

Form

INS CASE OWNER:

Janet

CC 4 / EQ18005365 / DKS3

LKK:

IDAC:

Surveyor:

Bryan

DOI:

26/03/18

Date / Time:

22/03/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

GSD 2490K

Claim No.:

DM18H000751/JT

Name of Insured:

AUDIE CONSTRUCTION PTE LTD

Policy No.:

DMCPHQ18 - 000528

Insured Tel No.:

HP:

Make / Model:

NISSAN CABSTAR - 3.0 D F24 GM

Excess Sec II :SS

D.O.A.:

19/03/18

Place of Accident:

INSIDE PAYA LEBAR METHODIST GIRLS SCHOOL

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age: XU XIAO

Driver Tel No.: 9187 1368

(V/L YES / NO)

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

Insured Liability: %

Final? Yes / No

RIN 97848



INSRS:

WSP: volswagen

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

23/03/18 (rain)

28032080  
1:53pm

RIN 97848 - X ; GSD 2490K - X

COOKS to 2nd (Mr XU) / Mr. Doran's property  
FILES REVIEWED. GIVE OF 2ND REVERSING and  
COLLIDED INTO TP VEHICLE. SEND LETTER to 2nd  
notify TP claim.

- Email liability qccr.

RECEIVED 03 AUG 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: NO NEEDED

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

ITA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time: 28/03/18

Sent By:

Shirley Hwee

FINALIZATION

Date/Time:

Confirm with: SIA SH

Confirm by: ABT

Repair Cost:

P/P SS 3,751.96

( 3 days) Reduction:

49 %

Email ☒

Call ☐

FINAL SETTLEMENT

Date/Time: 21-7-18

Confirm with: Shirley

Email ☒

Call ☐

Final Liability:

% 100

(Agreed / Assessed) BOLA S/N No.: NIL

If NO or B 28, Ass. Lia:

Repair Cost:

SS 4,014.60

all processed and issued  
with TP claim.

Loss of Rental (LOR):

SS -

( days)

Loss of Use (LOU):

SS 180.00

(560 x 3 days)

Loss of Income (LOI):

SS -

(5 x 3 days)

LOR only ☐

LOU only ☒

LOR + LOU ☐

LOR + LOI ☐

[Tick only one]

GLA/LTA Search

SS 2.00

Medical:

SS -

1) Claim status: Normal/Reject/Private Settle

Disbursement:

SS -

(e.g. Tow/ Independent)

2) Report Format:

TP

Legal Cost

SS -

3) Survey fee:

+400

Total:

SS 4,196.60

Global Sum SS:

FINAL PAYMENT

Date/Time: 21-7-18

Confirm with: Shirley

Email ☒

Call ☐

Payee 1:

SS 4,196.60

Name 1:

VOUSWAGEN GROUP SINGAPORE

Payee 2: (Strike if N.A.)

SS -

Name 2:

Payee 3: (Strike if N.A.)

SS -

Name 3:

COPY SENT

31/8/18

OK 7/8/18





# 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				
EQ INSURANCE COMPANY LTD			Ref : CC4/EQ18005365/Dks3	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 22-03-2018	
			Code : EQI	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	GBD 2490K		Veh. Inspected	SJN 8784B
Policy No.	DMCPHQ18-000528		Coverage (\$)	0.00
Claim No.	DM18HO00751/JT		Excess (\$)	0.00
Assign From			Assign Date	22/03/2018
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model			c.c	0
Engine No.	HIDDEN		Year of Reg.	
Chassis No.			Colour	
Odometer	-		Steering	
Brakes			Modification	
General				
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
<b>4. Description of Damages</b>				
<b>5. General Information</b>				
Accident Date	19/03/2018		Inspection Date	26/03/2018
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



