NO.:
ADDRESS: 8 SHENTON WAY
#27-01 AXA TOWER
Singapore
Post Code: 068811

VEH NO.: SLE5848U
DATE: 28/03/18 Pickup:
VIN NO.: WVVZZZAUZGWZ10509 KM: 19,572
GEARBOX CODE: Engine No.:
MODEL: GOLF A7 1.4 CL 92 (DSG)
SA: Kong Charnaine
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AXA DIRECT SETTLEMENT					
DOA 14/03/2018					
SURVEYOR LKK RASUL					
TP VEHICLE SLV9367A					
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	SENSOR BRACKET	1.00	PCS	12.74	12.74
9	SENSOR BRACKET	1.00	PCS	12.74	12.74
10	SENSOR BRACKET	1.00	PCS	12.74	12.74
11	SENSOR BRACKET	1.00	PCS	12.74	12.74
12	REAR BUMPER COVER	1.00	PCS	996.45	996.45
13	SENSOR O-RING	2.00	PCS	1.71	3.42
14	2KADHESIVE	1.00	PCS	89.84	89.84

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P14217

Biz Reg. No. 53303069E
GST No. M20098905-2

SERVICE ORDER NO: 18IP0746
SERVICE CUSTOMER NO.: CV000065
SERVICE CUSTOMER NAME: AXA INSURANCE SINGAPORE PL
TELEPHONE NO.:
ADDRESS: # SHENTON WAY
#27-01 AXA TOWER
Singapore
Post Code: 068811

VEH NO.: SLE5848U
DATE: 28/03/18 Pickup:
VIN NO.: WVWZZZAUZGW210690 KM: 19,572
GEARBOX CODE: Engine No.:
MODEL: GOLF A7 1.4 CL 92 (DSG)
SA: Kong Channai
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	BONDAGENT	1.00	PCS	64.27	64.27

Sub Total 3,684.94
GST (7%) AMOUNT 257.95
TOTAL AMOUNT 3,942.89



Authorised Signatory

Customer

Phone : Fax :

Main Office:
 Mova Building
 No. 22, Jalan Kilang,
 Singapore 159419
 Tel: (65) 6476 3333
 Fax: (65) 6271 5801
 www.mova.com.sg

Workshop Dept:
 Block 100B,
 Bukit Merah Lane 3,
 #01-04/06/08/04
 Singapore 159722

Tel: (65) 6272 3892
 Fax: (65) 6270 8314
 Co. Reg. 198904033G
 GST Reg. M2-0098864-2

Tax Invoice

26th March 2018

RICHARD ANDREW SCHULKINS
 35 HINDHEDE WALK
 SINGAPORE 587969

Veh # :- SKN9101D RK135962
 Inv # :- RK725553
 RA # :- B12418 0/0
 From :- 26/03/2018
 To :- 29/03/2018
 Terms :- C.O.D
 Remarks :- MICHELLE

Attention :- RICHARD ANDREW SCHULKINS

Description	Qty	U.Price	Amounts S\$
RENTAL CHARGES FROM 26/03/2018 TO 29/03/2018 VW JETTA : SKN9101D RENTAL AGREEMENT : B12418 DRIVEN BY : RICHARD ANDREW SCHULKINS YOUR REF : VW/ALEX-SLB5848U	3 DAY	112.15	336.45



BY: Visa-Batch148 - \$360.00

Singapore Dollars :

Three Hundred Sixty Only

AMOUNT S\$	336.45
GST @ 7 %	23.55

Thank you for your continuous support.

AMOUNT DUE S\$	360.00
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 MOVA AUTOMOTIVE PTE LTD



Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419
 Bukit Merah Branch: Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122
 Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 620792
 Tel: (65) 6476 3333 Fax: (65) 6270 8314
 24 Hours Breakdown Service: (65) 9799 8888
 Bedok Branch: 219 Bedok Central #01-138, Singapore 460219
 Tel: (65) 6604 7877

RENTAL AGREEMENT

RECEIVED 26 MAR 2018
 RA NO.: B 12418

AUTOMOTIVE PTE LTD

Website: www.mova.com.sg
 Co. Reg. No.: 198904033G

135962

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	VW Jetta	Vehicle No: SKW9101P	Singapore	Malaysia	Signature
Date/Time Out:	26.3.18	9.20am	S\$ 2500	S\$ 3500	
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Per Accident	Per Accident	
Date/Time In:			Charges		
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Months @\$	Per Month	
Change Over 1:	Date:	Initial:	Weeks @\$	Per Week	
Change Over 2:	Date:	Initial:	3 Days @\$ (12.15)	Per Day	\$ 326.45
KM Out: 79027	KM In:		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	Richard Andrew Schulkins		Rental Charges		
Address:	35 Hindhede Walk		CDW @\$	per day / week / month	
	S(587969)		PAI @\$	per day / week / month	
	S2702206B		Petrol Top-Up		
Identity Card No:	12 Aug 1965		Misc Charges		
Date of Birth:	-		GST		\$ 23.55
Driving License:	S2702206B		Total		
Country of Issue:	Sin		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	\$ 360.00
Tel:	(HP)	(O)	Pre-Payment		
Nationality:	England		Downpayment and Deposit		
Effective Date:	27 April 2018		Amount Refunded/ Due		
Additional Hirer			Signature of Refund		
Name:			Remarks:	Penalty	
Address:			VW - BLEX - SLB 5848U		
Identity Card No:			Invoice No:	Ref. No:	
Date of Birth:			Checked Out By:	Checked In By:	Checked By:
Driving License:			Sales-In Charge:		
Country of Issue:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
Tel:	(HP)	(O)			
Nationality:					
Effective Date:					

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorized Manager Signature

Date & Time

IMPORTANT

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) are the responsibility of the Hirer.



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-18-039611

Date of Request: 15/03/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 15/03/2018
Enquiry By: Edmund Goh Hui Huang
TP Vehicle No: SLV9367A
Accident Date: 14/03/2018

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:

 GIRO Cash Cheque



**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-18-039611
Date of Request: 15/03/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 15/03/2018
Enquiry By: Edmund Goh Hui Huang
TP Vehicle No.: SLV9367A
Accident Date: 14/03/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLV9367A	AXA Insurance Pte Ltd	23/01/2018-22/01/2020	6338 7288

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.

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