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

Your ref: TBA  
Our ref: CC4/EQ118005365/Dks3

Date: 28.03.2018

The Motor Claims Department  
M/s EQ INSURANCE COMPANY LTD

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SJN 8784B**

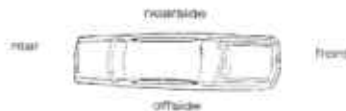
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 26.03.2018 at the premises of M/s Volkswagen Centre Singapore (Macpherson) and have the following to report:-

Workshop Estimate Amount	: S\$	7,297.24
Revised Estimate Amount	: S\$	3,751.96
"Check" Items Amount	: S\$	90.21
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

**Description of Damage:**

The vehicle sustained damages at the  
O/S Rear portion



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 3.0 days

Remarks :

Yours faithfully,

**ANG BRYAN TANI**  
**Licensed Appraiser**

## PDI TUAS

PDI TUAS

LAU YING YING DOREEN  
(LIU YINGYING DOREEN)  
18 CANTONMENT CLOSE  
#26-63  
Singapore, 080018  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV024668  
Quote No. SER/QUO/1800478  
QuoteDate 20/03/18  
Salesperson Jerrome Chan  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6 1.4 TSI DSG 90KW CL	37,115	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SJN8784B	WVWZZZ16ZDM086226	11/02/14	Jerrome Chan
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX D36924	1623G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	3	UNIT	840/-	2,520.00
P B&P MACP PAINT	SPRAY PAINT	3	UNIT	800/-	2,400.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P B&P MECH	ELECT WIRING & MECH COMPO	1	Time Un		280.00
	Nett				
	<b>Sum Labor</b>				<b>5,680.00</b>
P 1K9853675B GQF	TSI EMBLEM <i>SRV</i>	1	Pieces		45.53
P 1K9853687A 739	JETTA EMBLEM <i>SRV</i>	1	Pieces		48.36
P 5C6807394B	RHR BUMPER BRACKET <i>SRV</i> Use Predecessor 5C6807394	1	Pieces		90.21
P 5C6807421 GRU	REAR BUMPER <i>SRV</i>	1	Pieces		919.83
P 5C6853630E ULM	VW SIGN <i>SRV</i> Use Predecessor 5C6853630 ULM	1	Pieces		81.19
P 5C6945096E	RHR OUTER TAILLIGHT <i>SRV</i>	1	Pieces		432.13
	<b>Sum Item</b>				<b>1,617.24</b>

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

PDI TUAS

PDI TUAS

LAU YING YING DOREEN  
(LIU YINGYING DOREEN)  
18 CANTONMENT CLOSE  
#26-63  
Singapore, 080018  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV024668  
Quote No. SER/QUO/1800478  
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Salesperson Jerrome Chan  
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THIS IS NOT AN OFFICIAL TAX INVOICE

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License No.	VIN	Initial Registration	Sales Advisor
SJN8784B	WVWZZZ16ZDM086226	11/02/14	Jerrome Chan
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX D36924	1623G5

Sum Labor	5,680.00
Sum Item	1,617.24
Total SGD	7,297.24
7% GST	510.82
Total SGD Incl. GST	7,808.06

### Explanations

P = Proportionately Charged

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:

26/03/2018 @ 1600h  
Not Actual  
? Part. 3 dgs.  
LKK Auto  
Photo 1st spray.

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

## Nivitha (LKK Auto)

---

**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Thursday, 22 March 2018 1:44 PM  
**To:** assignments  
**Cc:** Admin-D (LKKAuto); Admin A  
**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018  
**Attachments:** MyDocument\_2018\_03\_20\_05\_37\_32.pdf

1:53pm @ 22/3/18  
Person @ Shu Shi  
Vehicle not in

Dear Assignment Team,

Fyi.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

---

**From:** Janet Tan [mailto:[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)]  
**Sent:** Thursday, 22 March 2018 1:21 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear all,

Please arrange to attend to the PRS.

Our insured driver has yet to complete his reporting. Shall revert to you on liability soonest possible.

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](http://www.eqinsurance.com.sg)

 A Member of Citystate

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

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)]  
**Sent:** Thursday, March 22, 2018 1:01 PM

To: EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

Cc: Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

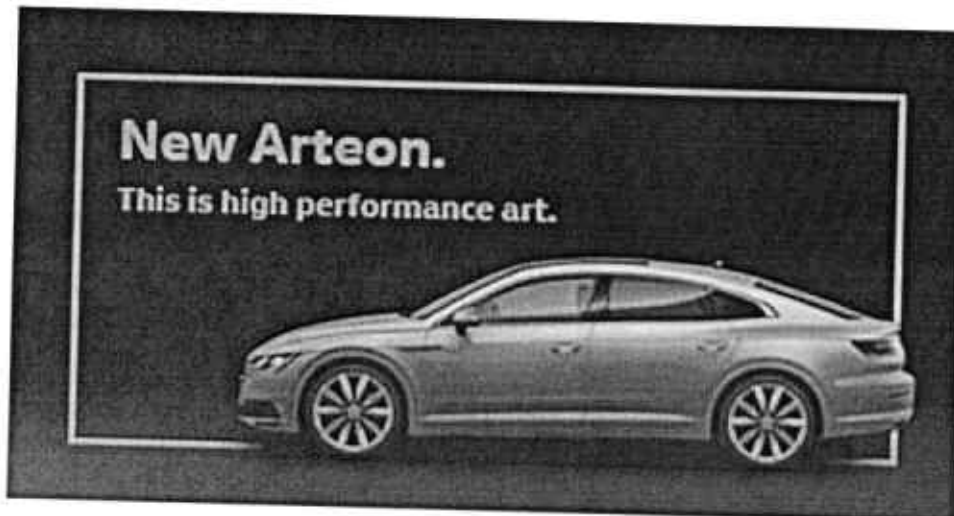
Please use LKK to survey the vehicle, thank you.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

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

Sent: Thursday, 22 March, 2018 10:11 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

***Without Prejudice***

***Save As To Costs***

Dear Shu Shi

Please be informed that Elaine and Bazlin are no longer working in EQI

Our insured driver has yet to complete the reporting.

For Pre repair survey request, please email to [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.



Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

<b>1) AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808 Fax: 6849 9155	<b>2) Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b> <b>L.B.S. Auto Consultants Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> Tel: 62934822 Fax: 62963283 Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
<b>7) Kelvin Automotive Appraising Services</b> Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	<b>8) Automotive Appraiser &amp; Surveying Services</b> Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
<b>9) JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

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

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

**From:** Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** Thursday, March 22, 2018 9:42 AM  
**To:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Elaine Cheong <[elaine.cheong@eqinsurance.com.sg](mailto:elaine.cheong@eqinsurance.com.sg)>; Bazlin Ahmad <[bazlin.ahmad@eqinsurance.com.sg](mailto:bazlin.ahmad@eqinsurance.com.sg)>  
**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

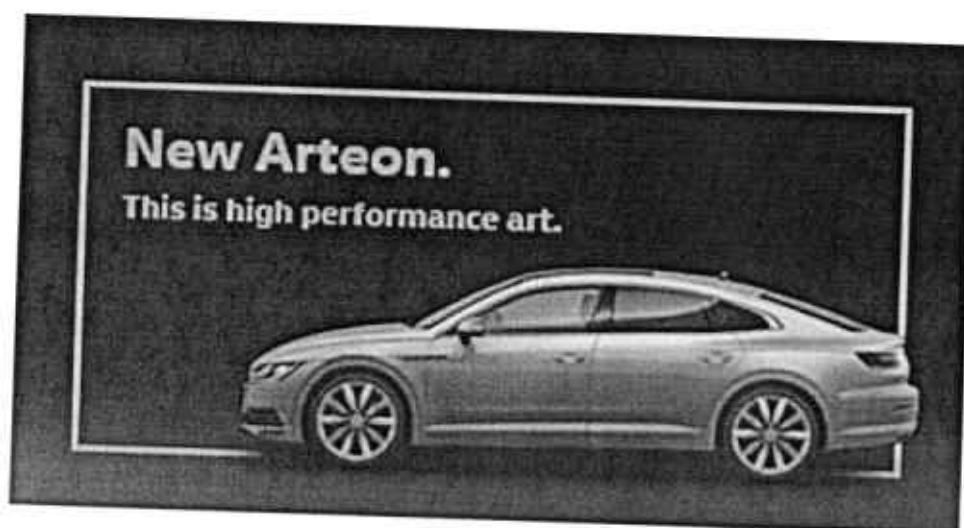
Please revert.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Tang, Shu Shi (VWG Singapore)  
**Sent:** Tuesday, 20 March, 2018 5:40 PM  
**To:** 'Janet Tan'; 'Bazlin Ahmad'; 'Elaine Cheong'  
**Subject:** REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

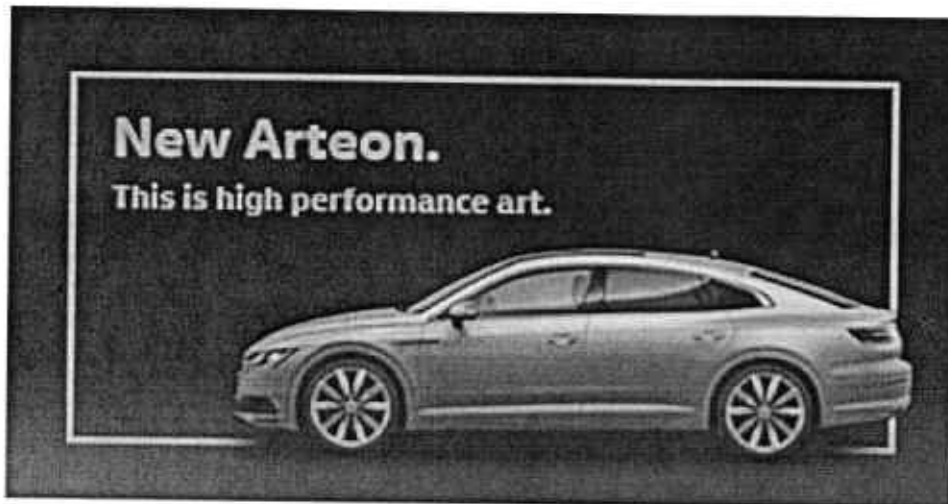
Please revert on liability & survey arrangement for this claim.

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



**From:** [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg) [mailto:[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)]  
**Sent:** Tuesday, 20 March, 2018 5:38 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP

## Shirley Hiew (LKK Auto)

---

**From:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Sent:** Wednesday, 28 March 2018 11:37 AM  
**To:** Shirley Hiew (LKK Auto)  
**Subject:** Our ref: DM18HO00751/JT-FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018 \*\*\* LKK REF - CC4/EQI18005365/Dks3  
**Attachments:** TP ESTIMATE- MARKED.pdf; Preliminary Advice.pdf; GBD2490K.PDF

Dear Shirley

As attached.

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](http://www.eqinsurance.com.sg)

A Member of Citystate

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

---

**From:** Shirley Hiew (LKK Auto) [mailto:ShirleyHiew@lkkauto.com]  
**Sent:** Wednesday, March 28, 2018 10:51 AM  
**To:** Janet Tan <janet.tan@eqinsurance.com.sg>; Zaini (LKK Auto) <Zaini@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018 \*\*\* LKK REF - CC4/EQI18005365/Dks3

**Your ref: TBA**  
**LKK ref: CC4/EQI18005365/Dks3**

### WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

We have inspected TP vehicle SJN 8784B at M/s Volkswagen Centre Singapore - Macpherson.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Meanwhile, please advise whether insured has reported. If so and let us have a copy of insured's accident report for our necessary action.

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

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

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

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

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

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

**Sent:** Thursday, 22 March 2018 1:21 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear all,

Please arrange to attend to the PRS.

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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](http://www.eqinsurance.com.sg)



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**Sent:** Thursday, March 22, 2018 1:01 PM

**To:** EQI PRS <[EQIPRS@eqinsurance.com.sg](mailto:EQIPRS@eqinsurance.com.sg)>

**Cc:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

Please use LKK to survey the vehicle, thank you.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]  
**Sent:** Thursday, 22 March, 2018 10:11 AM  
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**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

***Without Prejudice***  
***Save As To Costs***

Dear Shu Shi

Please be informed that Elaine and Bazlin are no longer working in EQI

Our insured driver has yet to complete the reporting.

For Pre repair survey request, please email to [eqiprs@eqinsurance.com.sg](mailto:eqiprs@eqinsurance.com.sg)

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please **revert within 2 working days** if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) <b>AJAX Inspection Services Pte Ltd</b> Tel: 6255 0808	2) <b>Automobile Inspection Services Pte Ltd</b> Tel: 6286 0155
--	--

Fax: 6849 9155	Fax: 6284 1539 Contact Person: Sophia
<b>3) LBS Automotive Appraisal Pte Ltd</b> <b>L.B.S. Auto Consultants Pte Ltd</b> Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	<b>4) Priority Services</b> Tel: 62934822 Fax: 62963283 Contact Person: Sharon
<b>5) RT Appraisal Pte Ltd</b> Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	<b>6) LKK Auto Consultants Pte Ltd</b> Tel: 6256-3561 Fax: 6741-4108
<b>7) Kelvin Automotive Appraising Services</b> Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	<b>8) Automotive Appraiser &amp; Surveying Services</b> Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
<b>9) JP Knights Pte Ltd</b> Tel: 63450068 Fax: 63445328	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

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

**Sent:** Thursday, March 22, 2018 9:42 AM

**To:** Janet Tan <janet.tan@eqinsurance.com.sg>; Elaine Cheong <elaine.cheong@eqinsurance.com.sg>; Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>

**Subject:** FW: REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

Please revert.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



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

**Sent:** Tuesday, 20 March, 2018 5:40 PM

**To:** 'Janet Tan'; 'Bazlin Ahmad'; 'Elaine Cheong'

**Subject:** REQUEST DIRECT SETTLEMENT FOR SJN8784B & GBD2490K ON 19/03/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

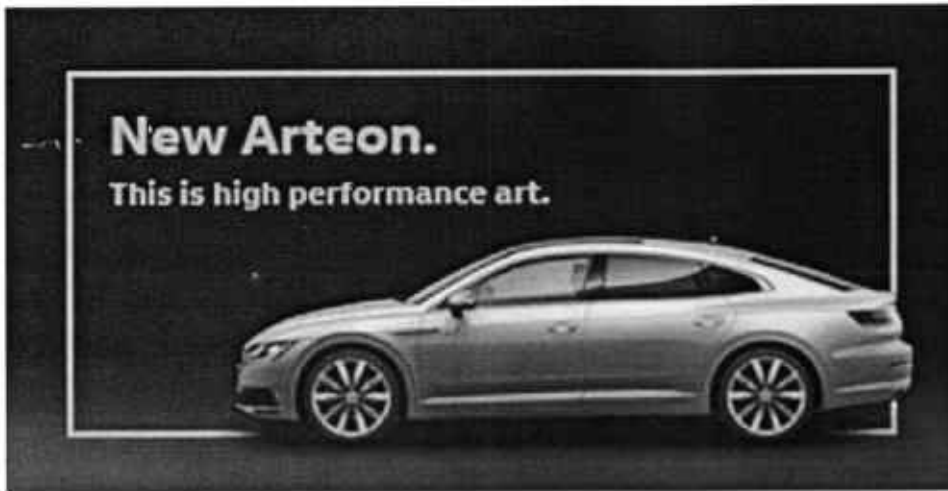
Best Regards,

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



**From:** [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg) [mailto:[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)]  
**Sent:** Tuesday, 20 March, 2018 5:38 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP



**DISCHARGE VOUCHER**

I / We Lau Ying Ying Doreen (Passport No. S74391235) the  
owner of vehicle number SJN 8784B hereby accept from  
EQ (Insurance Company) the sum of  
\$4256.60 (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  
SJN 8784B & GBD 2490K along 296 Lorong Ah Soo  
on 19/3/2018.

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

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

VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on 12/04/18 (DD/MM/YYYY)

(Signature of owner / Company stamp)

Name : Doreen Lam

NRIC No. : S74391235

Date : 12/04/18



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: 08/08/2018

**THIRD PARTY DIRECT SETTLEMENT**

Vehicle No.	GBD 2490K (Insd Veh)	Your Ref. No. : DM18HO00751/JT
	SJN 8784B (TP Veh)	Our Ref. No. : CC4/EQ18005365/Dea3q2
Date of Accident	19/3/2018	

Liability	100%	
Final Repair Cost	: \$ 4,014.60	
Loss of Use	: \$ 180.00	3 days
Rental (If any)	: \$	days
Others:	: \$ 2.00	
	: \$	
	4,196.60	
Final Settlement Sum	: \$ 4,196.60	
Remarks	:	

Payment Instruction: Payee's Breakdown		
1)	VOLKSWAGEN CENTRE SINGAPORE	: \$ 4,196.60
		: \$

JOANNE LEE  
LKK Auto Consultants Pte Ltd



**LETTER OF DEMAND**

Your Ref: GBD 2490K

Our Ref: SJN 8784B

To: EQ Insurance

Dear Sirs,

ACCIDENT INVOLVING SJN 8784B & GBD 2490K ON 19/03/18

We are claiming on behalf of our client Lau Ying Ying Dorren owner of

vehicle number SJN 8784B involved in accident on 19/03/18

with vehicle GBD 2490K along/at 296 Lorong Ah Soo

Description of claims:

Cost of Repairs \$ 3751.96 + 7% GST = \$ 4014.60

Loss of Use/Rental \$ 20 + 7% GST X 3 Days = \$ 240

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

Search Fee \$ 1.87 + 7% GST = \$ 2.00

TOTAL \$ 4256.60

We are claiming in full and final settlement of \$ 4256.60

Cost of repair & search fee \$ 4016.60 to be payable to Volkswagen Group Singapore Pte Ltd.

Loss of use/Rental amount/Medical fee of \$ 240 to be payable to

Lau Ying Ying Dorren

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

Dated this 24/04/18





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/EQ118005365/Dks3

29 MARCH 2018

AUDI CONSTRUCTION PTE LTD  
42 CHAI CHEE STREET  
#01-62  
SINGAPORE 461042  
ATTN: HR / MANAGEMENT

Dear Sir/Madam,

**ACCIDENT INVOLVING GBD 2490K AND SJN 8784B ON 19.03.2018**

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](mailto: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 SJN 8784B and GBD 2490K on 19/3/18  
Own vehicle's number Other vehicle's number Date of accident  
along carpark 246 Lorong Ah Soo  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Lau Ying Ying Doreen  
Name of Policy Holder & IC / Passport number  
of 87439123J owner of Vehicle Registration

Number SJN 8784B 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 — 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 12 of the month

4 Year 18

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:

[Signature]

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P16502

Biz Reg. No. S3103069E  
GST No. M20098505-2

SERVICE ORDER NO: 18IP0862  
SERVICE CUSTOMER NO.: E1978004  
SERVICE CUSTOMER NAME.: EQ INSURANCE COMPANY LIMITED  
TELEPHONE NO.:  
ADDRESS:

VEH NO.: SJN8784B  
DATE: 13/04/18 Pickup:  
VIN NO.: WVVZZZ16ZDM086226 KM: 45,199  
GEARBOX CODE: PMH Engine No.:  
MODEL: JETTA A6 1.4 TSI DSG 90KW CL  
SA: Tang Shu Shi  
Next Appointment Date :  
Next Appointment Mileage : 0

Post Code: 069257

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
<b>DIRECT SETTLEMENT</b>					
<b>DOA: 19/03/2018</b>					
<b>TP VEHICLE NO GBD2490K</b>					
<b>SURVEY BY BRYAN ANG</b>					
Labor					
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
Item					
7	REAR BUMPER	1.00	PCS	919.83	919.83
8	RHR OUTER TAILLIGHT	1.00	PCS	432.13	432.13

Sub Total 3,751.96  
GST (7%) AMOUNT 262.64  
TOTAL AMOUNT 4,014.60

for Volkswagen Group



Customer

Phone : Fax :



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

**Third Party Insurer Enquiry**

Our Ref No: GR-18-042315

Date of Request: 20/03/2018

Your Ref No:

Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 20/03/2018

Enquiry By Tang Shu Shi

TP Vehicle No. GBD2490K

Accident Date 19/03/2018

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBD2490K	EQ Insurance Company Ltd	19/02/2018-18/02/2019	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.

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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-18-042315

Date of Request: 20/03/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 20/03/2018  
Enquiry By Tang Shu Shi  
TP Vehicle No. GBD2490K  
Accident Date 19/03/2018

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



# 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				
EQ INSURANCE COMPANY LTD			Ref : CC4/EQI18005365/Dea3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 08-08-2018	
			Code : EQI	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	GBD 2490K	Veh. Inspected	SJN 8784B	
Policy No.	DMCPHQ18-000528	Coverage (\$)	0.00	
Claim No.	DM18HO00751/JT	Excess (\$)	0.00	
Assign From	JANET	Assign Date	22/03/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	VOLKSWAGEN JETTA	c.c	1390	
Engine No.	HIDDEN	Year of Reg.	2014	
Chassis No.	WWZZZ16ZDM086226	Colour	BLACK	
Odometer	44620	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	CONTINENTAL	6 mm	
L/H Front Tyre	205/55 R16	CONTINENTAL	6 mm	
R/H Rear Tyre	205/55 R16	CONTINENTAL	6 mm	
L/H Rear Tyre	205/55 R16	CONTINENTAL	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S REAR PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	19/03/2018	Inspection Date	26/03/2018	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		3 Working Days		



# 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

Page No.:1 of 1

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SJN 8784B

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	TSI EMBLEM (SN)	SERVICEABLE	45.53	-
1	JETTA EMBLEM (SN)	SERVICEABLE	48.36	-
1	RHR BUMPER BRACKET (SN)	NOT NECESSARY	90.21	-
1	REAR BUMPER (SN)	CUT	919.83	919.83
1	VW SIGN (SN)	SERVICEABLE	81.19	-
1	RHR OUTER TAILLIGHT (SN)	SCRATCHED	432.13	432.13
			1,617.25	1,351.96
<b>LABOUR</b>				
	LABOUR .		2,520.00	840.00
	SPRAY PAINT .		2,400.00	800.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC .		480.00	480.00
	ELECT WIRING & MECH COMPO.		280.00	280.00
			5,680.00	2,400.00
<b>GRAND TOTAL</b>			<b>7,297.25</b>	<b>3,751.96</b>
<b>RECOMMENDED COST OF REPAIRS</b>				<b>3,751.96</b>

Report Ref No. CC4/EQ18005365/Dea3q2

ANG BRYAN TANI

Automotive Assessor / Investigator

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